

24<sup>th</sup> February 2022

**A Note from Nutricia on the Abbott Nutrition Recall**

Dear healthcare professional,

As has been widely reported, Abbott Australasia Pty Ltd and Abbott US are conducting a precautionary recall of some EleCare, Similac and Alimentum infant formula products manufactured in Abbott's Sturgis plant in the United States of America. Abbott Nutrition has put a notice regarding its voluntary recall of certain lot numbers of these products on its site, [similacrecall.com](http://similacrecall.com). **Danone Nutricia would like to reassure you that Nutricia products, including Neocate are not involved in this recall.**

**We would like to reassure you that we are in a good supply position for Neocate Gold and Neocate Junior Vanilla.** All Neocate formulas are specialised amino acid-based medical nutrition for the dietary management of infants and children with severe/complex cow's milk allergy, multiple food protein allergy and other indications where an amino acid diet is recommended by a healthcare professional.

Options to order Neocate products are as follows:

1. For pharmacies and hospitals:
  - **Order directly from Nutricia:** Patients can ask their local pharmacy to contact Nutricia directly on **1800 889 480** or [OrdersAU@nutricia.com](mailto:OrdersAU@nutricia.com) to place an order using a credit card.
  - Order via their usual wholesaler
2. For patients:
  - **Purchase via their usual pharmacy**
  - **Order online** - Nutricia have partnered with some pharmacies that offer e-script fulfilment and interstate delivery. Patients just need to send their scripts via email to the following pharmacies:
    - **Better Value Springvale, VIC** - [bvpdispensary@gmail.com](mailto:bvpdispensary@gmail.com)
    - **Better Value Box Hill, VIC** - [bvpboxhill@gmail.com](mailto:bvpboxhill@gmail.com)
    - **UFS Dispensaries, VIC** - [sturtst@ufs.com.au](mailto:sturtst@ufs.com.au)

An infant may initially not accept Neocate Gold and taste preferences will vary by the individual. In addition, it may help a carer to know that an infant's acceptance of a new formula is largely dependent on the body language of their parents / primary carers. Encourage parents/carers to relax, respond to their baby's cues, but show that the formula is okay with positive body language (for example, reassure with smile, eye/body contact).

As always, **your Nutricia representative or our Careline team are available as resources** to discuss any patient needs. **Our Careline team can be reached on 1800 438 500 (AU).**

Kind regards,



Paula Norris  
Head of Healthcare Engagement  
Nutricia Australia

FOR HEALTHCARE PROFESSIONALS ONLY