

Troubleshooting Guide for ONS

<i>Issue with nutritional treatment</i>	Detail	Recommended solution	Support Tools
<i>Taste not liked</i>	Patients who are experiencing taste fatigue or dislike certain flavours or styles. This is common in patients who are on long term prescriptions	Recommended trial of an alternative taste format (e.g. fruit instead of milk style) or switch to an equivalent range with different flavour options	Refer to our product range and identify a suitable product to introduce patient to new flavour options.* Also, refer to our delicious recipes to improve the taste of supplements
<i>Cannot tolerate serving volume</i>	Patients who are experiencing difficulty in consuming the required daily volume	Reduce dosage in line with prescription recommendations and check that the basic needs are being met	Select higher kcal/ml alternative or high calorie food fortifiers e.g. Caloreen or Build-up Original as a supplementary regime*
<i>Dosage instructions not understood</i>	Patients who do not fully understand their need for ONS and/or the daily recommended dose to take	Restate dosage instructions and ensure patients understand the importance of adherence to recommended dose to meet nutritional requirements	Provide patient/carer with product information where appropriate, and continue to monitor
<i>Inappropriate use</i>	Patients who do not use ONS appropriately i.e. as a sole source of nutrition rather than in conjunction with diet	Explain importance of taking supplements with real food rather than as a sole source of nutrition	Provide patient/carer with product information where appropriate, and continue to monitor
<i>Goals not being met</i>	Continued weight loss	Consider changing dosage or product type of prescription ONS. Also consider recommending Build-up Shakes and/or Soups as a supplementary regime*	Increase the volume intake of ONS or consider switching to more calorie dense products*

*Communicate any recommended prescription changes to the GP

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