

Welcome to Apria's Enteral Nutrition Therapy Program

We want to give you a warm welcome to Apria's enteral nutrition therapy program.

In this program you will be provided with the oral nutrition formula prescribed by your physician. You will also be provided the top level of service.

As our customer, you have access to our staff and services, including:

- **Enteral Nutrition Specialists:** Our knowledgeable and experienced enteral nutrition specialists are here to assist you with supply orders throughout the duration of your therapy and answer your questions.
- **Around the Clock Support:** Apria's support staff is available 24 hours a day, 7 days a week to address supply questions.

Please accept our personal welcome to Apria and our enteral nutrition therapy program. We look forward to serving you.

Kindest Regards,

Your Apria Enteral Nutrition Therapy Team

Continental U.S. (844) 260-1788

Hawaii (800) 454-5672

Language Interpreter Services

Language interpreter services are available. If language interpreter services are needed, please let us know.

Feedback on Our Services

Apria is among America's most experienced and respected homecare providers, and our patient

satisfaction scores are consistently high. It is possible, however, that you may have a concern and we always welcome feedback. To voice a concern, call us, email us, or visit our website.

- Call our specialists at (844) 260-1788 in the Continental U.S. or (800) 454-5672 in Hawaii.
- Email us at Patient_Satisfaction@Apria.com
- Visit our website at Apria.com. Select the reason for contacting us from the menu under Contact Us.

Ordering Oral Nutrition Formula

Don't run out of supplies. You will receive a monthly reminder call from us approximately 10 days prior to your next refill date. **We encourage you to contact us when you have only 7 days of supplies remaining.**

Once your order is placed, you will receive a 30-day supply of formula shipped to your home. Shipped deliveries will arrive by UPS or a similar carrier.

If you have any concerns about a delivery you have received, please call us immediately. You can also contact us toll-free with any questions regarding formula and service at **(844) 260-1788** in the Continental U.S. or **(800) 454-5672** in Hawaii.

Please call us immediately if there is a change in your oral nutrition formula regimen. It may take up to 7 days to obtain a new prescription from your physician and receive insurance authorization to provide the new product. Notify us as soon as possible to ensure that you have an adequate supply of formula.

To reach our Enteral Nutrition Specialists call
Continental U.S. (844) 260-1788
Hawaii (800) 454-5672