

# Home Enteral Nutrition Program (HEN)

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**Medtronic**

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# Services KinCare Deliver in Victoria

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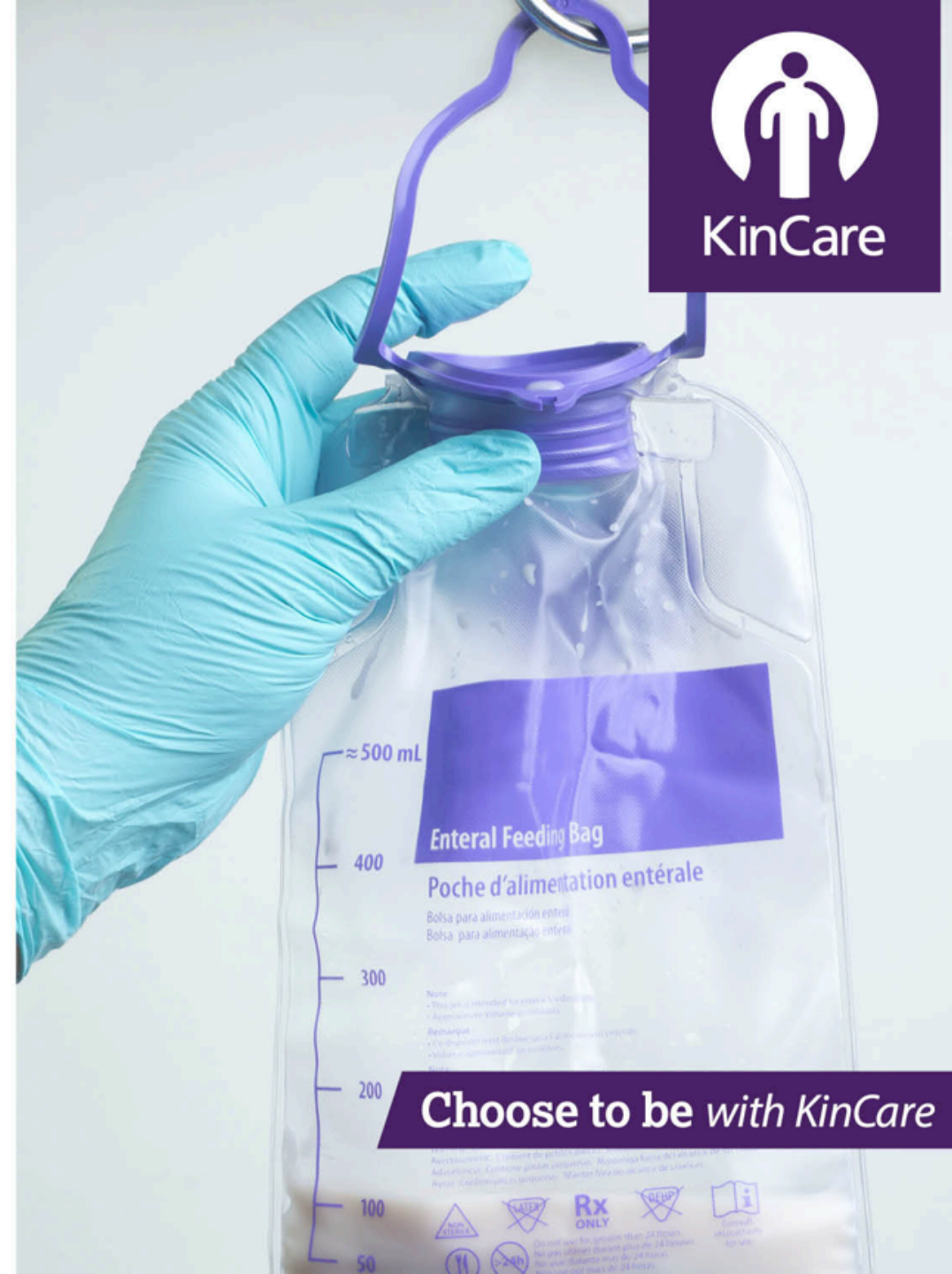


- 1 Home Care Packages (in-home aged care)
- 2 Private services (aged care /nursing)
- 3 Western Victoria Primary Health Network (wound consultancy & education)
- 4 Ambulance Victoria (for non-paramedic call outs)
- 5 Medibank (post discharge support in-home)

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# HEN Workforce

- Staffed by Registered Nurses
- Diverse experience (e.g HITH, post acute, palliative, aged care)
- Recognised as a responsive, agile service provider
- Continuous improvement



# HEN

- Enteral feeding pump and PEG support / troubleshooting 24/7
- Phone support and 2 visits in-home per year
- Dedicated phone line 1300 667 590
- Email [hen@kincare.com.au](mailto:hen@kincare.com.au)
- Provide monthly reports on usage of service
- Call centre in Victoria , easily scalable, staffed by RNs
- All nurses have received specific training by Nestle



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