



# PROVINCIAL STANDARDS & GUIDELINES



## Nutritional Supplement Policy

Updated September 2022

Developed by the BC Renal Pharmacy and Formulary Committee  
and the BC Renal Dietitians Group



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## IMPORTANT INFORMATION

This BC Renal guideline/resource was developed to support equitable, best practice care for patients with chronic kidney disease living in BC. The guideline/resource promotes standardized practices and is intended to assist renal programs in providing care that is reflected in quality patient outcome measurements. Based on the best information available at the time of publication, this guideline/resource relies on evidence and avoids opinion-based statements where possible; refer to [www.BCRenal.ca](http://www.BCRenal.ca) for the most recent version.

**For information about the use and referencing of BC Renal guidelines/resources, refer to <http://bit.ly/28SFr4n>.**



### BC Renal


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 [Youtube.com/BCRenal](https://www.youtube.com/BCRenal)

## 1.0 Purpose

To ensure that all people with kidney disease throughout British Columbia maintain acceptable nutritional health.

Malnutrition is common in stage 3 to 5 chronic kidney disease (CKD) populations. Maintaining or improving nutritional status is a challenge and it is often necessary to rely on nutritional supplements to optimize intake. BC Renal funds nutritional supplements for patients with kidney disease, who are registered with BC Renal, and who are followed by a provincial treatment centre. This includes patients not on dialysis and those on dialysis.

## 2.0 General Scope and Nutrition Supplement Criteria

The Registered Dietitian (RD) must be registered with BC Renal and have signed a confidentiality agreement with them. All people with kidney disease must be registered in PROMIS with BC Renal to access the nutritional supplement program.

Recommendation for nutritional supplements for out-patients is based on nutrition assessment by a RD and is indicated when any of the following conditions occur and cannot be addressed through diet changes:

1. Unintentional weight loss of 5-10% of usual body weight (UBW)
2. Current weight of <90% of Desirable Body Weight (DBW)
3. Nutrient intake of <80% recommended
4. Current hypercatabolic state and/or surgery, infections, burns, and wounds where nutrient

needs are higher than usual

5. For pediatric patients — failure to achieve appropriate height and/or weight percentile for age: food intake below Recommended Nutrient Intake (RNI) for age and height

### Length of Supplementation

1. Variable. This depends on the patient's medical condition, nutritional status when supplementation was started, response to the supplement(s), as well as the time it takes for the patient to eat adequately.
2. The RD regularly evaluates the patient's food intake, response to the supplement(s) and further need for supplementation, if any.
3. The RD is solely responsible for repeat orders or changes in types and amounts of supplement(s).

## 3.0 Freedom of Information and Privacy Laws

BC Renal, its staff, contractors and/or its agents have signed confidentiality contracts and will comply with all privacy laws under the laws of the province of British Columbia.

## 4.0 FOR RENAL DIETITIANS

### 4.1 Nutritional Supplement Criteria (NSC)

- The RD will assess and ensure that the patient meets the nutritional supplement criteria for admission into and continuation in the program.
- The RD completes a nutritional assessment indicating why nutrition supplements are needed.

This assessment is documented on the patient health record.

- To assure acceptance, where possible, patients are given samples of nutritional supplements before orders are placed.
- For patients who identify as Indigenous or First Nations, no application is required to the First Nations Health Authority. All patients are covered under this Policy.
- Assuming cost equivalency, closed system enteral feeding formulas will be funded by BC Renal though direct application to the Pharmacy and Formulary Committee.

## 4.2 Transplant Patients

- RD may order supplements for a maximum three-month period following transplant surgery. During this time the patient may have marginal kidney function and may require supplements to support recovery.
- After the three-month period transplant patients will be supported by separate coverage program through BC Renal. Please refer to [http://www.bcrenal.ca/resource-gallery/Documents/Nutritional\\_Supplement\\_Post%20Kidney\\_Transplant.pdf](http://www.bcrenal.ca/resource-gallery/Documents/Nutritional_Supplement_Post%20Kidney_Transplant.pdf) for details. Please contact the Committee Leads for the Dietitians' and Pharmacy and Formulary Committee for details. This is a pilot program and subject to change.
- Order for transplant patients can be created by using the Post-Transplant Centre ordering page on PROMIS.
- The coverage of nutritional supplements for patients following a kidney transplant is a temporary program and subject to evaluation and decision on a continual basis.

## 4.3 Order Processing

- The RD completes the nutrition supplement order in PROMIS Classic (select Treatment ► (choose modality i.e. CKD) ► Nutrition Supplements)
  - Note: Beneprotein and Isosource 1.0 must be ordered from MacDonald's Prescription.
- Once the order has been entered into PROMIS Classic, the RD will print and fax the "printer-friendly" format to BC Renal-approved pharmacy.
- If emailing orders, password-protected files are required.
- The RD verifies the address for delivery to ensure accuracy.
- If the RD enters and saves an order in error but does not fax it to the pharmacy, the RD will mark the order status in PROMIS Classic as VOID.
- If the RD enters and saves an order in error and sends it to the pharmacy, the RD will notify the pharmacy and mark the order status in PROMIS Classic as CANCELLED.

## 4.4 PROMIS Classic Reports

### Patient History:

1. For an individual patient, this can be accessed on the nutritional supplement order screen. This report dates from the very first order placed.
2. For an individual or group of patients, open REPORTS drop file as above but select Patient History. If you have a work list loaded you can request a report for the entire group and can indicate a specific start date.

## 4.5 Approved Formulary

The approved formulary for the nutritional supplements, which will be paid for by the Nutritional Supplement Program, are listed in [Appendix A](#).

## 4.6 Delivery Method

The patient has the choice of one of the following methods of delivery:

1. Picking up the nutritional supplements at one of BC Renal-approved pharmacies. For a list of BC Renal-approved pharmacies, please visit our website [BCRenal.ca](http://BCRenal.ca) under: Health Professionals ► Pharmacy & Formulary ► Pharmacies tab.
2. Delivery options:
  - Pick up directly at pharmacy
  - Pick up directly from dialysis unit
  - Direct delivery to patient home

## 4.7 Re-Ordering Nutritional Supplements

The RD regularly reviews the patient's ongoing requirement for nutritional supplements according to the supplement criteria before re-ordering.

## 4.8 Damages and Short Shipments

- The RD will advise patients that they are expected to inspect all shipments for accuracy and damage.
- All visible damages should be brought to the attention of the ordering pharmacy.
- Orders that are not filled according to the order form should be reported to the ordering RD.
  - The RD will communicate this issue with BC Renal and the pharmacy.

## 5.0 Pharmacies

BC Renal has the right, obligation and ability to adjust any requirement, section label or processes of this document to ensure that we maintain our vision of

“integration with patient care, education, research and training within the kidney programs in each health authority and between health authorities which serve to foster the goals of discovery, knowledge acquisition, quality improvement and responsible health care...”

The Business Planning Department of BC Renal will communicate any and all changes, amendments, deletions and/or additions to the pharmacy directly. Each pharmacy is expected to disseminate that material to all members of the pharmacy staff, whether an employee, contractor and/or agent of the pharmacist. Dissemination will be done through the following modes: fax, email or Canada Post. It is the responsibility of the pharmacy, its employees and/or agents to ensure that BC Renal has, at all times, updated information on all required forms of communication.

**The pharmacy should have a small inventory of the formulary-approved supplements and the estimated time of pickup is to allow the pharmacy to process the order. If the pharmacy does not have enough stock, it is their responsibility to contact the RD directly.**

## 5.1 Ordering Supplies

### Abbott

BC Renal has contracted with Abbott Laboratories to supply the nutritional supplements to the pharmacies free of charge.

**Pharmacies can order nutritional supplements from Abbott using the following methods:**

1. **Phone** the order desk:  
**1.800.567.2226**
2. **Fax** the order into the order fax line:  
**1.800.513.7337**

- All pharmacies are to use their approved BC Renal customer code; **this was distributed in a separate cover. Your account code MUST NOT be used when placing other orders of nutritional supplements as part of your regular inventory/stock.**
- Abbott will ship and supply all formulary-approved nutritional supplements to each pharmacy at no cost as long as your orders exceed \$300.00.
- The pharmacy is required to fax all packing slips to the Business Planning Department once any product has been received.
  - ▶ **Fax all packing slips to: 604.875.7366**
- Abbott will invoice BC Renal for products shipped to your pharmacy.
- Inventory counts will be performed at regular intervals, whether at month-end or quarterly, or at the discretion of BC Renal. It is advisable to review the section detailing the procedure expected during audits.

## Nestle

BC Renal has contracted with Nestle Health Science to supply formulary approved nutritional supplements to the pharmacies free of charge.

NOTE: Beneprotein® orders are only filled by Macdonald's Prescriptions. Other pharmacies will not be reimbursed for it.

**Listed pharmacies can order nutritional products from their Cardinal Health distributor using the following methods:**

1. **Phone** the order desk:  
**1.877.878.7778 + Option #1**
2. **Fax** the order into the order fax line:  
**1.888.291.5027**

3. **Email**  
[orders@cardinalhealth.ca](mailto:orders@cardinalhealth.ca)

For general Inquiries please contact:  
[CHC.CustomerCare@Cardinalhealth.ca](mailto:CHC.CustomerCare@Cardinalhealth.ca)

- All pharmacies are to use their approved BC Renal customer number- **this was distributed in a separate cover. Your account MUST NOT be used when placing orders of other nutritional supplements as part of your regular inventory/stock.**

Nestle will invoice BC Renal for products shipped to your pharmacy.

Inventory counts will be performed at regular intervals, whether at month-end or quarterly, or at the discretion of BC Renal. It is advisable to review the section detailing the procedure expected during audits.

## 5.2 Ordering Beneprotein® and Isosource®

These products are only available to Macdonald's Prescriptions for distribution to the people with kidney disease; therefore, other pharmacies that place orders through their wholesaler will not be reimbursed.

**NOTE: Duocal is not part of the community pharmacy contract. A pharmacy that processes an order for Duocal will not be reimbursed for the cost of the medication or the service fee under the program.**

## 5.3 Frequency of Placing Orders

For all supplements available in [Appendix A](#):

- Formulary - approved nutritional supplements can

be ordered as frequently as every week.

- Orders must have a minimum value of \$300 or additional delivery fees will apply.
- These fees will be charged back to your pharmacy.

For all wholesale nutritional supplement orders available under [Appendix A](#):

- Formulary-approved nutritional supplements that must be purchased through your wholesaler will be at the same process and policy that is currently available, under your agreement with that wholesaler.

## 5.4 Delivering Nutritional Supplements

The pharmacy will process the order in the method most convenient to the patient as follows:

1. Pick up
2. Delivered to patient's home
3. Delivered to dialysis unit

If by pickup:

- The pharmacy is expected to have available, at all times, appropriate levels of inventory for patient care. Note: patients may need assistance transferring supplements to their vehicle.

If by courier:

- The pharmacy should prepare the necessary courier information. Couriers cannot deliver to a PO Box, so the pharmacy should contact the RD if the pharmacist receives a delivery request to a PO Box.

## 5.5 Continuation Of Nutritional Supplement Contract

If the pharmacy is not able to perform the duties and meet the expectations of BC Renal and the

patient, BC Renal, through the Pharmacy and Formulary Review Committee, has the right and ability to immediately suspend the pharmacy from the nutritional supplement program, and at the discretion of BC Renal, be removed from the agreement to provide pharmacy service to people with kidney disease.

## 5.6 Service Fee

Service fees are covered by BC Renal through its contract with the community pharmacies.

A patient order is defined as a single order sheet on a given date as faxed by the RD and may include various products and quantities.

## 5.7 Staffing Needs

Pharmacies will be responsible to provide all necessary infrastructures in terms of staff, training and/or systems to coordinate and process these service requirements.

## 5.8 Inventory on Hand

Pharmacies will be expected to keep BC Renal inventory separate from their normal retail supplement inventory.

- Pharmacy staff will monitor expiry dates on nutritional supplements and rotate stock as it is received and dispensed.

## 5.9 Invoicing for the Service Fee

Pharmacies can invoice the service fee along with their regular provincial renal pharmacy agreement.

All pharmacies are required to provide appropriate documentation along with their internal invoice to the administrative office of BC Renal.

**The administrative address of BC Renal is:**  
**BC Renal**  
**260 – 1770 West 7th Avenue**  
**Vancouver, BC**  
**V6J 4Y6**  
**Canada**

- Effective April 1, 2006, the only documentation appropriate in funding the service fee for the pharmacies is the dietitian faxed order form.
- We will not be able to process any invoices without this document.
- Those items which do not provide valid documentation are:
  - ▶ A list generated internally
  - ▶ No documentation
  - ▶ A prescription receipt printed from your pharmacy system

## 5.10 Why Have I Not Received My Payment?

If your pharmacy has not received payment for the preceding month's activity within 30 days from the date you mailed the invoice to BC Renal, please contact BC Clinical and Support Services Society (BCCSS) Accounts Payable at (604) 297-9267.

## 6.0 Formulary Nutritional Supplements

See [Appendix A](#).

## 7.0 Courier Costs

Delivery costs within your jurisdictions and/or demographics are covered by BC Renal through its contract with the community pharmacies.

## 8.0 Auditing Process

BC Renal shall, on a case-by-case basis and at its sole discretion, perform monthly audits between Abbott and Nestle invoice costs and shipments and

pharmacies used by patients as reported by PROMIS to ensure that we only pay for nutritional supplements dispensed to people with kidney disease registered with us and approved nutritional supplements on the formulary.

## The Audit Process

- At the end of each fiscal period, BC Renal will forward an inventory count reconciliation to a maximum of five pharmacies, which will need to be completed and faxed back to BC Renal within one business day.
- If any discrepancies exist between the inventory count and BC Renal documentation, the pharmacist will be expected to verify the inventory count.
- If the verification does not solve the inventory variances, then a discussion between the records of the pharmacist and BC Renal will occur.
- BC Renal will be guided by the PROMIS system as to orders processed, delivered and/or picked up.
- Timing could be an issue as the fiscal period close vs. the calendar ending differentiates. It would be up to the pharmacist to explain and provide supporting documentation on these variances.
- BC Renal will endeavour to audit all pharmacies 2 to 3 times throughout the year.
- At year-end (March 31), all pharmacies will be audited and the process, as described herein, will remain the same.
- BC Renal reserves the right to change, alter, adjust or amend this section only, without notice, its processes and attestation in conformity with Generally Accepted Auditing Standards, and Generally Accepted Accounting Principles, to ensure the agency attains assurance that this program is accountable to the standards developed through GAAS and GAAP.



## Appendix A: Formulary Nutritional Supplements

BC Renal approves the following nutritional supplements:

### Available to order through Abbott Laboratories:

Product Name	Number	Indications for Use
<b>Ensure Plus Butter Pecan</b> 24 x 235 mL bottles	5075313	Higher potassium tolerance; moderate calorie and protein needs
<b>Ensure Plus Vanilla</b> 24 x 235 mL bottles	5075013	Higher potassium tolerance; moderate calorie and protein needs
<b>Ensure Plus Strawberry</b> 24 x 235 mL bottles	5075213	Higher potassium tolerance; moderate calorie and protein needs
<b>Ensure Plus Chocolate</b> 24 x 235 mL bottles	5075113	Higher potassium tolerance; moderate calorie and protein needs
<b>Suplena Vanilla</b> 24 x 235 mL cans	6208813	Lower protein needs; moderate calorie needs; suitable for persons not on dialysis
<b>Ensure® Protein Max Vanilla</b> 24 x 235 mL bottles	6631113	Higher potassium tolerance and protein needs; moderate calorie needs
<b>Ensure® Protein Max Chocolate</b> 24 x 235 mL bottles	6631213	Higher potassium tolerance and protein needs; moderate calorie needs
<b>Glucerna Vanilla</b> 24 x 237 mL bottles 24/case	5365513	Blood sugar control needs; moderate protein and calorie needs
<b>Glucerna Strawberry</b> 24 x 237 mL bottles	5365713	Blood sugar control needs; moderate protein and calorie needs
<b>Glucerna Wildberry</b> 24 x 237 mL bottles	5365813	Blood sugar control needs; moderate protein and calorie needs
<b>Glucerna Chocolate</b> 24 x 237 mL bottles	5365613	Blood sugar control needs; moderate protein and calorie needs
<b>Nepro Vanilla</b> 24 x 237 mL bottles	5362413	Higher protein needs; higher calorie needs; suitable for persons on dialysis
<b>Nepro Vanilla</b> 8 x 1000 mL ready-to-hang containers	6266913	Enteral formula

### Available to order through Cardinal Health:

Product Name	Number	Indications for Use
<b>Isosource 1.0 HP</b> 24 x 250 mL tetra pak	NN12293881	Gastrointestinal disorders
<b>Isosource 1.0 HP</b> 4 x 1.5 L Ultrapak	NN12293882	Enteral formula
<b>Novasource Renal</b> 27 x 237 mL tetra pak	NN12142257	Higher protein needs; higher calorie needs; suitable for persons on dialysis
<b>Novasource Renal Ultrapak</b> 6 x 1 L	NN12173786	Enteral formula
<b>Resource Beneprotein</b> 6 x 227 g tub	NN12151202	Higher protein needs
<b>Resource Diabetic Vanilla</b> 24 x 250 mL tetra pak	NN12160668	Blood sugar control needs; moderate protein and calorie needs

### Pediatric Formulas:

Product Name	Indications for Use
<b>Nephea Kid</b>	Pediatric Formula
<b>Duocal</b>	Pediatric Formula

### Duocal

- **A pharmacy that processes an order for Duocal will not be reimbursed for the cost of the medication or the service fee under the program.**
- ***This product is restricted for usage with pediatric people with kidney disease.***
- The RD MUST fax the order directly to the Montreal offices of SHS Medical — North America at (514)745-6625, Attention: Nancy Moore, Canadian Business Manager.
- On the order form the RD will include the customer number [07-BC Renal].
- PLEASE NOTE that SHS Medical requires at least 36 hours for delivery lead-time.
- Any returned product is subject to a 20% restocking fee. If any product is returned, your Health Authority will be subject to this restocking fee.
- All products are shipped with a signature required for delivery, no exceptions.