

The Ostomy Care and Supply Centre

Ostomy News



Do You Understand Your Pharmacare Deductible When it Comes to OSTOMY Supplies?

Over a decade ago now, the Fair Pharmacare Program was put in place in British Columbia helping residents with the cost of eligible prescription drugs and certain medical supplies, including ostomy supplies. Coverage under this plan is based on family NET income and requires registration for the plan to be in effect. To be eligible for the Fair Pharmacare plan, you must be a permanent resident of the province, be registered for the Medical Services Plan (MSP) and have filed an income tax return within the last two years. A maximum deductible is calculated based on a family's income taxes for two years prior and is reassessed annually. (For example: for 2015, your deductible is based on 2013 net income). It is important to note that if your family income has decreased more than 10% within the last two years, or if the family status has changed, a reassessment can be requested and a new deductible is calculated. Prescription medications go towards this annual deductible as well as most ostomy supplies, although there are exceptions such as certain accessories



and add-ons. You can inquire at the time of purchase as to which supplies are covered. Each family deductible is different, and reaching it occurs at a different point each year. Remember that the deductible 'year' is based on the calendar year (January-December). A person purchasing only ostomy supplies may never reach their deductible based on their income, whereas a person with many medications as well as ostomy supplies may reach their deductible already in January. If you are unsure what your family deductible is, or for more detailed information, please speak to us or call the Pharmacare Program in Vancouver and the Lower Mainland at (604) 683-7151 or the toll free number:

1-800-663-7100. You can also visit the website at www.health.gov.bc.ca/pharmacare. Pharmacare also provides an option for you to pay your deductible monthly instead of all of it at the beginning of the calendar year. To enroll in this part of the program contact Fair Pharmacare.

Apart from the Pharmacare Program, there are also various extended health medical insurance plans that cover a percentage of the cost (the average is 70-80%) of ostomy supplies such as Pacific Blue Cross or Manulife Financial. As each plan is different, please check with your personal insurer for deductibles and eligible supplies.

Once the Fair Pharmacare Program deductible has been reached, the reduction in cost of supplies is applied at the time of purchase. However, extended benefit plans require that the cost of supplies is paid up front (whatever remains after Pharmacare has paid its portion) at the time of purchase, and the official receipts are submitted manually (by the purchaser) for reimbursement.



Are you tired of a 1" wide belt that rides up or bunches up like a rope?

THE NEW NU-COMFORT BELT

Offers 360 degrees of support around your flange and peristomal area. Twice as wide as other belts. Excellent for 1 and 2 piece ostomy systems! Ask us about it today.



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Customer Appreciation Day !!



Saturday August 15, 2015

11:00 am—2:00 pm

2004 8th Avenue,
New Westminster

*Free parking in rear

- **HOTDOGS & HAMBURGERS**
- **VENDOR DISPLAYS**
- **DRAWS & GIVE-AWAYS**
- **MEET THE NURSES & STAFF**

Vancouver Chapter: Ostomy Society of Canada

Join us for information and meet others living with an ostomy.

2015 Dates: February 22, April 19, June 15, September 20

President
Deb Rooney
604-683-6774

Visiting Co-ordinator
Julie Singer
778-879-6600

Chapter Meetings at The Collingwood
Neighbourhood House
5288 Joyce Street, Vancouver @ 1:30



Meet Ostomy Nurse Arden!

After graduating with a Bachelor's of Science in Nursing, Arden's experience in the field of nursing has been very comprehensive! She started working in the Downtown Eastside doing primary and community care working with people with mental health issues, addictions, HIV, homelessness and poverty and living with chronic conditions. She also got a taste for complex wound care! This is where she was first bitten by the Wound/Ostomy Nursing bug! From here, she spent a few years working with people who had spinal cord and brain injuries, supporting them to live successfully at home. Many people with mobility-limiting conditions developed wounds, and again the Wound/Ostomy idea really appealed to her. Finally, she was fortunate enough to have the opportunity to teach Resident Care Aides/Health Care Assistants at Vancouver Community College; in this role she found her love for teaching and saw clearly that it was a foundation for her nursing practice.



In 2011 Arden decided to take the Canadian Association of Enterostomal Therapy (Ostomy Nursing Program) education program and we are so proud to have her as a key member of the Ostomy Nursing staff at the Ostomy Care and Supply Centre. It is nurses like Arden that demonstrates the dedication, expertise and genuine need to go above and beyond which sets our Centre apart from the rest!

In her spare time, she enjoys reading, travelling and cooking.

WHAT IS "NORMAL" WHEN DEALING WITH AN OSTOMY ?

"Normal" may be not be one of the first words that come to mind to describe your new or existing ostomy. After all, it isn't "normal" to have stool or urine come out of an opening on your abdomen, is it?! But as time goes by and the idea starts to sink in, you and the people in your life will realize this is the "*new normal*".

There are many "NORMALS" to talk about when dealing with ostomy care and it is knowing what is normal and what is not is that will make the difference between just "existing" with an ostomy and really thriving and living a good life.

The first "normal" to discuss is at the level of the skin. It is a common misconception that when a person has an ostomy, the surrounding skin will be raw and red because of stool or urine sitting on the skin. The skin around a stoma should be in the same

perfect condition as all other skin on the abdomen; there should be no pain. If a person is having trouble maintaining their skin in good condition and is having leaks of their ostomy pouching system, this warrants investigation to determine where the problem originates. Seeing an ostomy nurse to pinpoint the problem is a very good idea; then you can work toward finding a solution.

Another "normal" revolves around how long it takes to get comfortable with the idea of having an ostomy. To this, there is no answer. Everyone adjusts to the idea at their own pace and there is no right or wrong. For some, even looking at their stoma in the early days is impossible, and others warm up to the idea right from day one. Getting early support from your ostomy nurse, homecare nurse and your family can set the stage for "normal" in the days and months ahead.

The final "normal" is how to live everyday life with an ostomy. This means eating nutritiously together with your family, continuing in the workforce or attending school as before your surgery, playing sports, being active, having intimate relationships, having children, travelling, and doing anything that means living to your highest potential regardless of the ostomy! It is when an individual lives with self-imposed or misinformed restrictions that living "normally" is difficult. It is very disappointing for an ostomy nurse to hear that someone isn't participating fully just because he/she has an ostomy. An ostomy should never hold you back! There is no better gift that an ostomy patient can give themselves than gift of feeling "normal"....perhaps the new and improved "normal"?! Take the time to speak with an ostomy nurse if you are not quite at the "normal" you want to be! The sky is the limit!

Andy's Corner : Meet Andrea (Andy) Manson RN, BSN, ET, NCA

Andy originally worked with her mother, Helen Manson, one of the first ET nurses in BC who also has an ostomy. Upon her retirement in 1989, Andy proudly took ownership of the Ostomy Care and Supply Centre. She knew she had big shoes to fill to provide a much needed service within the community. For over 30 years now, we have been serving patients throughout the Lower Mainland as well as province wide and nationally, providing expertise to patients as well as fellow ET/Ostomy Nurse colleagues, Home Care Nurses, Physicians and Surgeons.



It is an honour to work so closely with patients after their surgeries and to help make life with an ostomy easier. Andy has built the Ostomy Care and Supply Centre to stand out as a centre of excellence for ostomy care where all of the products we sell are completely backed up with Ostomy Nursing expertise 6 days a week. Andy is also trained as a Nurse Continence Advisor, meaning that she is able to support patients experiencing bowel or bladder continence concerns, provide assessment and advice. She is available for complimentary consultation at the clinic.

Ask Andy...



What are "faulty" pouches and what can do about them?

Ostomy pouching systems and products are manufactured by the thousands and rarely is there an actual "faulty" product. When you think you have a faulty product, please bring the product to the attention of any staff member of the Ostomy Care Centre. We need detailed information from you to send to the manufacturer so they can research the problem and correct it. That means we will be asking several questions when you report that something seems to be "faulty". For instance, if a pouch is leaking, we need to know where on the pouch is it leaking? It is even helpful to draw the leaking spot on a pouch as an example to show us. (PLEASE DO NOT bring used pouches in to show us). After how many days of wearing the pouch did it leak or break? How many

times has this happened? What is your routine for applying a new pouch? What other products (powders etc) do you use?

Simply bring back the box and any remaining pouches or flanges. If you have used 1 or 2 out of the box and you think they are faulty, please do not use up the rest. We will replace that box with a box with a different lot number. Ostomy products are made in "batches" with each batch having a different lot number. The manufacturer needs to know the lot number and obtain pouches out of that faulty box to test. We will pass on as much information as you can give to us to the manufacturer. Please understand that the more information we can gather from you, the sooner the issue can be identified and followed up. Knowing the lot number also tells us the date that the

specific product was manufactured. However, please know that we do not have any issues with outdated product at the Ostomy Care Centre because we rotate our stock regularly.

A more common situation is that the product is not actually faulty but the pouching system is not adhering to the skin due to many reasons. Some of these reasons include:

- Use of too much product on the skin such as barrier sprays and powders
- Skin irritation from urine or stool leaking on the skin and the skin is raw and weepy
- Weight loss or weight gain and the pouching system does not give a good fit anymore and adjustments need to be made.

Please bring any concerns to our attention and schedule an appointment with an ostomy nurse as needed.

BRAVA ADHESIVE REMOVER

I don't have to worry about the pain of removing my flange anymore! It makes changing my pouching system so much easier.

Brava Adhesive Remover is an easy way to remove your base plate and any adhesives on the skin, without compromising the adhesion of your next appliance.

- ◆ Does not sting and dries in seconds!
- ◆ Available in spray and cloth wipes
- ◆ Leaves no oily residue

