

Ordering Metabolic formulas from Child Development & Rehabilitation Center (CDRC)

1. If you have a participant come into the WIC clinic requesting a metabolic formula, please contact your State Nutrition Consultant and/or Cheryl Alto.
2. Metabolic formulas are unique to the WIC participant and the formula packages are created at the State level on an 'as-needed' basis in communication with the Metabolic dietitian at CDRC.
3. All metabolic formulas are ordered through CDRC and **NOT** Providence Home Medical Equipment. CDRC acts as a specialty vendor for all metabolic formulas.
4. All WIC participants who receive formula from CDRC are OHSU patients.
5. The local WIC agency issues vouchers to the participant, who then signs the vouchers. The WIC participant is responsible for delivering the formula vouchers to the Metabolic clinic at CDRC.
6. Participants receive one month of formula at a time, and this is how CDRC prefers it. They do not want to be responsible for holding on to a patient's vouchers for the following month.
7. Kelley at CDRC receives the vouchers and checks and verifies patient address from OHSU/CDRC records. If she has any questions, she calls the patient directly to verify address.
8. Kelley then pulls the formula according to the vouchers – if she has any questions about the formula requested or amounts, she can check directly with CDRC dietitian.
9. CDRC ships the formula directly to the patient's home via UPS with return service requested. The shipment is tracked using the online program "UPS World Ship".
10. Because these are OHSU/CDRC patients, CDRC staff knows of a formula change before the order is filled. Also, the formulas they deal with (e.g. for kids with PKU) do not change very often once the infant or child is on it.
11. Kelley then sends the vouchers to the OHSU business office for processing and payment from WIC.

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CDRC Metabolic Nurse Practitioner: Becky Whittemore, 503-494-2776

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