



# Guidance for families seeking baby formula during the national infant formula shortage

Updates (5/27/2022)

- Parents and caregivers in urgent need of EleCare products should contact their healthcare professionals or Abbott at 1-800-881-0876 for additional information. Abbott will release the product immediately free of charge to children in need.

## The Maryland Department of Health (MDH) recommends the following for families in need of formula:

- If your baby needs a special formula, your child health provider can advise you on a comparable formula to use.
- If you are a Maryland WIC participant, contact your [local WIC office](#) for assistance locating products or making changes to your WIC food benefits.
- If you are not a Maryland WIC participant, go to the Maryland WIC [website](#) to learn how to apply, or call your [local WIC office](#) (or 1-800-242-4942) to find out if you are eligible for benefits.
- Do not dilute infant formula. Adding extra water or other liquids to infant formula can be dangerous and even life-threatening for babies, leading to a serious nutritional deficit and health issues.
- Do not use homemade formulas. Formulas made at home often lack the critical nutrients that babies need.
- Use a different brand or type of formula if available. For most babies, it is OK to switch to any available formula, including store brands. Call your child health provider if you have questions.

## Infants with special needs

- Families should consult their pediatrician if their infant requires a specialized formula.
- Healthcare providers who provide care for children in critical need of a particular specialty formula should contact Abbott Nutrition directly to request the product by calling 1-800-881-0876 or visiting their formula information and [product request form](#).

## Expectant individuals

- If you are pregnant, speak to your OB/GYN about breastfeeding your infant.
- The Maryland WIC program also provides [breastfeeding support and resources](#).
- Families feeding a baby with human milk from a source other than the baby's mother should only use milk from a source that has screened its milk donors and taken other precautions to ensure the safety of its milk.

### **Manufacturer Hotlines**

- Gerber's [MyGerber Baby Expert](#): reach a certified nutrition or lactation consultant by phone, text, Facebook Messenger, web chat, or video call, who can help you identify a similar formula that may be more readily available. Call 800-4-GERBER
- Abbott's Consumer Hotline: call 1-800-986-8540
- Abbott's urgent [product request line](#): ask your OBGYN or your infant's pediatrician to submit an urgent product request by [downloading and completing the form - PDF](#)
- Reckitt's Customer Service Line: Call 1-800 BABY-123 (1-800-222-9123)

### **Breastfeeding resources**

- [National Women's Hotline](#): 1-800-994-9662
- [Maryland Breastfeeding Coalition](#)
- [Maryland WIC Breastfeeding Resources](#)
- [National WIC Program/United States Department of Agriculture](#)  
<https://wicbreastfeeding.fns.usda.gov/>

For more information, families can visit the [U.S. Department of Health and Human Services](#) Formula Fact Sheet.