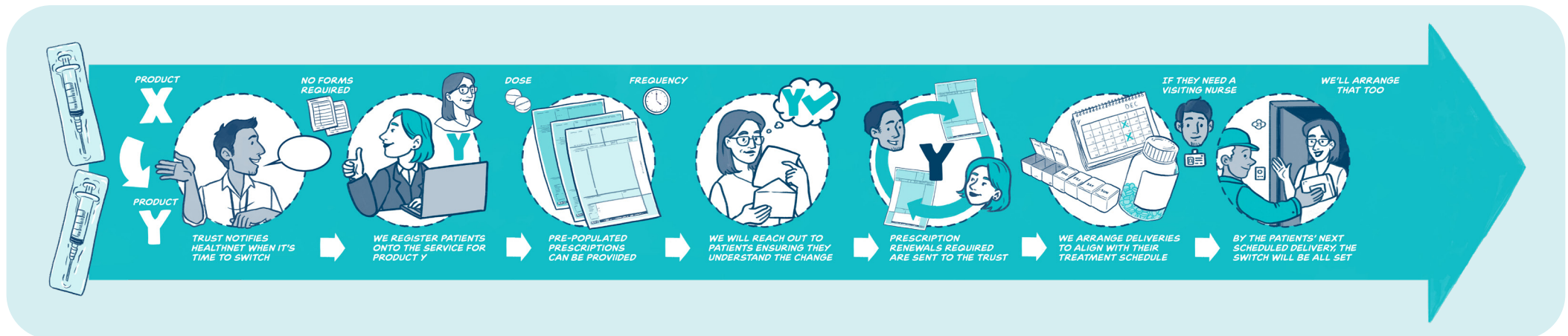


HealthNet Homecare: Making Transitions Effortless

Efficient Product & Provider Transitions, Seamless Patient Care

We understand that switching providers due to poor performance—or moving to new products like biosimilars—can come with concerns: increased admin, limited resources, and potential disruption to patient care. That's why HealthNet Homecare has redesigned our Transition Process to be clear, efficient, and low effort for you.

While you focus on your patients, we handle the logistics.



What to Expect from a Standard Transition

1. Notification

The Trust tells us when to switch, for example, from Product X to Product Y.

2. Patient Registration

We register patients onto the new service.

No forms required from the Trust.

3. Pre-Populated Prescriptions

We provide templates with dosage and frequency already filled in.

4. Patient Communication (Optional)

At your request, we contact patients to explain the change and offer support.

5. Prescription Renewals

Any required renewals are sent directly to the Trust.

6. Co-ordinated Deliveries

Deliveries align with each patient's treatment schedule.

7. Complete Setup by Next Delivery

If a visiting nurse is needed, we'll arrange that too!

Result:



Less admin



No delays



A smooth, stress-free switch for
you and your patients

Adapting to Different Transition Scenarios

- 1. Internal Product Switches** – When your Patient is already with HealthNet and needs to switch from one medication to another.
 - If a prescription exists, we annotate it with the Trust Chief Pharmacist's approval—no new prescription is needed.
 - If not, we provide pre-filled prescriptions or request a prescription for the new medication in line with the patients next delivery to avoid delays.
- 2. Next delivery or Next prescription** – Transitioning your patients onto Product Y from Product X utilising prescription requests.
 - We pre-register your patients and create prescription request based on next delivery due date or prescription expiry
 - The Trust issues a new prescription for Product Y based on the requests – seamless activation upon prescription receipt.
- 3. Change Homecare Provider and/or Medication** – If you are not happy with your current homecare provider, we can help you switch to HealthNet simply and quickly with minimal admin requirements.
 - We manage registration, prescription requests, and coordination.
 - The Trust just closes the old account and gives us a prescription for Product Y by the requested start date.

Built to Solve Real-World Challenges

Our new Transition Process is a direct response to the needs of today's healthcare landscape—including product shortages and increased patient demand. It's been tested for reliability and ease, so you can trust that it works in practice.

Let's Talk Transitions

Speak to your HealthNet Business Development Manager today to learn how we can **support your next switch, smoothly and stress free.**

