

Convenience ▪ Affordability ▪ Choice<sup>™</sup>

# Ostomy Educational Guide

Colostomy | Ileostomy | Urostomy





# My Ostomy Information

## Be Prepared

Use this form to ensure you have all your ostomy information in one place.

## Surgery Information

I have a:    \_\_\_ Temporary    \_\_\_ Permanent  
              \_\_\_ Colostomy    \_\_\_ Ileostomy    \_\_\_ Urostomy    \_\_\_ Other

Surgery was performed at: \_\_\_\_\_

Date of surgery: \_\_\_ / \_\_\_ / \_\_\_

Surgeon's name: \_\_\_\_\_ Phone #: \_\_\_\_\_

WOCN/Ostomy Nurse: \_\_\_\_\_ Phone #: \_\_\_\_\_

## Home Health Agency Information

I was discharged to: \_\_\_\_\_

Home Health Agency Phone #: \_\_\_\_\_

Home Health Agency Nurse: \_\_\_\_\_

Date of Home Health Discharge: \_\_\_ / \_\_\_ / \_\_\_

## Insurance Information

Primary Insurance: \_\_\_\_\_

ID #: \_\_\_\_\_

Secondary Insurance: \_\_\_\_\_

ID #: \_\_\_\_\_

Primary Doctor: \_\_\_\_\_

Phone #: \_\_\_\_\_

## Ostomy Product Information

I use a:    \_\_\_ 1-piece appliance    \_\_\_ 2-piece appliance

**Byram is a Medicare Participating provider.** You are only responsible for any annual deductible, co-payment or items not covered by Medicare, which Byram will bill to your Medicare Supplemental Insurance.

## How many supplies will my insurance company pay for?

The table below outlines the quantity of supplies that Medicare will reimburse for in a given amount of time. Many health plans also follow Medicare's guidelines. Higher quantities may be available, depending on specific medical reasons documented by your physician. Please contact your Byram Healthcare ostomy specialist at **1-800-308-9445** for questions specific to your insurance.

Item	Unit	Allowable Amount	
		30 Days	90 Days
Wafer with Flange	Ea	20	60
Pouches-Drainable	Ea	20	60
Pouches-Closed End	Ea	60	180
Stoma Cap	Ea	31	93
Paste	Oz	4 oz	12 oz
Barrier Wipes	Ea	25	75
Skin Barrier Sheets	Ea	20	60
Skin Barrier Rings	Ea	AMN	
Skin Barrier Spray	Oz	2 oz	6 oz
Skin Barrier Strips	Ea	20	60
Liquid Adhesive	Oz	4	12
Adhesive Remover Wipes	Box/50	AMN	
Tape 1" X 10 yards	Ea	2	6
Tape 2" X 10 yards	Ea	1	3
Deodorant, Liquid	Oz	AMN	
Deodorant, Tablet	Ea	AMN	
Ostomy Belt	Ea	1	3
Convex Inserts	Ea	10	30
Irrigation Sleeves	Ea	4	12
Irrigation Bags	Ea	-	1
Irrigation Cone	Ea	-	1
Irrigation Catheter	Ea	-	1
Lubricant	Oz	AMN	
Output Capture Cartridge	Ea	31	93

AMN=As Medically Necessary.

Byram Healthcare has interpreted Medicare policy in order to create the above reference information and assumes no responsibility for inconsistencies in the policy. All medical and claims determinations will be made by Medicare or your insurance plan.

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## My Ostomy Supplies

Product Type	Quantity Needed	Brand / Item # / Description
Pouches - Drainable		
Pouches- Closed		
Wafers/Flanges		
Barriers & Rings		
Paste		
Skin Barrier Strips		
Skin Barrier Wipes		
Adhesive Remover - Wipes/Spray		
Deodorant, Liquid		
Ostomy Belt		
Ostomy Powder		
Output Capture Cartridge		
Other		

Welcome to Byram Healthcare

# Helping People Manage Their Conditions and Live Healthier Lives at Home

## About Byram Healthcare

Byram is the provider of choice for direct-to-home delivery of medical supplies, serving people living with chronic conditions for over 50 years.

## We provide Convenience, Affordability and Choice™

- Broad spectrum of disposable medical supplies across a variety of health care categories — we carry all major brands
- Reimbursement expertise — helping our customers navigate the complexities of health care billing and reimbursement
- Better financial experience through in-network coverage for 90% of the insured population
- Specialized Center of Excellence servicing; Diabetes, Wound Care, Urology, Incontinence, Ostomy, and Breast Pumps

## Visit Our Digital Catalog

Byram carries thousands of quality brand name products. If you can't find it in this print catalog, you will most likely find it in our online Digital Catalog. Use the QR Code for easy access. You may also contact one of our friendly Customer Service Representatives by calling toll free at **1-800-308-9445**.

## Visit Our Digital Catalog

### Can't Find What You're Looking For?

Byram carries thousands of quality brand name products. If you can't find it in this print catalog, you will most likely find it in our online Digital Catalog. Use the QR Code for easy access. You may also contact one of our friendly Customer Service Representatives by calling toll free **1-800-308-9445**.



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Disclaimer: The reimbursement information provided by Byram Healthcare is intended to provide general information relevant to coding and reimbursement of Byram Healthcare’s products only. Coverage and payment policies for the same insurer can vary from one region to another and may change from time to time because of ongoing changes in government and insurance industry rules and regulations. Therefore, please confirm HCPCS Codes with your local DME-MAC, private insurer, or Medicaid agency before processing claims. Byram Healthcare does not guarantee coverage or payment of its products listed herein.

# Byram Healthcare's Caring Touch at Home™

## Ostomy Program offers you:

### Convenience

#### **Ostomy Center of Excellence (COE):**

Our Ostomy COE consists of a team of dedicated people that are 100% focused on ostomy care. Their goal is to ensure people with ostomies resume a normal lifestyle. Our ostomy specialists are well trained on the latest ostomy products, stoma management techniques, insurance reimbursement and coverage issues.

#### **Custom Cutting for Ostomy Skin Barriers:**

At Byram Healthcare Centers, we provide the unique service of customizing ostomy skin barriers to the proper stomal opening for Byram customers. Byram can provide custom cutting on most types of two-piece ostomy skin barriers.

#### **Multi-Lingual Support:**

Our goal is to make it easy for our customers to work with us, eliminating language barriers that can often get in the way of accessing quality care and outstanding service. Byram Customer Service representatives can access our language line at any time and translate up to 250 languages.

#### **Ostomy Clinical Support:**

The Byram Healthcare Ostomy Clinical CareLine is designed to support the needs of our current ostomy patients. Closely monitored by our contracted WOCN (Wound, Ostomy, and Continence Nurse), this CareLine is a great resource for anyone experiencing clinical trouble in regard to an ostomy. Our specialized Ostomy CareLine is a resource that can be used for clinical questions or concerns that pop up post discharge or between regular visits to your physician or hospital WOCN. For Ostomy support, please contact our:

**Clinical Support CareLine: 1-877-902-9726 ext. 43312**

### Affordability

#### **Reduce Patient Costs:**

Byram can service the majority of Americans with health insurance, including Medicare, most Medicaid and private insurances. Byram Healthcare is a Medicare participating provider. Our reimbursement experts will exhaust all available insurances to lower or eliminate your out of pocket costs. Should you not have insurance that covers ostomy supplies, we understand the financial burden this places on you. Byram is pleased to offer a discount off the cash purchase.

### Choice

#### **Extensive Inventory:**

Byram has one of the largest inventories of ostomy products in the country. We only carry brand name ostomy products from trusted manufacturers.

#### **Brand Loyal:**

We fill the order as prescribed and require patient approval for any product changes.



**Call us toll free!  
1-800-308-9445**

## Medicare Assignment

Byram is a **Medicare participating provider**. Byram will also bill your secondary insurance for the remaining 20%. You can relax, knowing our reimbursement experts will handle all of the paperwork and obtain prescriptions from your physician.

## Private Insurance and Managed Care

Byram will work directly with your insurance company to ensure that you receive your full benefits. Since medical supply coverage and reimbursement varies by health plan, we will be happy to investigate your supply coverage with your insurance company.

## Medicaid

Byram participates in many state Medicaid programs. Our customer service representatives will be happy to discuss your particular state's coverage of medical supplies.

## Customer Service

Our ostomy specialists are committed to your satisfaction. Our representatives have extensive product and reimbursement knowledge to make ordering easy and convenient. If you do not see the product you are looking for in the catalog, visit our Digital Catalog at [byramhealthcare.com](http://byramhealthcare.com) for a complete product listing. If you have any questions, contact our customer service department for assistance toll-free at 1-800-308-9445.

## Shipping

There is no charge for shipping on insurance covered orders. Most orders will ship the same day by FedEx Ground or through local regional couriers. This provides you with prompt, reliable nationwide delivery. Express shipping options are available.

## Privacy Policy

Byram adheres to state and federal laws complying with the confidentiality of business and customer privacy, including the federal HIPAA (Health Insurance Portability and Accountability Act) regulations. If you would like a copy of our Privacy Policy, please visit our website or contact us and we will gladly mail you your policy.

# Byram Healthcare's Ostomy Manufacturer Programs

Before you left the hospital, your ostomy nurse may have enrolled you in a program to receive product samples and ongoing clinical support from one of the following manufacturers:

- Coloplast Care Program
- Convatec me+ Program
- Hollister Secure Start Program

Byram Healthcare participates in all of these programs. Even if you are enrolled in one of these programs, you still have **the right to choose your own supplier- like Byram Healthcare-** to provide and bill your ostomy supplies to your insurance.

To do so, just tell your ostomy product manufacturer when they call that you would like Byram Healthcare as your provider and they will transfer you directly to one of our ostomy specialists to place your order!

## How Manufacturer Support Programs Work

1. Your stoma care nurse enrolls you in a manufacturer support program.
2. The manufacturer ships a sample kit to you within a few days and contacts you about their program.
3. You can specify Byram Healthcare as your medical supplier and they will transfer you directly to an ostomy specialist to place your order.
4. Byram Healthcare will ship supplies directly to your door and bill your insurance.



Call our Ostomy Clinical  
Support CareLine:  
**1-877-902-9726 ext. 43312**



Byram Healthcare's  
***Caring Touch at Home™***

## **Three Easy Ways to Place Your First Order**

1. **CALL Byram Healthcare:** 1-800-308-9445  
Monday - Friday: 8:30 AM to 7:00 PM local time  
Saturday: 9:00 AM to 1:00 PM local time
2. **FAX us your order:** 1-866-811-4500
3. **MAIL your order form:**  
Byram Healthcare Centers, Inc.  
Attention: Customer Service  
3010 Woodcreek Drive - Suite A  
Downers Grove, IL 60515

Please be sure to indicate your method of payment, if applicable, and your daytime phone number.

# Pouching System Quiz



## Closed

T/F: Convenient because they can be thrown away when it's about half filled

T/F: Good option for colostomies of the lower intestinal region, where output is thicker

T/F: Can be used along with drainable pouches



## Drainable

T/F: Opened at one end, can be emptied, rinsed, securely closed and reused

T/F: Best used for ileostomies and colostomies of the higher intestinal regions, which produce a more frequent, liquid or paste-like output

T/F: Available in different lengths

T/F: May have a built-in or separate tail closure



## Urostomy

T/F: Designed for urinary stomas

T/F: Have a valve opening for faster, more convenient draining of urine and mucus

T/F: Can be attached to a drainage container at night



## One-Piece System

T/F: Skin barrier and pouch are attached to skin together

T/F: No assembly and fewer steps to apply; generally more flexible

T/F: One connection point means fewer places for possible leakage

# Pouching System Quiz



## Two-Piece Systems

- T/F: The barrier is attached to the skin, and the pouch connects to the barrier
- T/F: Easier to switch to a different type of pouch
- T/F: Easier to clean pouch
- T/F: Less skin irritation from changing barriers
- T/F: Allows stoma to be visible, making it easier to center the skin barrier



## Opaque/Transparent Pouches

- T/F: An opaque pouch is more discreet
- T/F: Transparent material in a one-piece system can help you center the wafer onto the stoma



## Cut-to-Fit/Precut Barriers

- T/F: Cut-to-fit barriers allow you to customize the skin barrier opening to fit your stoma
- T/F: Pre-cut barriers provide a consistent fit around the stoma
- T/F: Pre-cut barriers perform best when used after your stoma has stabilized in shape



## Filtered

- T/F: Releases gas, but not odor
- T/F: Prevents the pouch from ballooning and the need to “burp” the pouch
- T/F: Good choice for colostomies with thicker output or when eating gas-causing foods

*If you answered True to all of these statements, you are correct!*

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## Getting to Know Your Ostomy

### Stoma

**Colostomy:** Your large intestine has been re-routed so that your body wastes now exit through a stoma on your abdominal wall.

**Urostomy:** A small segment of your small intestine has been used to re-route urine through a stoma on your abdominal wall.

**Ileostomy:** Your large intestine has been removed and your small intestine re-routed so that your body wastes now exit through a stoma on your abdominal wall.

All stomas are basically the same, with the exception of size and shape. Your stoma should be red or pink. It is full of blood vessels, which are right on the surface. Your stoma should always be moist, similar to the inside lining of your mouth. It is a mucus

membrane that has its own natural lubrication. Your stoma may bleed as it contains many blood vessels. At times when changing the appliance, you may see some blood; do not worry. Your stoma will mend itself, very much the same as when you bite the inside lining of your cheek or mouth. Your stoma has no feeling because it doesn't have nerve endings. The slight movement of the stoma is called peristaltic action. Your stoma will be swollen following surgery and may take from six to eight weeks to shrink. Measure your stoma at each appliance change during this initial period. The appliance must fit properly to protect the skin and to ensure a leak-proof seal.

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## Lifestyle Tips

Generally, the best time to change your appliance is in the morning before breakfast. Examine the peristomal skin (skin surrounding the stoma). It should be the same color and texture as the rest of the abdominal skin. Avoiding skin irritation is much better than treating it.

You may take a bath or shower with your appliance on or off. Exposure to air, warm water and gentle soap is good for your skin. If you shower with your appliance on and you are using one with tape, the tape portion of the appliance will get wet. As the tape dries (you can blow dry with cool air or pat with a towel), it will remain secure on the skin.

## Colostomy

Discharge from your colostomy can vary from a formed stool, pasty-like consistency or just liquid depending on where the stoma was fashioned in the large colon; ascending, transverse, or descending. Some stomas can be controlled through irrigation; some can be managed with a closed-end pouch while others require the use of a drainable-style appliance.

There are no definite diet restrictions for colostomies, however some foods will cause excessive gas such as broccoli, cabbage, eggs, fish, beans. Other foods may be constipating and still others may produce odor while emptying. Experiment with one food at a time so problem foods can be identified easily.

## Urostomy

Using a night drainage system will assure a good night sleep! While some prefer to get up periodically throughout the night to empty, it is more convenient to hook up to bedside drainage. The pouch remains empty and you can rest without worry.

There are no specific dietary restrictions for urostomates, but certain food such as asparagus will cause the urine to have more odor. Certain juices such as grapefruit and orange go into your system acidic but exit the body in an alkaline state. Too much alkalinity can cause crystals to build up around the stoma. Cranberry juice is very beneficial in keeping alkaline levels in check.

## Ileostomy

Chew all food thoroughly. Popcorn, peanuts, coconut and food with seeds or kernels should be eaten with discretion. Onions, cabbage, spicy foods, fish, garlic and beans may cause an odor when emptying the appliance. Green beans, broccoli, spinach, raw fruits and beer may cause diarrhea. Add one new food at a time so you can identify problems.

Know what medications you are taking; avoid enteric coated pills and time release capsules. These medications are usually not absorbed due to their outer coating. They may exit into the pouch in their original state. Remind your physician that you have an Ileostomy, which may necessitate a different choice of drug. You may discuss this with your pharmacist as well.

Disclaimer: The recommendations and information above should not be considered a substitute for personal medical advice or diagnosis. Before making any changes, consult your health care professional.

## Custom Cutting Program

### What is custom cutting?

Custom cutting is die-cutting the center opening of a wafer to fit the exact shape and size of your stoma.

### When is custom cutting recommended?

Custom cutting is most beneficial six to eight weeks after surgery, once your stoma has shrunk and stabilized in size.

### Benefits of Byram's Custom Cutting Service

- Provides accurate sizing and proper fit so less time is spent changing the appliance.
- A better fit translates into longer wear time.
- Decrease leakage issues and skin irritation.
- Less skin breakdown translates to fewer physician visits.
- Assists persons with arthritis, vision impairment, or finger/hand dexterity problems.



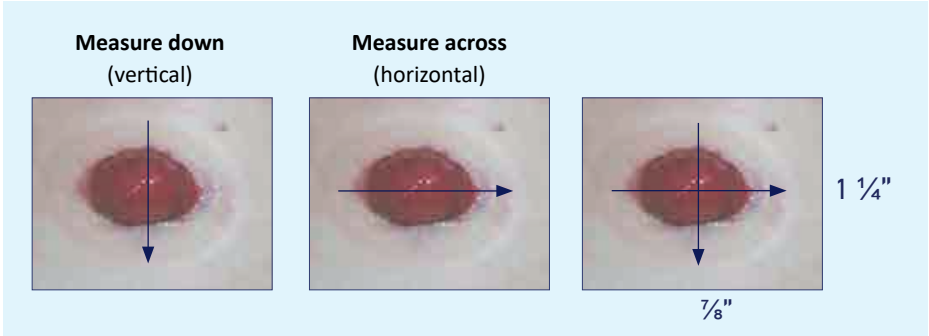
Call our Ostomy Clinical  
Support CareLine:  
**1-877-902-9726 ext. 43312**

# Custom Cutting Program

## How to measure a stoma?

For oval stomas, the nurse/ostomate must provide the horizontal and vertical measurements. For this example, the size is  $\frac{7}{8}$ " v x  $1\frac{1}{4}$ "h

Round stomas only require one measurement which is the total width of the stoma.



To have your skin barriers custom cut, please visit [mybyramhealthcare.com](http://mybyramhealthcare.com) or use our app and enter the required information or contact Byram customer service: **1-800-308-9445**

## Custom Cutting Order Guide\*

Items to be cut: \_\_\_\_\_

### Cutting Size

Shape to be cut: Round                      Size to be cut: \_\_\_\_\_

Oval    Size to be cut: \_\_\_\_\_ x \_\_\_\_\_

\* There is a charge per order for Custom Cutting. Custom cut supplies are not returnable. Please allow an extra day for delivery. One-piece ostomy appliances, pre-cut skin barriers and some two-piece systems cannot be custom cut.

## Problem Solving: Colostomy and Ileostomy

Many problems can be solved with simple home remedies or accessory products.

### Are you experiencing problems with excess gas?

- Be careful with foods that are gaseous in nature: beans, cabbage, beer, etc.
- If possible, select a pouch with a filter (most closed-end and some drainable models incorporate a filter) or add a filter to your current appliance.
- Never puncture the material on the pouch, this destroys the odor-proof film and allows odor to seep out at will. You can also add a gas vent tab to the top of your bag to release air.

### Are you experiencing problems with odor?

- Everyone using the bathroom creates an odor. However, stool or fecal material that is contained in an appliance for several hours builds up bacteria and may be more offensive when emptying.
- There are many good appliance deodorants on the market that can help neutralize odors within the pouch.
- Certain foods may cause more odor. You may want to avoid these if you'll be using a bathroom away from home.
- Please refer to the section in this book labeled "Food Which May Influence Stoma Function."
- To order or inquire about appliance deodorant, refer to the Accessory Section in this catalog and then please call a **Byram Representative at 1-800-308-9445**.

### Do you have difficulty in emptying or disposing of your pouch?

- Always place some bathroom tissue in toilet prior to emptying pouch contents. This will eliminate back splash.
- Make certain the end of the tail spout is facing upward (rather than under), this will allow easier emptying and directing into the toilet.
- Clean tail spout inside and out with tissue prior to applying the clip or securing the "Velcro-like" closure.

### Do you have difficulty with stool or fecal material not dropping down in pouch?

- Leave a small amount of air in pouch when emptying; do not flatten pouch.
- Before applying the clip or securing "Velcro-like" closure, pull walls of pouch apart to trap a small bubble of air. This will prevent clothing from pressing down on the appliance.
- A lubricating deodorant can ease pouch emptying and help prevent pouch static and sticking. For more information refer to the Accessory Section in this catalog and then contact a Byram Representative at **1-800-308-9445**
- You may also want to talk to your doctor about using a stool softener to help thin out your stool. This may help stool fall into the bag more easily.

### Are you experiencing problems with liquid drainage?

- Use a jelling agent to solidify drainage - contents will slide out easily. This will decrease noise and allow the contents to slide out more easily.
- Single use packets make jelling agents easy to use with each pouch change. You may want to wear an ostomy belt to help hold the wafer on more securely.
- Remember to place toilet paper into the toilet first to decrease splashing.

## Problem Solving: Urostomy

### Do you have problems with mucous clogging the valves?

- Mucous cannot be avoided since the urostomy is fashioned from the small intestine. Call Byram customer service for assistance at **1-800-308-9445**.

### Are you experiencing problems with your night drainage tube?

- Always keep a small amount of urine in your pouch prior to connecting to night drainage. This will give an immediate flow of urine down the tube and break any air pockets.
- Be sure that the tubing is straight down the bed, or with a curl if placed on the side of the bed. Using a leg strap will prevent twisting and kinking of tube.

### How can you wash pouches and night bag?

- There are a variety of appliance cleaners available for urinary systems. For ordering information, call Byram at **1-800-308-9445**.
- In a pinch, white vinegar and water can also be used to rinse out urinary pouches, and a baking soda and water solution is effective in night bags.

### Does your tubing become discolored?

- Most night drainage bottles or bags are disposable in nature because they are very difficult to clean with long usage.
- To discuss available urinary appliance cleaners and decrystalizers call Byram custom service today for assistance at **1-800-308-9445**.



**Byram Healthcare** has the ostomy accessories you may need to manage your ostomy easily and effectively.

To reach our Ostomy Center of Excellence, please call:  
**1-800-308-9445**

Disclaimer: The recommendations and information above should not be considered a substitute for personal medical advice or diagnosis. Before making any changes, consult your health care professional.

## Food: Which may influence stoma function

### Foods Which May Thicken Stool

May decrease stoma output and help in managing diarrhea.

Applesauce	Chocolate	Tapioca	Bananas	Peanut Butter
Milk	Boiled Potatoes	Cheese	Rice	Whole Wheat Bread

### Foods Which May Increase Stoma Output

May cause an increase in peristalsis and may also be used as a means to relieve constipation.

Alcohol	Cucumbers	Iced beverages	Rhubarb	Beans
Figs	Milk, fresh	Spicy foods	Broccoli	Fried foods
Onions	Vegetables, leaf	Cabbage	Fruit, raw	Prunes
Coffee	Fruit juice	Plums		

### Foods Which May Discolor Fecal Output

If you notice a discoloration of the stool, think back to what you have eaten to note if food may be the cause. Call your doctor when stool discoloration is not food related.

Beets	Licorice	Tomato Juice	Food Dye
Red Jello	Vitamins w/iron	Iron Pill	Spinach
Watermelon	Kool-Aid	Strawberries	

### Foods Which May Produce Gas

Apple Juice	Cheese, Strong	Peas	Asparagus
Chewing Gum	Radishes	Beans	Cucumbers
Spices	Beer	Eggs	Spinach
Broccoli	Fish	Sprouts	Brussel Sprouts
Fruit Juice	Sweet Potato	Cabbage Family	Melon
Vegetable	Mushroom	Juice	Cauliflower
Nuts	Yeast	Onions	Carbonated Beverages

### Foods Which May Inhibit Gas

Apple Juice	Cranberry Juice	Buttermilk	Yogurt
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### Foods Which May Produce Odor

#### Illeostomy

Alcohol	Fish
Beverages	Garlic
Asparagus	Mushrooms
Baked Beans	Nuts
Cabbage	Pears
Cheese	Vitamins
Eggs	

#### Urostomy

Asparagus
Fish
Onions

#### Colostomy

Asparagus
Baked Beans
Broccoli
Fish
Onions
Pears

### Foods Which May Inhibit Odor

Buttermilk	Parsley	Tomato Juice	Cranberry Juice
Spinach	Yogurts	Lettuce	



# YOU MATTER!

Know what to Expect for Quality Care!

## SIDE ONE

### THE OSTOMY AND CONTINENT DIVERSION PATIENT BILL OF RIGHTS (PBOR)

The PBOR is a tool produced by United Ostomy Associations of America for patients to advocate for quality care and outlines evidence-based practices for healthcare professionals. A person undergoing ostomy or continent diversion surgery has the right to high-quality care in all healthcare settings to achieve a desirable quality of life and can expect to receive the same dignity and attention as people with other medical conditions. Counseling, care and educational instruction are ideally provided by a certified healthcare professional that specializes in ostomy care.

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## SIDE ONE

To ensure person-centered quality ostomy and continent diversion care the patient will be involved in all phases of the surgical experience (except in preoperative emergent situations):

#### During the preoperative phase:

- Stoma site marking
- Discussion of care and impact on activities of daily living
- Emotional support

#### During the operative phase:

- A stoma that is well-positioned and can be fit with a reliable pouching system

#### During the postoperative phase:

- Instruction and educational materials on self-care of specific ostomy (i.e., emptying/ changing pouch, care of skin, troubleshooting, dietary/fluid guidelines)

- Resources for obtaining supplies and support

#### During the lifespan:

- Health care professionals with knowledge specific to the care of ostomy/continent diversion in all health care settings including telemedicine
- Reevaluation of ostomy management and supplies following changes in medical condition, and aging
- Specific ostomy supplies to maintain a reliable fitting pouching system

Full details: [www.ostomy.org](http://www.ostomy.org)

### FOLD LINE

For more details about these rights visit [www.ostomy.org](http://www.ostomy.org)

If you believe your rights are not being met,  
speak up and ask to be heard.

# BE A FORCE FOR CHANGE!



## TRAVEL TIPS

Travel plans do not need any special attention other than careful preparation. However you travel, be sure to anticipate your needs.

### **Here are some travel tips to keep your journey relaxing.**

Create a detailed list of all the supplies you use; catalog numbers, sizes, description, cut size (a copy of your last Byram invoice will do the trick). Pack extra supplies but do not overload.

While traveling, should an emergency arise, simply call us at **1-800-308-9445** for assistance. You can also look in the yellow pages under “Surgical Supplies.” Do not panic if you cannot find the model of appliance you are currently using; many brands are similar and can get you through this time.

Always pack your supplies in a separate suitcase or carry-on and never allow this bag to leave your side. When traveling by car, avoid leaving supplies in your trunk, as excessive heat may cause wafers or other items to melt.

Appliance wear-time may shorten in hot climates, so be prepared to change more frequently if needed.

When traveling on planes, remember the restrictions on liquids for carry-on luggage. Put liquid deodorants or adhesives in your checked baggage or put some into less than 3 oz. travel containers.

If you are going to be swimming, you may need to change your wafer more frequently. You may secure your wafer by using skin barrier strips. Refer to the Accessory Section in this catalog for more information.

The Transportation Security Administration offers a helpline to assist travelers with disabilities and medical conditions. **TSA Cares can be reached toll free at 1-855-787-2227** prior to traveling with questions about screening and what to expect at the security checkpoint.

The most common complaint of all travelers is a change in bowel habits due to different foods, unfamiliar water, schedule and time changes. Ask your physician for a prescription for diarrhea before leaving home.

**Drink only bottled water if possible and try new foods one day at a time.**

# Travel Communication Card

Compliments of the United Ostomy Associations of America, Inc.

This is provided to travelers in order to simplify communication with federal Transportation Security personnel and airline flight attendants, at those times when you wish or need to communicate in a non-verbal way, as is your legal right. This is not a “certificate” and it is not a “pass” to help you avoid screening.

Please trim to wallet-size and laminate if desired. The blue color is important, as it is a “flash-card” developed by the TSA so their own officers will recognize it and be guided to treat the traveler with discretion and sensitivity.

If laminated in a double-side manner, it can be used ‘blue side out’ during security screening, and the white side out when communicating non-verbally with airline personnel.

## News

- You may always have a travel companion with you during a private screening
- TSA officers should NOT ask you to show your pouch—you may be asked to rub over your pouch outside your clothing so they can test your hand to rule out explosive residue.
- To file a complaint, send an email to [TSA.ODPO@dhs.gov](mailto:TSA.ODPO@dhs.gov) (with a copy to [advocacy@uoa.org](mailto:advocacy@uoa.org), please)

## Cut, fold and place with your travel documents

### TSA NOTIFICATION CARD: INDIVIDUALS WITH DISABILITIES AND MEDICAL CONDITIONS

I have the following health condition, disability or medical device that may affect my screening:

I understand that alternate procedures providing an equivalent level of security screening are available and can be done in private. I also understand that presenting this card does not exempt me from screening.

Information • Assistance Requests • Compliments • Complaints  
TSA Cares

1-855-787-2227 (Federal Relay 711)  
Weekdays: 8 a.m. to 11 p.m. ET

TSA-ContactCenter@tsa.dhs.gov  
Weekends/Holidays: 9 a.m. to 8 p.m.

Hablaamos Español

Automated information offered in 12 languages

Call 72 hours prior to traveling to request the assistance of a Passenger Support Specialist (PSS) at the checkpoint. If a PSS is not available, you may ask for a Supervisory TSA Officer at the checkpoint.

### RESTROOM ACCESS NEEDED NOW

The cardholder needs urgent  
Restroom access to empty or change  
Their ostomy pouch and/or catheter



### RESTROOM COMMUNICATION CARD

The cardholder is wearing an ostomy pouch which contains bodily waste and is carrying pouches and related supplies to manage personal hygiene.

Access to the restroom is critical for the cardholder's wellbeing and for public sanitation.

Thank you for your help and understanding.

Provided by 

[www.ostomy.org](http://www.ostomy.org)

1-800-826-0826



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