



# Enteral Patient Information

## MAYO CLINIC STORE ENTERAL LOCATIONS

### Eau Claire

1707 Westgate Road, Eau Claire, Wisconsin 54703  
715-838-1815 select option 1, then option 2

### La Crosse

700 West Avenue South, La Crosse, Wisconsin 54601  
608-392-9797 select option 1, then option 2

## STORE HOURS

Monday through Friday, 8 am to 5 pm  
(closed or reduced hours on holidays)

On-call staff are available to assist with pump malfunction or answer your questions 24 hours a day, 7 days a week. This service does not include supply or monthly resupply deliveries or pickups. All orders must be filled during business hours.

### Your initial assessment will include the following:

- Insurance will be verified and copies of your insurance cards collected. You will be advised of the insurance authorization status.
- Shipping and billing address will be verified.
- Contact information will be verified (phone numbers, emails, and emergency contacts).
- Equipment failure process will be discussed.
- Monthly order process will be reviewed.
- On-call staff process and duties will be explained.
- Pump trouble shooting: our staff will ask a series of questions to determine problems with your pump or supplies. We will discuss your equipment failure process to maintain basic hydration and nutrition needs until the next business day.
- Product storage will be reviewed.

## MONTHLY CONTACT

Mayo Clinic Store staff will discuss your fill date, options for notification, and communicate the monthly refill process. Please read the information below to help us maintain a regular monthly order process.

- Contact the Mayo Clinic Store 7–10 days before your scheduled fill date to provide detailed inventory counts. Monthly order quantities will be determined by quantities prescribed, what is allowed by your insurance, and the quantities being used each month.
- Your order will not be filled until inventory is verbally verified each month when you call the store.
- Staff will inform you of the shipping date of your order when remaining inventory count is completed.
- Orders may only be shipped or picked up during business hours. Shipping to your home will be completed by Mayo Clinic Store staff or a contracted delivery service (for example, Spee-Dee or FedEx).
- It is your responsibility as the patient to inform Mayo Clinic Store staff of any of the following:
  - Shipping or billing address change
  - Phone number change
  - Change in insurance
  - Change in nutritional supplement or needed supplies (prescription required)
  - Significant weight change
  - Change in oral or tube-fed consumption volumes (prescription required)
  - Admission to skilled nursing care facility (such as, hospital, nursing home, hospice)
- Incomplete or incorrect insurance, shipping, or medical necessity information may result in insurance claim denials, and you may be billed for denied services.

## YEARLY REQUIREMENTS

- An annual height and weight update will be required for our records.
- Your initial prescription will expire based upon the length of need as identified by your treating provider or after one year, whichever is shorter. A current prescription from your treating provider will be required, along with any other documentation required by your insurance, such as an office visit with notes discussing your ongoing nutritional needs, or a dietitian visit. In some cases, laboratory tests, nutritional journals, and weight tracking may be required.
- Monthly orders will not be filled unless a valid prescription is on file. Formulas and supplies require prescriptions.

## PROPER STORAGE

- Unopened enteral nutritional formula must be stored in a temperature controlled environment.
  - Follow the temperature requirements for storing your product as provided on the individual packaging.
  - When having enteral products shipped to your home, we recommend you plan for these shipments and watch for their arrival or ask for assistance from family or friends to ensure the product does not remain in fluctuating outdoor temperatures longer than necessary.
- Opened liquid enteral nutrition products are good for 4 hours at room temperature, or 48 hours in the refrigerator.
- Opened enteral nutrition mixed with breast milk: follow provider education guidelines.
- Left over product can safely be dumped down a sink. There is no need to return the product.

## PUMP FAILURE

- It is recommended that you keep a paper copy of your pump settings.
- If your feeding pump is not working, contact Mayo Clinic Store for assistance. If the pump cannot be fixed quickly, you may need to use one of two backup feeding methods outlined below. It is important you do not go without fluids and nutrition.
- For both backup methods, follow the same steps for checking your tube position, hand washing, formula setup, feeding position, water flushes, and cleanup as you would with your pump. Review the “Tube Feeding at Home: Pump Method” book for details.
- Your clinical team will determine the appropriate backup plan for your situation. This plan will ensure you are able to maintain nutrition if your pump fails and until it can be repaired.
  - **Syringe back-up plan:** compliant with your provider education.
  - **Gravity back-up plan:** compliant with your provider education.
- If you are unable to utilize either of the backup methods listed above, **visit your primary care provider or emergency and urgent care center** because some patients or patient situations may require medical attention.