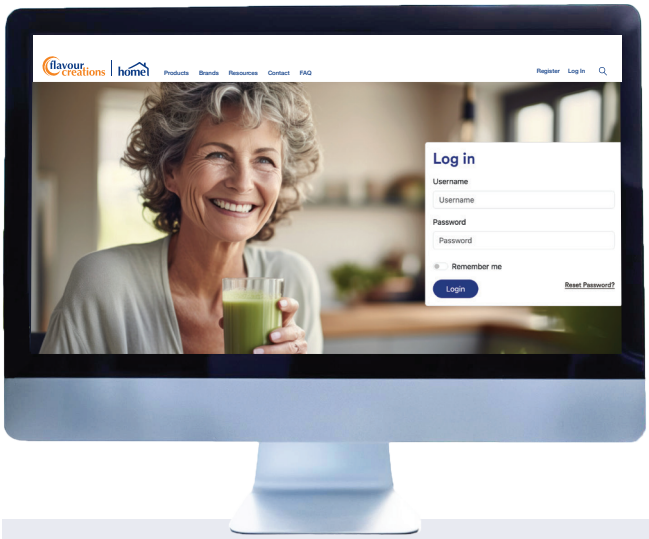
Welcome To Flavour Creations At Home

Your destination for managing your patients' nutrition at home.



Introducing our new online platform

At Flavour Creations we are driven to improve the quality of patient care every day.

We understand the importance of a smooth transition from hospital to home for your patients, and supporting their nutrition.

Flavour Creations At Home is a new online platform specifically developed for healthcare professionals to manage their patients nutrition at home easier.

- **Home Enteral Nutrition (HEN) – public and private patients**
- **National Disability Insurance Scheme (NDIS) participants**
- **Support At Home Program (Home Care Package)**

Register Today

A new experience from beginning to end.

Accessible Anywhere

Register as a healthcare professional today to support your patients' nutrition from the comfort of their homes.

- **Secure Access Anywhere, Anytime**
- **Patient Privacy**
- **Convenient Registration**
- **Faster Patient Registration**
- **Easy Nutrition Regimen Creation**
- **Real-Time Emails**

Browse Over 200+ Products

Browse the nutrition information for over 200+ Flavour Creations products, designed to support patients living with dysphagia, malnutrition and wound care.

From ready-to-drinks, powders, and portion-controlled snacks, Flavour Creations At Home provides a convenient home ordering service for prescribing nutrition products for your patients living at home.

- **Australian Owned**
- **Tailored Pricing**
- **Home Delivery**
- **200+ Products**

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How It Works

The Flavour Creations At Home platform is an all-in-one tool designed to manage patient nutritional regimens and streamline communication between you, Flavour Creations, distributor partners, and your patients.

1. **Register Institution and Healthcare Professionals Registration**
2. **Register Patient, Obtain Consent and Create Their Nutrition Regimen**
3. **Processing**
4. **Ready for Payment**
5. **Order Delivered**

1 Register Institution and Healthcare Professionals Registration

Institution Registration

- Head to FCHome.FlavourCreations.com.au
- Register the hospital or health service, access will be granted within 24 hours.
- A registration confirmation email from info@FCAtHome.com.au will be sent to the person who registered.

Healthcare Professional Registration

- Any number of Healthcare Professionals can self-register to join the institution and gain immediate access.
- Self-register for immediate access:
  - Head to FCHome.FlavourCreations.com.au
  - Select your institution
  - Complete registration and submit
- A unique username and password will immediately be emailed to you from info@FCAtHome.com.au
- A Healthcare Professional can register with multiple institutions

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2 Register Patient, Obtain Consent and Create Their Nutrition Regimen

Register your patient

- Log into FCHome.FlavourCreations.com.au and register your patient.

Patient Consent

- During registration you will be prompted to obtain patient consent.
- It is best to do this with your patient present to ensure the nutrition regimen can proceed to an order.
- If consent is not given at the time of registration, click the print icon and print a patient consent leave behind form.
  - This form provides patients with clear instructions on how to provide consent at a later stage. Regardless of consent, you can proceed with the regimen in anticipation of their consent.
- The patient will also be sent an SMS from (507) 501-7636 and email from info@FCAtHome.com.au requesting them to give instant consent.

Create and submit their nutrition regimen

- Add the prescribed Flavour Creations products to the patient's nutrition regimen.
- Once complete, a pop-up screen will appear for you to review with the patient and submit.
- If a patient requires products that sits outside their 12-month regimen, new regimens will need to be created for each time period.

Print patient's nutrition regimen

- This includes patient information, delivery and billing details, distributor information and general information.
- There is a notes section for you to add any other information for your patient.
- Click the print icon and print a copy of the nutrition regimen and give to the patient/carer as a reference to keep at home.

Patient communication

- Once the nutrition regimen is submitted, the patient will also receive an email containing the regimen details for their reference.

3 Processing

Once submitted and consent has been given, the order is immediately emailed to our distributor partner for account setup and order processing.

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4 Ready for Payment

- For the remaining stages, all information will be communicated directly to your patient/ carer.
- A ready for payment email will be sent to your patient, carer/guardian or the person paying their account.
- This email will include instruction on how to pay.

To make payment, see options and distributor contact details below:

- Credit card payment – call their nominated distributor.
- Direct deposit – email the payment receipt.

State / Territory	Distributor Name	Distributor Phone	Distributor Email	Distributor Website	When will the distributor contact you?	How you will be contacted? (email, sms or phone)
QLD	Flavour Creations	07 3373 3000	sales@flavourcreations.com.au	www.flavourcreations.com.au	48 hours from patient consent.	Phone and email / sms notification
TAS	Atlas McNeil Healthcare	1300 741 085	sales@atlasmcneil.com.au	www.atlasmcneil.com.au	2-3 business days from patient consent.	Phone and email / sms notification
VIC	Atlas McNeil Healthcare	1300 741 085	sales@atlasmcneil.com.au	www.atlasmcneil.com.au	2-3 business days from patient consent.	Phone and email / sms notification
SA	Atlas McNeil Healthcare	1300 741 085	sales@atlasmcneil.com.au	www.atlasmcneil.com.au	2-3 business days from patient consent.	Phone and email / sms notification
NSW	Axcess Nutrition	1800 817 017	info@axcessnutrition.com.au	axcessnutrition.com.au	2-3 business days from patient consent.	Phone and email / sms notification
ACT	Axcess Nutrition	1800 817 017	info@axcessnutrition.com.au	axcessnutrition.com.au	2-3 business days from patient consent.	Phone and email / sms notification
WA	CH2	1300 134 260	sales@flavourcreations.com.au	www.ch2.net.au	3-4 business days from patient consent.	Flavour Creations will contact patient on behalf of CH2
NT	CH2	1300 134 260	sales@flavourcreations.com.au	www.ch2.net.au	3-4 business days from patient consent.	Flavour Creations will contact patient on behalf of CH2

5 Order Delivered

Once payment is received, the distributor will deliver the Flavour Creations order directly to your patient's door.

flavour creations | LIFE ENHANCING NUTRITION

instant THICK | thickplus | shape it | fruits with ATTITUDE | carb plus

AdVital COMPLETE NUTRITION | SCREAMIES NO-MELT ICE-SCREAM | Argie Wound Care | RECOVER | PRO KICK PROTEIN DRINK

CONTACT US | 07 3373 3000 | Info@FCatHome.com.au | FCHome.FlavourCreations.com.au |

Flavour Creations At Home is a service of Flavour Creations Pty Ltd (ABN 73 078 198 320). For more information on Flavour Creations visit flavourcreations.com.au or contact +61 7 3373 3000. FC0138-04