

## Frequently Asked Questions

**Q. Can the delivery address be changed?**

**A.** Yes, by contacting the Homeward Coordinator on 1800 884 367

**Q. Does the delivery address have to be the patient's home?**

**A.** No. If it is more convenient to have the products delivered to an alternative address, please advise the Homeward Coordinator on 1800 884 367

**Q. What happens if patient is not at home when the delivery arrives?**

**A.** This is not a problem. If you think this may occur, please include "Special Instructions" on the registration form (eg. products may be left in the garage, by the back door etc) or advise the Homeward Coordinator on 1800 884 367.

**Q. Who do patient's call if products arrive damaged?**

**A.** The Homeward Coordinator on 1800 884 367

**Q. Can patient's register themselves for Homeward HENS?**

**A.** No. Registrations can only be completed by a Healthcare Professional

**Q. When will the first delivery be received?**

**A.** Once registration is received, the patient will be contacted by the Homeward Coordinator within one working day to offer to take the first monthly order and advise of delivery time for this order to be received.

**Q. Will the Homeward Coordinator contact the patient/carer to take subsequent orders?**

**A.** No. Subsequent monthly orders are to be initiated by the patient/carer.

**Q. Can the patient order products other than those listed on their registration?**

**A.** No. Orders may only be placed for products as listed on the registration form.