

20th January 2022

IMPORTANT NOTICE: Aptamil Allerpro Syneo Supply update

Dear Healthcare Professional,

We would like to provide an update on the supply status of Aptamil Allerpro Syneo products given the continuously evolving COVID-19 situation causing massive supply chain disruptions.

- **Aptamil Allerpro Syneo Stage 1** is currently out of stock and will be back in stock in early March
- **Aptamil Allerpro Syneo Stage 2** is now back in stock & available for ordering in NutriciaStore ([Allerpro SYNEO 2 - from 6 to 12 months | Nutricia Store](#)) with on-going replenishment across retailers in February
- **Aptamil Allerpro Syneo Stage 3** is now back in stock & available for ordering in NutriciaStore ([Allerpro SYNEO 3 - from 12 months | Nutricia Store](#)) & replenishment across pharmacies is on-going

Intermittent supply and limited availability in retailers across Australia will continue until supply fully recovers by April.

We understand that those requiring Aptamil Allerpro Syneo are a vulnerable patient group. In order to help support parents who are not able to secure Aptamil Allerpro Syneo Stage 1 during this time, we are asking for your help to provide alternative recommendations in line with ASCIA guidelines.

For those with confirmed mild to moderate Cow's Milk Protein Allergy (CMPA) (not anaphylaxis) under 6 months of age:

- **Aptamil Pepti-Junior**
 - An extensively hydrolysed infant formula (eHF) with short chain peptides, a specific fat blend with medium chain triglycerides (MCT), omega 3 and omega 6 LCPs, and low osmolality.
 - Suitable for infants with malabsorption and/or with confirmed mild to moderate allergy to cow's milk and/or soy protein when partial or total breast milk substitute is required.
 - Available on PBS.
 - **To help your patients transition, you may share this link with them:** [How to change baby formula or toddler milk | Aptamil \(nutricia.com.au\)](#)
- **Neocate Gold / Neocate Syneo / Neocate LCP**
 - Amino acid-based formula
 - For the dietary management of infants from birth (0+ months) with cow's milk allergy, multiple food protein allergy, eosinophilic oesophagitis and other indications where an amino acid-based formula is recommended.
 - Available on PBS prescription
 - For the following conditions: cow's milk protein enteropathy, severe cow's milk protein enteropathy with failure to thrive, proven combined immunoglobulin E (IgE) mediated allergy to cows' milk protein and soy protein, **GPs and Paediatricians can prescribe amino acid-based formula in consultation with paediatric gastroenterologists, a specialist allergist or clinical immunologist in the form of a phone call or email.**
 - **To help your patients transition, you may share this link with them:** [Getting your baby started on Neocate infant formula | Neocate \(nutricia.com.au\)](#)

FOR HEALTHCARE PROFESSIONALS ONLY. Breastfeeding is best for babies. Good maternal nutrition is important for breastfeeding. Partial bottle feeding could negatively affect breastfeeding. Reversing a decision not to breastfeed may be difficult. Improper use of infant formula may affect the health of the baby. Social and financial implications should be considered.

If pharmacies are having difficulty ordering **Aptamil Pepti-Junior or Neocate products** from their usual wholesalers, the following options are available:

1. **Local pharmacy to order directly from Nutricia:** Patients can ask their local pharmacy to contact Nutricia directly on **1800 889 480** or OrdersAU@nutricia.com to place an order using a credit card.
2. **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
 - **Better Value Box Hill, VIC** - bvpboxhill@gmail.com
 - **UFS Dispensaries, VIC** - sturtst@ufs.com.au

For any additional concerns or urgent queries, GPs, Allergy and Paediatric Specialists can contact their Nutricia Representative or the Nutricia Careline team on any of the following:

Phone: 1800 438 500
Email: nutriciacareline@danone.com
Live chat: www.aptanutrition.com.au

Please be assured that resolving these supply issues continues to be our utmost priority and we are working closely with our global supply point and 3rd party logistics partners to improve supply as soon as possible.

We will share another supply update by early March.

Kind regards,



Paula Norris
Head of Healthcare Engagement
Nutricia Australia

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