Telephone Script for Home Care Referral Source

Hello (Referral Source),

Thank you for referring this patient to (**home care company**). We appreciate your business. Our company uses Nestlé HealthCare Nutrition formulas for our tube fed patients. We would prefer to start this patient on _____, the comparable formula from Nestlé HealthCare Nutrition to reduce their concern regarding a product change later.
Can you authorize "or equivalent" on the patient order? This allows us to immediately fill the order with the Nestlé HealthCare Nutrition product.

If yes: Good, thanks. We'll process the order immediately.

If no: The comparable tube feeding formula is _____.
Can you change the order to that specific product? I can provide you with a nutritional comparison of the two products, if you'd like.

> **If yes:** Good, thanks. We'll process the order immediately.
> **If no:** I can send a nutritional comparison of the two products, would that be of help?
>
> > **If yes:** Good, I will send it to you right away. May I have your fax number?
> > **If no:** Follow internal policies and procedures to fill the order.

Thank you again for your referral.

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