



## **Kangaroo Joey Feeding Pump Sets / Ongoing Production Challenges**

### **Frequently Asked Questions**

**Q: How am I supposed to feed myself or my child?**

A: We cannot guide our patients towards an alternate method of delivering enteral nutrition. Please contact your ordering provider so they may send us a valid order outlining that feeding can be accomplished via one of the following methods:

1. Bolus-feeding with a Syringe
2. Gravity Bag with Rate-Controlling Roll Clamp
3. Alternate Feeding Pump

**Q: Can I clean and reuse my Kangaroo Joey Feeding Pump Set?**

A: The product manual accompanying the Kangaroo Joey feeding pump states that the feeding bag sets are only meant to be used for 24 hours. If you need advice pertaining to the reuse of feeding bags, please seek the guidance of your healthcare provider.

**Q: Will I be receiving a different type of feeding pump?**

A: If ordered by your healthcare provider, **yes**. Medi-Rents & Sales and our partner vendors are collectively working to procure a substantial inventory of alternate feeding pumps and their compatible feeding bag sets.

**Q: Can I pay out-of-pocket for a new feeding pump?**

A: We cannot accept private payment from patients receiving any form of Medical Assistance. If you do not have Medical Assistance coverage, you may contact a Homecare Coordinator to discuss our private payment options.

**Q: I am completely out of Kangaroo Joey feeding bags. How do I feed myself or my child?**

A: Upon initial setup of an enteral feeding pump, we provide instructions for using a Rate-Controlled Gravity Bag. Please refer to the instructions packaged with the gravity bag kit. Instructions are also posted on our website. Please note that this is merely a temporary solution. Your doctor must send an order to Medi-Rents & Sales stating which future route of enteral nutrition delivery will be best suited to your or your child's individual needs.

**Q: What if I can't reach my doctor?**

A: If you cannot reach your healthcare provider for guidance, and you are experiencing a medical emergency, please call 911 and/or seek immediate assistance. We realize the urgency of this matter, but Medi-Rents & Sales is unable to provide medical advice. If you are unable to reach your healthcare provider, please employ the assistance of your insurance carrier. They will often staff case managers or care coordinators to assist with complex challenges such as this.

We are committed to reaching a safe and satisfactory resolution for all patients affected by the Kangaroo Joey Enteral Feeding Set shortage. As we learn more in the coming days, we will keep our patients and referral sources informed.