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.

The 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 (see below).
- Monthly order process will be discussed (see below).
- On-call staff process and duties will be explained.
- Trouble shooting pump: our staff will walk you through 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: enteral nutrition formula should be stored in a temperature stable environment consistent with the manufacturer recommended storage guidelines found on each container.

MONTHLY CONTACT

- Our staff will work with you to make sure you are receiving your supplies and nutritional products each month. Please read the information below to help us maintain a regular monthly order process.
- A Mayo Clinic Store representative will call within 7 to 14 days prior to your supply ship date to ask for detailed counts on inventory. Monthly order quantities will be determined by the 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.
- Staff will inform you of the shipping date of your order when inventory count is completed.
- Orders may only be shipped or picked up during business hours. Shipping will be completed by Spee-Dee Delivery.
- It is your responsibility as the patient to inform a Mayo Clinic Store representative of any of the following:
  - Shipping or billing address change
  - Phone number change
  - Change in insurance
  - Change in nutritional supplement or supplies (prescription required for all changes)
  - Significant weight change
  - Change in oral or tube-fed consumption volumes (prescription required for all changes)
  - Admission to skilled nursing care (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 these denied services.
YEARLY REQUIREMENTS

• A yearly provider’s office visit, prescription, and nutritional evaluation are required to continue billing enteral nutrition. An updated patient height and weight is also required during this visit.

• Other documentation/visits may be required based upon your medical need and/or at the insurance company’s request (for example, labs, nutritional journals, weight tracking, dietitian referrals).

PROPER STORAGE

• Unopened enteral nutritional formula needs to 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 the 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 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 determines the backup plan for you. This plan will ensure you can continue to feed 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

• Visit your primary care provider or Emergency and Urgent Care Center: Some patients or patient situations may require a physician visit. If you are unable to utilize either of the backup methods listed above, please seek medical attention.