



HealthNet Homecare Home Delivery Service

Information for parents, patients, and carers from the Haemophilia Centre

Who is HealthNet Homecare?

HealthNet Homecare is the company that deliver the Haemophilia Blood Products. This is the clotting factor treatment we have prescribed for you or your child.

HealthNet Homecare coordinates between the Haemophilia Centre and patients, and delivers your medication and equipment to your home.

Go to the HealthNet Homecare (<https://www.healthnethomecare.co.uk/>) website for more information about the company.

How will it work?

Once you decide to start prophylaxis (preventative treatment):

- Your consultant at the Haemophilia Centre will raise and sign your prescription.
- This is then sent to HealthNet Homecare, who dispense and deliver your treatment to you.
- HealthNet Homecare will contact you directly to arrange your first delivery. If this is not convenient, then arrangements can be made to deliver to another address. This can include a workplace, or to a family member or neighbour.
- You must also keep records of your treatment at home using Haemtrack (/haemtrack). You do this via the internet. If you do not have internet access, then you can keep paper records instead. You can send the paper records to the Haemophilia Centre by post.

What if there are any problems with home delivery?

If you have any problems with your home delivery, you can contact HealthNet Homecare.

- **HealthNet Homecare**

Telephone: 08000 833 060

Complete the Contact Form (<https://www.healthnethomecare.co.uk/contact%20us/#contactform>) on their website to send a message

You can also discuss any home delivery issues or problems with Haemophilia Centre staff.

This leaflet has been produced with and for patients.

If you would like this information in **another language, audio, Braille, Easy Read, or large print** please ask a member of staff. You can ask someone to contact us on your behalf.

Any complaints, comments, concerns, or compliments please speak to your doctor or nurse, or contact the Patient Advice and Liaison Service (PALS) on 01227 783145 (tel://+441227783145), or email ekh-tr.pals@nhs.net (ekh-tr.pals@nhs.net)

Patients should not bring large sums of money or valuables into hospital. Please note that East Kent Hospitals accepts no responsibility for the loss or damage to personal property, unless the property has been handed into Trust staff for safe-keeping.

Further patient leaflets are available via the East Kent Hospitals website (<https://www.ekhuft.nhs.uk/information-for-patients/patient-information/>).

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