Telephone Script for Current or New Patient and/or Caregiver

Hello **(NAME OF PATIENT OR CAREGIVER)**, how are you today? I am **(NAME)** from **(HOME CARE COMPANY)**. Is this a good time to talk?

*(If **NO,** ask the patient for a better time to call back. If **YES**, continue with the following).*

I'm calling to introduce myself and talk to you about your tube feeding formula. Our, **(NAME OF HOME CARE COMPANY)** will now be providing **(NESTLÉ FORMULA)** from Nestlé HealthCare Nutrition instead of **(CURRENT FORMULA)** as your tube feeding formula. This Nestlé HealthCare Nutrition product is a high quality formula and is nutritionally comparable to the one you are currently receiving. We have reviewed this change with your physician and **(he or she)** has approved its use for you.

Because your physician has determined that these products are comparable, you should not need to make any changes in how you administer your tube feeding. Simply use the **(NESTLÉ FORMULA)** instead. Do you have any questions? Just as a reminder, starting with your next order, you will receive **(NESTLÉ FORMULA)** instead of **(CURRENT FORMULA)**.

Please feel free to call me if you have any questions. I can be reached at **(PHONE NUMBER)** or you can call Nestlé HealthCare Nutrition at 1-800-422-2752 or visit Nestlé HealthCare Nutrition's website at www.nestlenutrition.com/us. Thank you.

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