

3 November 2022

Important notice regarding your Flocare® Infinity™ II enteral feeding pump



Dear Patient,

We are writing to you to inform you of a potential issue where a few customers in France experienced an unexpected, unnoticed disruption or stopping of enteral feed delivery by the Flocare Infinity pump.

No pump fault was found. You do not need to stop using your pump. Your pump does not need to be returned to Nutricia.

As a general precaution, Nutricia is providing some extra advice for pump users, as below:

- You may be advised by your managing healthcare professional to make additional checks when the pump is in use in order to monitor the enteral feed delivery.
- Ensure the sound level of the audible alarm is set to HIGH if the pump is operated in a noisy environment, or if you are not physically near the pump, such as overnight, to ensure the alarm is readily noticed should an alarm be activated.
- Please contact your managing healthcare professional if you have any queries about your feeding regime, the pump rate and dose settings, additional checks, or to discuss any other clinical needs.

Please note: extra caution is advised when using feeds other than standard Ready To Feed (RTF) tube nutrition – such as non-liquid food ingredients, mixed, reconstituted foods or home-made blenderised feeds. These types of feeds may cause tube blockages resulting in over- or under-delivery or cause inaccurate or delayed alarm warnings.

Should you have any concerns or questions, you should firstly contact your managing healthcare professional in charge of your enteral feeding regime.

If you require assistance to check the pump alarm setting is set to HIGH, to schedule a pump service or for other queries about your pump, please contact the **Nutricia Pump Team on 1800 060 051** (Monday-Friday 9am-5pm AEST).

Nutricia Pump Team

Email: pumpsau@nutricia.com

Phone (toll free): 1800 060 051

For **Pump Queries** – phone 1800 060 051 option 5 (Monday-Friday 9am-5pm AEST) or email pumpsau@nutricia.com

For **After Hours Pump Support (Nutricia NurseConnect Service)** – phone 1300 557 397 (Monday-Friday 7am-9am and 5pm-9pm. Weekends/Public Holidays 9am-5pm AEST)

If your pump is due for a service, or you are no longer using your pump, then please contact the Nutricia pump team to arrange return:

Pump Returns & Servicing – phone 1800 245 580 (Monday-Friday 9am-5pm AEST)
or pumpreturnsau@nutricia.com

