

AVANOS*



HOME CARE PHARMACY SERVICE

AN INTRODUCTION
TO THE SERVICE AND
HOW IT WORKS

WHAT IS THE HOME CARE PHARMACY SERVICE SUPPORTED BY AVANOS?

At Avanos, we are committed to supporting long-term care by ensuring your patients receive the enteral feeding devices they need, delivered directly to their homes. Additionally, we offer support and training for you, ranging from how to onboard into our service to practical hands-on training and troubleshooting, helping you feel confident in delivering high-quality care every step of the way. Our goal is to make the entire process as simple and seamless as possible for both you and your patients.

WHO PROVIDES THE HOME CARE PHARMACY SERVICE?

The Home Care Pharmacy Service is delivered in partnership with Polar Speed, now Marken, UPS Healthcare Precision Logistics,, a trusted provider with extensive experience in serving healthcare needs across the UK.

ABOUT MARKEN

Operating within the UK Homecare market since 2002, Polar Speed, now Marken, UPS Healthcare Precision Logistics, provides a complete solution for home delivery, inter-hospital and temperature-controlled logistics.

They currently support over **40,000 patients**, process more than **1,000 prescriptions daily**, and work with over **150 NHS Trusts**, making them a leading provider in the healthcare delivery space.

WHY OPT FOR THE HOME CARE PHARMACY SERVICE?

The Home Care Pharmacy Service is designed to meet the specific needs of both healthcare professionals and their patients by offering a streamlined, hassle-free experience with:

- Tailored solutions based on your patients' clinical needs
- No additional cost, including VAT exemption where applicable
- End-to-end support for you and your care team
- Access to high-quality, market-leading products backed by expert support and assistance

By choosing the Home Care Pharmacy Service supported by Avanos, you gain more than just product delivery. You gain a partner in patient care.



WHAT SUPPORT CAN YOU EXPECT?

- Support throughout our service hours, from Monday to Friday between 08:00 and 18:00
- MIC-KEY* products delivered directly to patients' homes
- Streamlined set-up with standardised registration and prescription forms
- VAT exemption available where applicable
- Proof of delivery and delivery note available
- Your local Avanos Key Account Manager is on hand to support you with product training where needed
- Freephone customer helpline

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WANT TO KNOW MORE ON HOW TO START WITH THE HOME CARE PHARMACY SERVICE?

Please reach out to our partner Polar Speed for more information on how to prepare for onboarding into the service and process set-up. They can be reached by phone between 08:00 and 18:00 Monday to Friday via their freephone number 0800 783 3178, and via email on psd.patientqueries@nhs.net.