Ostomy Resources
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These resources are provided for information only.
This document does not imply an endorsement from Blueprints of Hope.
While hospitalized, your ostomy supplies will be provided for you. If you receive home health care after hospitalization, your provider is responsible for ostomy supplies while you are under their care. As you transition to independent care, you will begin obtaining your own supplies.

Ideally, you will meet with a Wound Care, Ostomy and Continence (WOC) Nurse who will help you make decisions about the best products for you. WOC nurses are in high demand, and may not be available in rural communities.

Likewise, other ostomy resources can be limited in areas like Southwest Colorado. Many ostomy supply companies employ professional WOC nurses to help clients choose and fit their products. While a personal meeting with a WOC nurse is the best-case scenario, residents of outlying communities may need to talk to one on the telephone or online.

We have compiled a list of regional and online resources that can help, including links to tools that may be used to help measure and choose your specific ostomy products.
About Certified Professional Wound and Ostomy Nurses

For those who are looking for ostomy supply options, a Wound Care, Ostomy and Continence (WOC) Nurse is an individual who is trained in the practice of fitting, to help you make decisions about the best products for your ostomy. WOC nurses can be instrumental in helping you find your “new normal” after surgery. If you have the opportunity to meet with a professional ostomy nurse, please call your insurance company to determine what ostomy supplies and clothing choices your carrier may cover. You may need to be re-fitted for ostomy supplies after healing has occurred, at approximately 4-6 weeks post-surgery. Initial ostomy fittings can take from thirty minutes to one hour.

What Does Insurance Commonly Pay For?

If there is a concern about insurance coverage, we recommend that insurance carriers be contacted prior to purchase. They will clarify coverage, reimbursement and whether or not a pre-authorization is in order. Your insurance company may require a form to be submitted for reimbursement. A prescription from a physician for private insurance, Medicaid, and/or Medicare may be needed. Be sure to contact the supplier for requirements before proceeding.

If you are required to submit a bill for reimbursement by your insurance company, you may need to include a pre-authorization number, the original receipt, and a completed and signed medical reimbursement form as provided by your insurance carrier and a prescription from your physician. Keep a copy of all these documents before submitting your paperwork to your insurance company. In some cases, you may be required to pay out of pocket expenses prior to receiving a reimbursement. Additionally, some insurance companies may require that you work with a specific supply company that is not listed within this document.
Ostomy Tools for Patients and Healthcare Providers

Discharge Planning for a Patient with a New Ostomy
This information is for Health Care Professionals. It includes ideal teaching and planning for a patient with a new ostomy as well as best practice for clinicians. This information is provided by the Wound, Ostomy and Continence Nurses Society.

Coloplast BodyCheck - 8 Steps to Help Understand Body Profile for Optimal Fit of Your Pouching System
Coloplast has a simulator called “BodyCheck” to determine your Body Profile and make recommendations for a better-fitting pouching system for your profile.

Liberty Ostomy Product, Sizing and Measuring Guides
A collection of downloadable brochures, an ostomy supply catalog, ostomy accessories, and stoma sizing and measuring guides. Also included are a Quick Reference Guide of Ostomy Products with Medicare allowable amounts, and a downloadable order form to share with your physician.

ConvaTec
P. 800.533.0464
P. 800.422.8811 (CST)
Ostomy Nurse hours:
M-F 8:30 am – 7:00 pm

ConvaTec has a Customer Interaction Center that is entirely staffed by Wound and Ostomy nurses, and is a free resource for product-related questions. They also have an array of patient and provider literature related to ostomies in Spanish and English. ConvaTec is not a retailer, but their supplies may be ordered by any of the medical supply companies listed below. ConvaTec Concierge™ Service offers many amenities for Health Care Professionals, including ostomy education, a video library, and a ConvaTec Starter Kit for patients transitioning from home health services.

Ostomy Information and Care Guides
from the United Ostomy Associations of America (UOAA)
P. 800.826.0826
Colostomy, Ileostomy, and Urostomy Guidebooks

The United Ostomy Associations of America provides a tremendous amount of very useful information. This includes guides, facts, colostomy irrigation, FAQs, articles, a Nutrition Guidebook and Food Reference Chart, as well as an Ileostomy Blockage Treatment Card, a guide on Intimacy & Sexuality with an ostomy for females and males, and an Ostomy Guidebook & Fact Sheets. The guidebooks are available in both English and Spanish.

Basic Ostomy Skin Guide
This guide is for both patients and Health Care Professionals.

Ostomy Travel Tips from the UOAA
It takes some advance planning to be prepared for possible problems when traveling. These travel tips are shared by the United Ostomy Associations of America, and include a printable “Travel Communications Card,” which is an aid to help with airline security.

FACS Ostomy Home Skills Program for Patients
Provided by the American College of Surgeons, this includes a collection of booklets and comprehensive videos in English and Spanish for adult and pediatric patients.

Online Suppliers for Ostomy Supplies

Hollister
P. 888.740.8999
Consumer Programs Team
8 am-5 pm (CST)

Hollister is the most commonly used ostomy brand in Southwestern Colorado. This site has a comprehensive learning and education center with booklets, product instructions, helpful hints, and sizing information. They also offer the “Secure Start” program which provides free samples and advice, as well as an ostomy newsletter and great printable and electronic product catalogs.

Liberator Medical Supply, Inc.
P. 866.643.0956
24-hour line

Liberator Medical offers colostomy, ileostomy and urostomy supplies from all of the major ostomy supply manufacturers (Coloplast, Genairex, Hollister and ConvaTec). They offer free samples, free Medicare and private insurance form preparation and filing to help with insurance reimbursement, reorder reminders and free shipping. There is an online catalog, or a paper catalog can be ordered by calling 866.643.0956, where there is an ostomy supply-care specialist on staff.
**Edgepark Ostomy Medical Supplies**  
P. 888.394.5375  
M-F 8 am-9 pm Eastern Standard Time  
Sat 9 am-3 pm

Edgepark Medical Ostomy Supplies offers a variety of ostomy, ileostomy and colostomy supplies. They offer many products and have guides to help explain the differences between various appliances and ostomy accessories. They also have an extensive section of educational tools to help you become more knowledgeable about products and supplies that are available for ostomies. They carry Coloplast, Hollister, Security, Nu-Hope, Genairex, and Perma-type brands, and provide free samples. Edgepark accepts and invoices Medicare and other insurances. A catalog containing a fit and measurement guide is available upon request. They have a “Continued Care Program” whereby supplies can be ordered in a recurring manner; shipping for all is free. They do not have WOC Nurse support.

**Byram Healthcare Ostomy Center of Excellence**  
P. 800.308.9445  
Product Support Line: 877.902.9726, ext. 43333  
Ostomy CareLine: 877.902.9726, ext. 43312

Byram Healthcare carries ConvaTec, Cymed, Hollister, Marlen, Nu-Hope, Coloplast, Torbot, Genairex, Perma-type, Safe n’ Simple, Dansac, Bard and other brands. They have a Continuity of Care program, so there is no delay in servicing patients who are being discharged from home health. Byram accepts Medicare and most Medicaid and private insurances. They have a Custom Cutting program, where patients can have their barriers pre-cut to any size stoma. The Ostomy CareLine is staffed by WOC nurses. Catalogs and other literature are available in English and Spanish.
Ostomy Clothing & Solutions

Ostomysecrets
P. 877.613.6246

Ostomysecrets Fit Guide
Ostomysecrets provides underwear for men, women and children with an inner pocket that helps support ostomy appliances; helps to smooth bumps and make them less noticeable. They also provide wraps with an inner secure pocket that provides additional support.

Pouch Wear Ostomy Bag Holder
Pouch Wear has over 300 pouch covers, shower covers, ostomy pillows, belts and wraps. They provide ostomy support solutions for ostomates to conceal, support and protect.

StomaGear
StomaGear’s product, “StomaShield,” offers stoma protection from a car seat belt, clothing, pants and belts.

Intimate Moments
Intimate Moments provides intimate and personal apparel for women and men leading an ostomy lifestyle as well as garments that have a pouch lining sewn into the waistband. This system can be used for all ostomates.

OstoSolutions
OstoSolutions is a convenient, easy-to-use seal that enables 100% odor-proof and worry-free cover and disposal of ostomy pouches. This is a very helpful tool for those who are living an active lifestyle.
Peer Support Groups and Discussion Boards

United Ostomy Association of America Discussion Board and Forums
The United Ostomy Associations of America hosts over nine different discussion forums.

Inspire’s Ostomy Support Group by Great Comebacks
This is an ostomy support group whose goal is to connect patients, families, friends and caregivers for support and inspiration.

Chris4Life Colontown Support Community
An online community of patients, survivors, and caregivers who provide peer-to-peer experiences and support for those with colorectal cancer.

Ostomyland Community Support Forum
This is Ostomyland’s ostomy support community, which consists of forums, a chat room, and a Facebook support group. The site also has many articles and a product and supply company index. It has a wonderful “Lifestyle Guide” that can help with any conceivable lifestyle issue related to having a stoma.

Great Comebacks® Personal Stories
Great Comebacks is a program designed to raise awareness of quality of life issues for people who are living with a disease that can lead to an ostomy surgery. It is an inspirational site including videos that share stories offering hope to those who have ostomies and providing inspiration for a full and productive life after surgery.

Ostomy Outdoors
A blog for those who have ostomies which features a collection of videos showcasing a return to many activities (running, climbing, skiing, and other activities with an ostomy). There is also a list of favorite blogs related to living with an ostomy.

The Phoenix Magazine
America’s Leading Ostomy Patient Magazine
P.O. Box 3605
Mission Viejo, CA 92890
P. 800.750.9311

The Phoenix is a quarterly magazine published by the United Ostomy Associations of America. Each issue provides 80 pages of information, tips, education and inspirational stories for those who are living with an ostomy. Online access and printed magazines are available. Ostomy Care Guides are free with a paid subscription of the magazine.