About Your Ostomy Supply Order

Important information

This handout explains how to get your ostomy supplies after you leave the hospital. It includes a list of ostomy suppliers.

Your Supply Order Form

The ostomy nurses at University of Washington Medical Center (UWMC) will help you with your first ostomy supply order. We will:

- Look at your stoma and the area around your stoma.
- Teach you how to take care of your ostomy.
- Determine what supplies work best for you.
- Work with your doctors to fill out an order form with the supplies they recommend for your ostomy care.

Your doctor will sign the supply order form, and it will become your ostomy prescription. You will need this form so that your insurance will pay for your supplies.

Choosing Your Medical Supply Company

Your nurse will ask you which medical supply company you prefer. You can choose from the list of companies on page 3.

Filling Your Prescription for Supplies

Usually, your nurse will fax your prescription to the medical supply company you choose, and then give you a copy of the prescription. Be sure that you:

- Write the name and phone number of the medical supply company on your copy of the prescription.
- Keep your copy of the prescription in a safe place.
Your nurse **will not** fax your prescription if:

- **Your doctor orders home health services.** Most times, the home health agency is required to supply you with your ostomy supplies until they are no longer caring for you.

- **You will be staying in a rehabilitation facility.** The rehabilitation facility is required to supply you with your ostomy supplies.

- **You do not have insurance coverage.** If this is true for you:
  - Your nurse will contact the Hollister Secure Start Program. Hollister is the company that makes the ostomy supplies we use in the hospital.
  - Someone from Hollister Secure Start will mail you a “charity program” form to complete.
  - If you qualify for the Hollister Charity Program, Hollister will send you the ostomy supplies you need. At your first follow-up visit after you leave the hospital, you will meet with the outpatient ostomy nurse who can help you find other ways to get supplies at a discounted rate or for free.

### When You Leave the Hospital

- On your discharge day, the nurse will give you wafers and pouches to use until your home supplies arrive.

- If your skilled nursing facility or home health agency is unsure of your ostomy supply needs, you can let them copy your supply prescription. They can also call the UWMC Wound Ostomy Outpatient Clinic if they have any questions about your ostomy. **Always keep a copy of your current prescription.**

- We recommend you call your surgeon’s scheduler or nurse to ensure you have an appointment to meet with the outpatient ostomy nurse on the same day as your first follow-up visit with your surgeon.

  Your follow-up visit with your surgeon may be at Seattle Cancer Care Alliance (SCCA). Your appointment with the ostomy nurse will be at the Ostomy Clinic in UWMC’s Surgical Pavilion. When you set up your appointment times, allow time for travel between SCCA and UWMC, if needed. There is a free shuttle that goes from one place to the other. Visit [www.seattlecca.org/shuttle-schedule.cfm.cfm](http://www.seattlecca.org/shuttle-schedule.cfm.cfm) for a shuttle schedule.

- The outpatient ostomy nurse will confirm that your ostomy supplies are ordered correctly and that your supply needs have not changed.

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**Prescription for Ostomy Supplies**

<table>
<thead>
<tr>
<th>Description</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wafers</td>
<td>100</td>
</tr>
<tr>
<td>Pouches</td>
<td>50</td>
</tr>
</tbody>
</table>

**Make sure to keep a copy of your ostomy prescription when you give copies to your care providers.**
Ostomy Suppliers

This list of ostomy supply companies is provided for your convenience. UWMC does not endorse any specific suppliers.

Byram Health Care
Warehouse in Redmond, WA
800-456-3500, ext. 34999
Fax: 877-354-4795
www.byramhealthcare.com

Edgepark
Warehouse in Portland, OR
800-321-0591, ext. 3189 (Morgan Jones)
Fax: 330-963-6127
www.edgepark.com
Email: morganj@edgepark.com

Shield Health Care
Warehouse in Tukwila, WA
800-720-7440
Fax: 206-575-6765
www.shieldhealthcare.com

Sound Health Wound Management
Warehouse in Tacoma, WA
888-909-6863
Fax: 866-213-4464
www.soundhealthwm.com
Email: soundhealthwm@gmail.com

Farrell’s Home Health
2326 Wheaton Way, Bremerton, WA 98310
800-233-6265
Fax: 360-377-8782
farrellshomehealth.com

CCS Medical
800-557-8345
Fax: 866-804-7071
www.ccsmed.com

Parthenon
800-453-8898
Fax: 801-972-4734
www.parthenoninc.com

Keeler’s Medical Supply
2001 W. Lincoln Ave., Yakima, WA 98902
509-452-6541
keelersmedical.com

Questions?
Your questions are important. Call your doctor or health care provider if you have question or concerns. UWMC clinic staff are also available to help.

Outpatient Wound and Ostomy Clinic:
206-598-1438