

Specialist in medical nutrition



Sorgente



Welcome to Sorgente

**Take your enteral nutrition home
with you**



Welcome to Sorgente

Medical nutrition can contribute to the quality of life.

Sorgente considers its mission to help people that are dependent on medical nutrition at home due to a medical necessity.

We believe that proper use of medical nutrition contributes to recovery in case of illness, prevention of complications and quality of life.



Due to your dietary needs, your nutrition must be carefully planned and managed. To that end, your dietician, doctor, nurse or healthcare provider have enlisted the help of Sorgente to advise you on the use of enteral nutrition. Sorgente is the leading specialist in nutritional care at home. The company employs a team of specialist nurses and medical staff, who are able to answer all your queries. This brochure contains a step-by-step overview of the services provided by Sorgente.

Questions about your diet?

Your dietitian or doctor guides you through your dietary treatment. If you have questions about the type and quantity of your medical nutrition, you can go to your dietitian or doctor.

i

In case of malnourished patients who are under the supervision of the Thrombosis Service, the starting of, a change in or the termination of enteral nutrition with vitamin K can lead to disruption in the coagulation balance. For this reason it is asked to report the use of enteral nutrition to the thrombosis service.

Do you have any questions about the daily use of enteral nutrition?

Klantenteam Sondevoeding is available on working days from 8.00 until 18.00 for all queries, orders and problems relating to your enteral nutrition. You can contact us by e-mail teamsondevoeding@sorgente.nl or by phone 030 – 634 62 69.

For emergencies outside office hours, one of the specialist nurses can be contacted by telephone on 030 – 634 62 69. An emergency is an event that cannot wait until the following working day, such as a food pump that has stopped working properly. The specialist nurse will discuss the options with you over the telephone and find a suitable solution with you.

How can I order my enteral nutrition?

STEP

1 Prior authorisation

Sorgente has received the reimbursement request and enteral nutrition order from your dietician/doctor, and will process your request and order. You are eligible for reimbursement of expenses. Sorgente will usually bill your insurance company directly for its' share of your expenses. The expiration date of your authorisation is shown on the consignment note and on our website, under 'My Sorgente'. If your enteral nutrition are not eligible for reimbursement, Team Sondevoeding will discuss the payment options with you.

STEP

2 Instruction

Sorgente can arrange for one of its specialist nurses to visit you at home or in hospital. He/she will go through all aspects of administering your enteral nutrition with you, your family and/or your home care provider. The discussion will focus mainly on practical issues, such as: How do I administer enteral nutrition? How does the enteral feeding pump work? How do I look after the feeding tube and the material? How do I store the enteral nutrition?

Alternatively, your prescriber may have opted for enteral nutrition and accompanying equipment or accessories without any instructions. Should you require instructions, please do not hesitate to contact Team Sondevoeding. At the request of your doctor, the specialist nurses of Sorgente can replace and/or measure your feeding tube or button. Please note that we will need a request form from your doctor to carry out this procedure.

STEP

3 Contact

Within a few days of receiving your instruction, one of Sorgente's specialist nurses will contact you. This nurse will check that everything is to your satisfaction, and answer any queries you may have.



STEP

4

Order

There are various ways to place your next order with Sorgente:

1. the online store at www.sorgente.nl
2. by e-mail: teamsondevoeding@sorgente.nl
3. by telephone (08.30 - 16.00) 030 – 634 62 69

Orders placed before 17.00 will be delivered the following day (Tuesday to Saturday inclusive) to your home address^{*1}.

^{*1} Subject to delays or changes of PostNL.

^{*2} If you prefer not to have your parcel delivered to your neighbours, please indicate this when placing your order.

STEP

5

Delivery

PostNL will deliver the products to your home, from Tuesday to Saturday inclusive. If you are not at home, PostNL will deliver the parcel to your neighbours^{*2}. Alternatively, you may wish to specify a different address, e.g. your work address. Using the barcode that you will receive from us (if your e-mail address is known), you can track your order on the website of PostNL and view the expected delivery time. We kindly ask that you check the content of the parcel on delivery. If you have received an incorrect item or items, please notify us within seven days of receipt. Sorgente will ensure that your order is processed and delivered correctly.

STEP**6****Extension of your authorisation**

The expiration date of your authorisation is shown on the consignment note and on our website, under 'My Sorgente'. If the authorisation period is nearing its expiration date, please contact your dietician /doctor to request an extension. Your dietician/doctor will forward the extension request directly to Sorgente. You can order your liquid nutritional drinks for the duration of the authorisation period. For example, if your authorisation expires in ten days' time, you can order enteral nutrition for ten more days.

STEP**7****Notification of changes**

Notifications of changes in your circumstances are subject to the General Terms and Conditions of Sorgente B.V. This means that:

1. you are obliged to notify Sorgente within five days if you have changed your name or address details;
2. you are obliged to notify Sorgente within five days if you change healthcare provider;
3. you bear the costs of any losses suffered by Sorgente as a result of your failure to comply with the aforementioned requirements.



Your e-mail address

E-mail is the quickest way to keep you informed and the easiest way for you to share your views. You will receive, among other things:

- the barcode of your parcel, allowing you to track your order;
- important product changes;
- an invitation to take part in our customer satisfaction survey.

We will not use your e-mail address for advertising purposes and we respect your privacy. You can send your e-mail address to teamsondevoeding@sorgente.nl (please state your customer number and/or address details in your e-mail).

The website

The website www.sorgente.nl contains a wealth of information.

The website offers the following services:

- view your order via the online store;
 - download or order information leaflets;
 - recipes made with liquid nutritional drinks, complete with nutritional information;
 - information about reimbursement of nutrition products;
 - frequently Asked Questions;
 - useful links to other websites.
-

What are the benefits of the online store?

you can place an order seven days a week, 24 hours a day;
you can view your authorisation (period and products);
you can manage your personal details;
you can highlight your favourite products;
you can view previous order(s) and use the details to place a new order;
each product comes complete with information and photos.

The General Terms and conditions can be found in the online store, and can also be requested from Sorgente.

Sorgente B.V. P.O. Box 281 3990 GB Houten Telephone: +31 (0)30 - 634 62 69

Sorgente

www.sorgente.nl



www.facebook.com/Sorgentebv