



Education



Pouching  
Solutions



Lifestyle Tips

# WHAT TO EXPECT —— after —— ILEOSTOMY SURGERY

## LEARNING TO LIVE WITH AN ILEOSTOMY

It's normal to be concerned about living your life with an ostomy. But you should know that you're not alone. There are at least 1.7 million people in the world today living active, productive lives with a stoma.<sup>1</sup>

This booklet will help guide you through important aspects of living with an ostomy, and help prepare you to resume life after surgery. Knowing what to expect can help you feel more comfortable as your life moves forward.



**We understand *your* concerns  
and we're here to help.**

ConvaTec is a recognized leader in developing, manufacturing, and supplying ostomy products and services to support healthcare professionals and people with ostomies around the world. For over 30 years, we've been creating innovative solutions designed to help improve the lives of people living with an ostomy.

It's only natural that you'll have questions as you begin life with an ostomy. So, in addition to this booklet, we've curated a platform of honest, insightful online tools that are constantly being updated called **me+answers**. It's designed to give you the current, up-to-date ideas you need to gain confidence and get comfortable with your ostomy— all in one convenient place, whenever you need it. There are even ideas and information for those who are helping you care for your stoma at home.

**Getting the full benefits of me+ is easy, simply call:  
1-800-422-8811 or visit [www.convatec.com](http://www.convatec.com)**



"I'm not letting my ostomy keep  
me from doing the things I love."

Mary

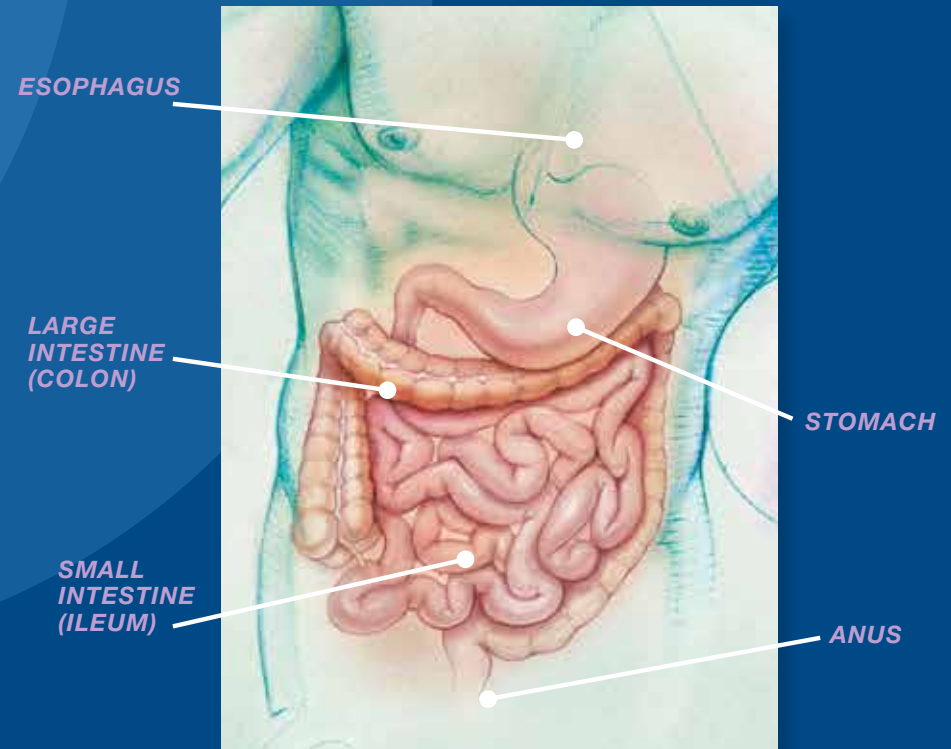
# YOUR DIGESTIVE SYSTEM

Ileostomy surgery is usually performed to allow your body's waste products to bypass diseased or damaged parts of your digestive system.

## How the digestive system

### WORKS:

- When you chew your food, digestion starts. Chewed food then passes through your esophagus and is further broken down by digestive enzymes in the stomach.
- Partially digested food then moves into your small intestine where the body absorbs water and nutrients.
- The remaining undigested food then moves into the large intestine or colon. Water is further absorbed and stool is formed.
- Stool is stored until you feel the urge to go to the bathroom. It is then pushed into the rectum, and expelled from the body through the anus.

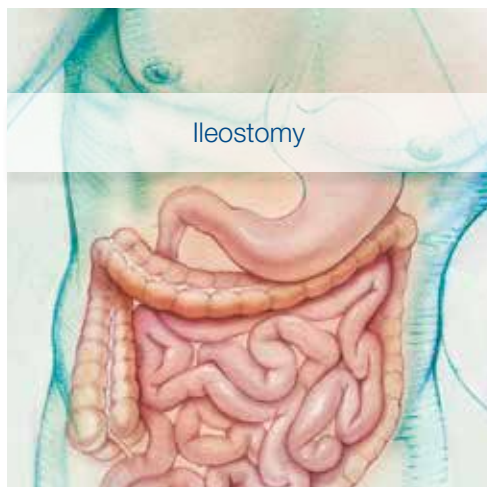


## WHAT IS AN ILEOSTOMY



Learn more with our  
online resources

Visit [www.convatec.com/ostomy](http://www.convatec.com/ostomy)



An ileostomy is a surgical procedure that creates an opening in your abdomen through which the end of your small intestine is redirected, brought to the surface of the skin, and stitched to your abdomen to form a new exit for waste from your bowels. The new opening is called a stoma. (We will discuss your stoma in more detail in the next section of this booklet.) You wear a pouching solution (also called an appliance or pouch) over your stoma to collect effluent from your bowels.

Your Wound Ostomy Continence nurse (WOC nurse), who specializes in the care of patients with new or existing ostomies, will help you understand your surgery and what you will need to do to care for yourself after surgery.

### Here are some additional facts you need to be aware of:

- Your small intestine is about 22 feet long and has three parts:
  - **Duodenum:** about 10 inches long
  - **Jejunum:** about 9 feet long
  - **Ileum:** about 12 feet long
- An ileostomy is typically located in the lower part of your ileum where the small intestine and large intestine attach together. The stoma is usually located on the lower right part of your abdomen.
- The location of the ileostomy is important because it determines the consistency of your stool and the frequency of your bowel movements. Because the ileostomy bypasses parts of your digestive system where water is removed from undigested food, the consistency of your stool post-surgery will likely be liquid or pasty. This condition is normal. It's also normal to empty your pouch four to six times a day.
- The stool expelled from your body will contain digestive enzymes from your ileum that can be very irritating to the skin. So it's important that you use a pouching solution with a barrier that provides optimal skin protection around your stoma.
- The nature of your stool and frequency of your bowel movements may also be affected by the food you eat and the medications you take.
- Diarrhea can occur when you have an ileostomy, especially if your stool volume increases. If this occurs, eat foods that can thicken your stool (examples found later in this booklet), and drink plenty of fluids (approximately 10 to 12 eight-ounce glasses a day) to avoid dehydration. Talk to your doctor or WOC nurse if diarrhea persists.

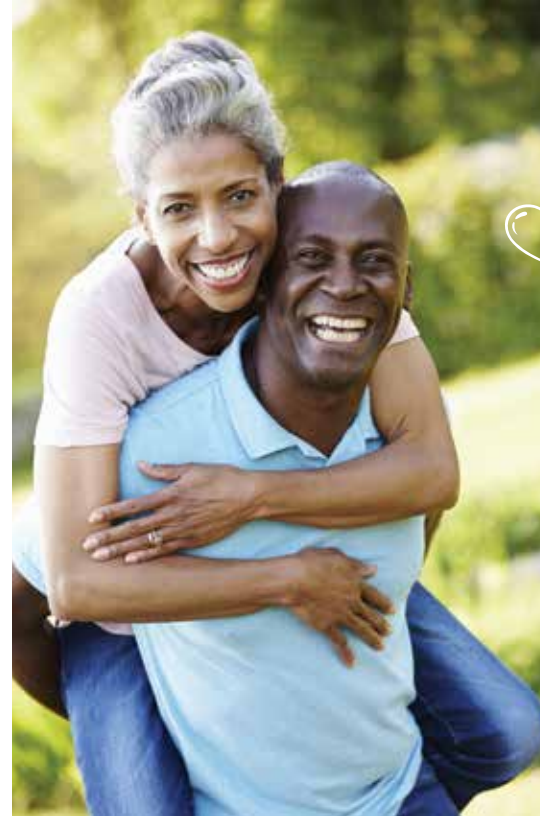


## YOUR STOMA:

When you have an ileostomy, stool no longer comes out of your body through your rectum. It is eliminated through a new opening in your abdomen called the stoma. Understanding your stoma and learning how to take care of it are important aspects of your new life.

### Here are some things you need to know:

- All stomas are as individual as the people who have them. They vary in size, shape, and location on the body.
- It's important to understand that because the stoma has no control muscle (also called a sphincter muscle), you cannot control the stool coming out of the stoma.
- After surgery, your stoma will be swollen. This swelling will subside, and your stoma will change in size and possibly shape. The stoma can also change in size if your weight changes. It is therefore important to measure your stoma after every pouching solution change for the first eight weeks, and periodically thereafter, to ensure your pouching solution is the correct size.
- Your stoma should be shiny, wet and red, much like the inside of your mouth. Your stoma has no nerve endings, so it will not hurt when you touch it. However, it may bleed slightly if irritated or rubbed. This light bleeding is normal. If the bleeding continues or you are bleeding from inside your stoma, contact your doctor or WOC nurse.
- The skin around your stoma (peristomal skin) should look like the skin on the rest of your belly. To keep peristomal skin healthy, it's important to avoid irritation by keeping stool away from your skin. As noted above, regularly measuring the size of your stoma (especially for the first eight weeks) ensures that your pouching solution fits properly and helps prevent stool from leaking onto your skin.
- If you notice that the skin around your stoma has become red, irritated, itchy or sore, contact your WOC nurse.



"Karen has always  
been there for me,  
through it all."

James

# POUCHING SOLUTIONS



Pouching solutions are designed to be secure and to enable you to live an active lifestyle. For example, you can bathe, exercise, or swim while wearing your pouching solution.

A pouching solution consists of a **SKIN BARRIER** and a **POUCH**, and is available as a **one-piece** or **two-piece** solution.



**One-piece solution:**

The skin barrier and the pouch are manufactured together as one appliance. They cannot be separated and must be applied to your body and removed as one piece.



**Two-piece solution:**

The skin barrier and the pouch are manufactured separately and can be applied to your body individually or together. With this option, the pouch can be removed to be changed or emptied without removing the skin barrier. To apply the pouch and barrier together, you simply attach the pouch to the barrier first, and then apply the complete solution to your body.



## POUCHING SOLUTIONS: SKIN BARRIER

The skin barrier is the piece of the pouching solution that sticks to your body. It holds the pouch in place and should protect the skin around your stoma from stool.

### The skin barrier:

- Is designed to fit snugly around your stoma.
- Has an opening that should be adjusted to the size of your stoma.
- Should protect the skin from stool and prevent skin irritation.
  - Comes in three alternative formats:**
    - A moldable option where the opening is molded with the fingers to the size and shape of your stoma.
    - A cut-to-fit option where you use scissors to cut the opening to your measured stoma specifications
    - A pre-cut option that cannot be further sized.
- Should leave a one-eighth inch opening around the stoma when using cut-to-fit or pre-cut options.
- Is available in a convex format. Convex skin barriers may be appropriate if you have a flush (flat or even with the skin) or retracted (below skin level) stoma. A convex barrier is shaped so that when you apply it, it presses down on the skin around the stoma. As a result, your stoma will stick out more, which can help prevent leakage around the stoma.

## POUCHING SOLUTIONS: POUCH

The pouch attaches to the skin barrier to collect the stool that comes out of your stoma.



### The pouch:

- Can be clear or opaque (tan colored-pouch) and is odor-proof.
- Is available with or without a filter. A filter helps release and deodorize gas. If you have a pouch with a filter, you will need to cover the filter while swimming or showering. (Covers are provided with solutions that have a filter.)
- Can be closed with an integrated pouch closure (ConvaTec's InvisiClose® option) or with a clip.
- Comes in drainable and closed-end options. Drainable pouches allow the stool to be drained from the pouch periodically through the day. This option is recommended for patients who have loose, liquid stool or semi-formed stool that can be unpredictable. You cannot drain closed-end pouches. Instead, these pouches are simply removed, placed in a sealable plastic bag and discarded after use. This option is recommended only for patients who have thick, formed stool that is more predictable.
- Should be emptied (or changed if you have selected a closed-end pouch) when one-third to one-half full. Do not allow your pouch to fill up all the way. A full pouch can pull away from the barrier or skin due to the added weight. It can also cause bulging under your clothes.



Find out which products are right for you.

Call 1-800-422-8811 or email [CIC@convatec.com](mailto:CIC@convatec.com).



## EVERYDAY OSTOMY CARE

As we've already noted, caring for your ostomy will be an important part of your new life. But it doesn't have to be the center of your life. As you learn more about it, living with an ostomy will become easier and more routine.

### Here are a few basics:

- Keep your stoma and the skin around it clean. Protect the skin around your stoma from coming in contact with stool.
- Clean the skin around your stoma with warm water. Use a soap (if desired) that has no creams, oils, or moisturizers.
- Avoid oils, creams, baby wipes, and moisturizers, as they can irritate the stoma and surrounding skin. (When the peristomal skin is irritated, it's more difficult to get the pouching solution to stick to your body.)
- There are skin care accessories, including barrier wipes and adhesive removers, which can serve as important accompaniments to your daily routine.
- Pat the skin dry around the stoma after cleaning. Remember that the stoma may bleed a little, which is normal.
- After removing the skin barrier, slight redness of the peristomal skin is normal. Any redness should fade quickly back to your normal skin color.
- If you feel burning or itching, or if stool leaks from under your skin barrier, don't try to "patch" the skin barrier with extra tape. Remove the skin barrier, clean the area, and replace the old barrier with a new one.
- If burning, itching, or leaking continues, or your stoma becomes irritated, contact your doctor or WOC nurse.
- Food and medications can change the color, consistency, and odor of your stool. If you notice any changes, contact your doctor or WOC nurse.
- How, and how often, you change your pouching solution will depend on the type of solution you use. Your WOC nurse may give you a detailed, step-by-step instruction guide.

"My friends are like family. Having their support throughout this transition has been a blessing."

Paul







## USING A DRAINABLE POUCHING SOLUTION

The following is a basic guide for emptying and changing a drainable pouching solution. Remember, your process steps will be influenced by whether you're using a one or two-piece drainable solution.

If you're using a one-piece drainable solution, you can drain the solution as needed and replace the entire solution (including the skin barrier) with a new one, as required. If you're using a two-piece drainable solution, you have the option of keeping the existing skin barrier and reusing the drained pouch or attaching a new pouch.

### Here are the STEPS: 1,2,3...

1. Decide what your objective is – again, depending on what kind of solution you have. Do you want to drain the pouch, replace the pouch, replace the skin barrier, or the entire solution?
2. Gather your supplies. Supplies may include:
  - Paper towels or wash cloth
  - Scissors (for a cut-to-fit solution)
  - Warm water and soap (if desired) with no oils, creams, or moisturizers
  - Measuring guide
  - New pouching solution or barrier
3. To prevent water from splashing on you, remember to place toilet paper in the toilet before emptying the pouch.
4. Empty your pouch by sitting on the toilet. Lift the end of the pouch upward and undo the clip or closure carefully. Keep the end held closed. Place the end of the pouch between your legs in the toilet. Hold the edges of the pouch and then direct the contents into the toilet.



5. It's not necessary to clean a drainable pouch after emptying. After you have emptied it, simply wipe inside and outside the end of the pouch with toilet paper. The pouch will be odorless again.
6. If you're using a one-piece drainable pouching solution and will not be removing the solution yet, close and secure the opening of the pouch after emptying and wiping.
7. If you're using a two-piece drainable pouching solution, empty as instructed above and secure the opening with the closure or clip. If desired, you can attach a new pouch to the skin barrier.
8. If you're going to change the skin barrier and completely replace the solution (whether or not you are using a one or two-piece solution), remove the existing barrier from your abdomen. Start by lifting the top edge of the barrier, and then slowly and gently peel downward. Use your other fingers to support and push down on your skin as you remove the barrier. Consider using an adhesive remover/releaser, which will make the barrier come off more easily and help prevent skin injury.
9. Throw away the old pouch and barrier (if you're changing both or have a one-piece solution) in a sealable plastic bag. Do not flush used ostomy products down the toilet.
10. Wipe the peristomal skin with toilet paper. Gently cleanse the area with warm water and a soap (if desired) with no oils, creams, or moisturizers, and rinse with warm water.
11. With a towel or wash cloth, gently pat dry the skin around your stoma. Remember, after removing the skin barrier there may be temporary redness that should subside.
12. Re-measure your stoma size to ensure it has not changed.
13. Attach a new barrier and/or pouch.

## USING A **CLOSED-END** POUCHING SOLUTION




Here are some basic steps for using a closed-end pouching solution. Remember, if you're using a one-piece closed-end pouching solution, you will be removing the entire solution and replacing it with a new one. If you're using a two-piece closed-end pouching solution, you have the option of keeping the existing skin barrier and attaching a new pouch to it.



Here are the **STEPS:** 1, 2, 3...

1. Decide what your objective is, which will depend on what kind of solution you have. Are you replacing the entire solution, the skin barrier, or just the pouch?
2. Gather your supplies. Supplies may include:
  - Paper towels or wash cloth
  - Scissors (for a cut-to-fit solution)
  - Warm water and soap (if desired) with no oils, creams, or moisturizers
  - Measuring guide
  - New pouching solution or barrier
3. If you're using a one-piece closed-end pouching solution, gently remove the pouching solution and replace it with a new one. *(See note about removal in step 5.)*
4. If you're using a two-piece closed-end pouching solution and will not be changing the barrier, remove the pouch and attach a new pouch to the barrier.

  
 "My favorite part  
 of the day is taking  
 Ramsey to the dog park."  
 Rick



5. If your process includes changing the skin barrier (whether you're using a one or two-piece solution) remove the existing barrier from your abdomen. Start by lifting the top edge of the barrier, then slowly and gently peel downward. Use your other fingers to support and push down on your skin as you remove the barrier. Consider using an adhesive remover/releaser, which will make the barrier come off more easily and help prevent skin injury.
6. Throw away all used products—complete solutions, pouches, and/or skin barriers—in sealable plastic bags. Do not flush ostomy products down the toilet.
7. If you have removed the skin barrier, wipe the skin with toilet paper. Gently cleanse the area with warm water and a soap (if desired) with no oils, creams, or moisturizers, and rinse with warm water.
8. Gently pat dry the skin around your stoma. Remember, after removing the skin barrier there may be temporary redness that should subside.
9. Re-measure your stoma size to ensure it has not changed.
10. Attach a new barrier and/or pouch.



™ Reach out whenever you need insights, ideas, or just someone to listen.

Call 1-800-422-8811 or email [CIC@convatec.com](mailto:CIC@convatec.com).



## LIFESTYLE TIPS

You can live a very active lifestyle after having ileostomy surgery. In fact, you should be able to enjoy all the activities you engaged in before your surgery. It may take a little time to get back into the swing of things and you'll have to make a few adjustments, but you should plan on resuming your everyday activities such as going out to eat, traveling, working, and participating in the leisure activities you have always enjoyed.

Here are some things you'll need to keep in mind as you resume **YOUR EVERYDAY LIFE.**

### **Obtaining and storing supplies:**

When you're discharged from the hospital, your WOC nurse will review with you where and how to get your ostomy supplies. You'll receive a list of supplies, complete with product names, manufacturers, and product codes.

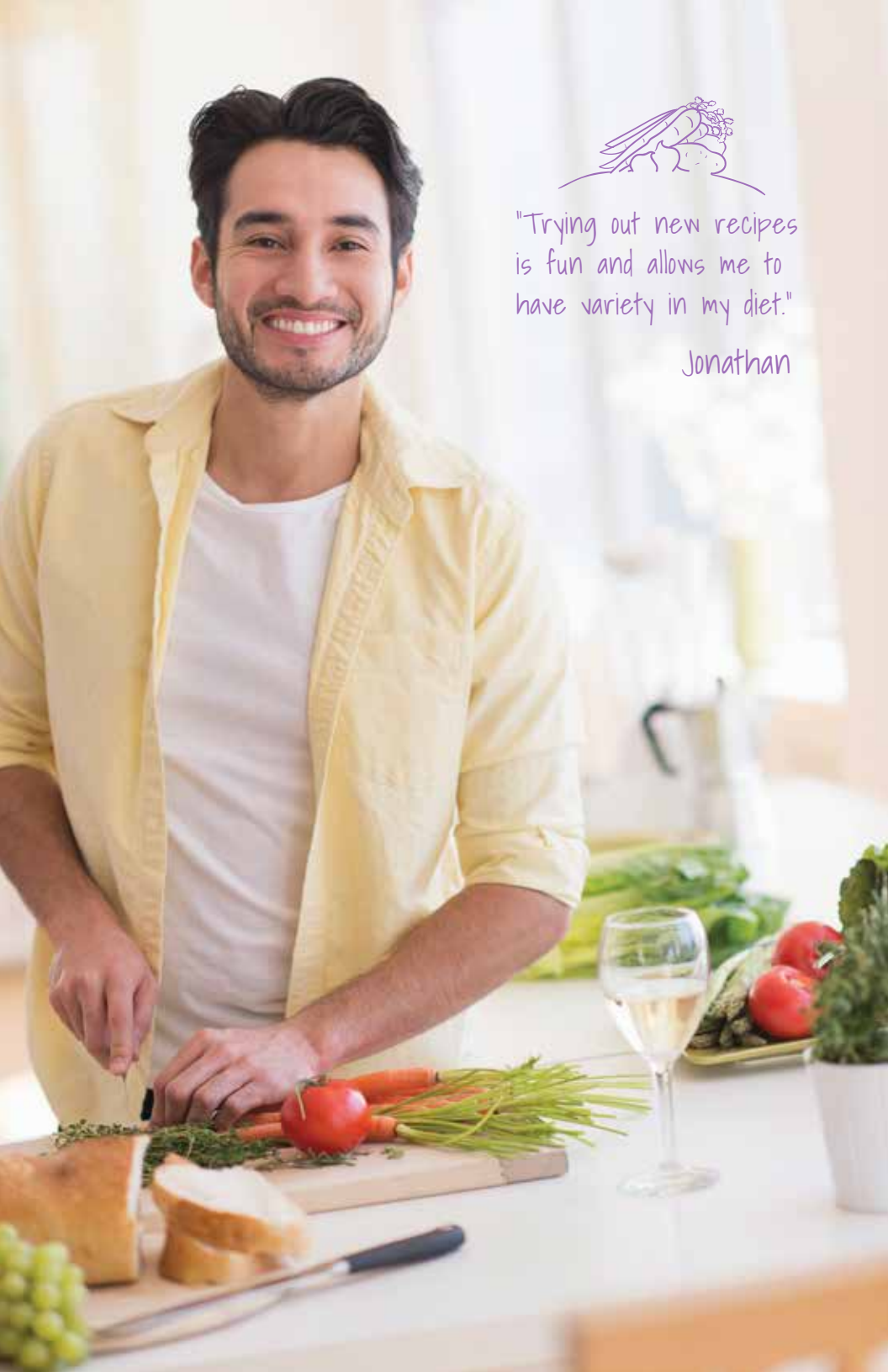
When storing your supplies, avoid direct sunlight or heat, which can have adverse effects on your ostomy products and may reduce their effectiveness. Try to store your supplies in a cool, dry place at room temperature. See your product package for further storage condition recommendations.

### **Who needs to know I have an ostomy?**

Having ostomy surgery is a very personal experience, and whom you share this information with is up to you. However, a few people who would benefit from knowing (and their knowing will benefit you) include your:

- **Family**
- **Doctor**— including your family practice doctor
- **Pharmacist**— after surgery, the way your body digests and absorbs medications may change, and medications can have an effect on your stool.





"Trying out new recipes is fun and allows me to have variety in my diet."

Jonathan

## LIFESTYLE TIPS: DIET

Food is just one of the many things that can affect your ileostomy. But having a stoma should not stop you from enjoying your food. It just takes time for your digestive system to recover from surgery. There are no real dietary rules. However, following a low fiber diet for the first six months can be helpful because your intestines are swollen and passing higher fiber foods might be difficult.

You may have been asked by your doctor or dietitian to follow a special diet before your operation. After your operation, ask your doctor or dietitian if you can return to eating a normal diet.

### General guidelines

While you don't need to be on a special diet just because you have a ileostomy, you should use common sense and exercise moderation in determining what and how much to eat. Here are a few pointers:

#### Eat regularly.

You may find it helpful to eat smaller portions more often to allow your digestive system to recover from the operation. This will also help your system better digest and absorb your food. If there's a food that you really enjoy, try a small amount of it at first.

#### Chew your food well.

Most foods, if chewed well and eaten slowly, shouldn't give you any problems. Gulping your food can cause belly discomfort and bloating. It can also increase the amount of gas released from your stoma.

#### Drink plenty of fluids daily.

Six to eight glasses of liquid, preferably water, is recommended to stay hydrated. Sport drinks and tea also help maintain hydration.

#### Certain foods may still cause stomach discomfort.

If certain foods upset your digestive system before your illness, it's possible that they will still upset your digestive system after surgery.

#### You may become constipated or have diarrhea.

If you become constipated, try adding more fiber to your diet and drinking more water. Taking a mild laxative may also help; check with your doctor, however, before you take a laxative.

Diarrhea can be caused by many things, including viruses, antibiotics, and some medicines. It can also be a sign of trouble digesting certain foods. If food is the problem, you can try to remove fiber and bulk from your diet and eat foods that thicken your stool.





## LIFESTYLE TIPS: DIET GUIDE

**Foods high in fiber** should be tried in small amounts and chewed well.

Examples include:



- Popcorn
- Nuts
- Fruits and vegetables with skins
- Chinese vegetables
- Celery
- Meats with casings
- Mushrooms
- Dried fruits

Gas and noise are normal. Gas can be caused by swallowing air while chewing gum, drinking liquids through a straw, or smoking. Pouch filters can help minimize pouch ballooning as well as odor. If you have excessive gas, check your diet. **Foods known to cause gas:**

- Asparagus
- Beer
- Broccoli
- Cabbage
- Cauliflower
- Carbonated drinks
- Dairy (milk, eggs, cheese)
- Dried beans
- Onion
- Spicy foods



Odor is also normal. However, pouches are made with odor-resistant material, and if the pouch is applied properly, you shouldn't have any odor except when you empty the pouch in the bathroom. Pouch filters help minimize any odor that may escape from the pouch.

- Odor can be further minimized by limiting or avoiding these foods:**
- Asparagus
  - Eggs
  - Fish
  - Garlic
  - Cheese
  - Beans
  - Cabbage, and other vegetables in this family

Foods can also have specific effects on your stool. There are foods that can thicken stool (and possibly cause constipation) and foods that can loosen stool (and cause you to go more frequently).

**Foods that thicken stool:**

- Applesauce
- Bananas
- Bread
- Cheese
- Pasta
- Potatoes
- Rice

**Foods that loosen stool:**

- Alcohol
- Chocolate
- Coffee
- Milk
- Spicy foods
- Raw vegetables/fruits
- Tea

- Rich-colored foods, such as beets or some spices (e.g., turmeric), may discolor the stool.

One of your top priorities should be maintaining a healthy diet and sensible weight by including foods from all of the main food groups. A balanced diet will also help your body repair itself after surgery.

**Be sure your diet includes:** Proteins: meat, fish, cheese, etc.

Fiber: vegetables, fruit, grains

Carbohydrates: bread, potatoes, rice and pasta



Get the nutrition advice you need to live a healthy life.

Call 1-800-422-8811

## LIFESTYLE TIPS: WORK AND EXERCISE/SPORTS

Give yourself time to fully recover after surgery. When you feel ready, gentle exercise such as walking is ideal. You can gradually increase the distance you walk. The types of activity you do after surgery will depend to a great extent on what you did before your operation. But before starting an exercise program, playing contact sports, or going back to work, talk to your doctor. Consulting your doctor is especially important if you have other conditions such as asthma or high blood pressure.

### General guidelines

- Your doctor will tell you when you can return to work, begin playing sports, and engage in other physical activities.
- You can purchase small pouches especially well-suited for sports or exercise.
- Empty your pouch before you start an activity.
- Be aware that pouch wear time may be reduced when playing sports and exercising.
- If you're using a hot tub, be aware that your pouch wear time may be reduced due to the temperature of the water.

Water will not harm or enter your stoma. You can bathe or swim while wearing your pouching solution. Check your pouch seal beforehand. Waterproof tape may be helpful if you will be bathing or swimming for an extended period of time.

Avoid wearing a wet/sweaty pouch for long periods as this can lead to Moisture Associated Skin Damage (MASD).<sup>2</sup> Pouch covers and undergarments can help absorb moisture.

You can bathe with your pouching solution off as well. If you bathe with your pouch off, make sure you use a soap that is oil and residue-free.



“I’m enjoying my morning jogs again.”



“Running a business is nonstop, but it’s my passion.”



“I love playing tennis. It helps me de-stress after a long day.”



## LIFESTYLE TIPS: INTIMACY

There is no reason why having a stoma should prevent you from continuing (or starting) a sexual relationship. Just remember that communication and trust are very important. It's normal to feel sensitive about the change in your body. Share your feelings with your loved one, and respond to their concerns as well. Let your partner know that sexual relations will not hurt your stoma.

With time, understanding, and a positive attitude, you can enjoy a satisfying sexual relationship. The more you share about your stoma and how you feel about it, the closer you will feel with your partner. Also keep in mind that the way you see yourself influences the way others see you. If you accept your body after surgery, your partner is likely to as well.

### For Women

After surgery, many women experience vaginal dryness. Try one of the many lubricants available over the counter, or ask your doctor about a hormone cream or vaginal suppository. If you use birth control, oral contraceptives may not be the best choice as your body may not absorb the medication. Talk to your doctor about the best form of birth control for you.

### For Men

Remember that you may not have an orgasm the first time you have sex after surgery. If you find that you are having ongoing problems getting or keeping an erection, talk to your doctor or WOC nurse. Don't panic. More than likely, there will be a solution.

### General guidelines

- Empty your pouch before beginning sexual activity.
- Wear a small pouch. You can try closed-end mini pouches (also called "passion pouches") designed to be smaller and less bulky.
- Cover your pouch with specially designed underwear, lingerie or pouch covers if you feel uneasy about your partner seeing it.
- If one sexual position causes you discomfort, try another.
- Do not put anything in your stoma during sex.

"My ostomy doesn't get  
in the way of my relationship."

Vanessa



## LIFESTYLE TIPS: CLOTHES

Because your belly may be swollen after surgery, loose-fitting clothing may be preferable to wear after your operation and when you return home. As you recover and move on with your customary lifestyle, you can return to wearing your usual clothes. You may need to adjust your waistlines slightly, but since pouching solutions are designed to lie as flat as possible on your body, any adjustments should be minor. You can wear your pouch either inside or outside your underwear, whichever you prefer.

Women can wear tight garments such as pantyhose and tighter fitting outfits (including shape wear), as long as the clothes are soft and stretchy. Be cautious, however, about tight clothes or belts rubbing on your stoma— especially if your stoma is at or near your waistline. There are also undergarments specially designed with an inner pocket to support your appliance and keep it flat underneath your clothing.

Remember, you're likely to be most critical of how you look in clothing, since you're aware that the pouch is there. People who don't know about the pouch will not be looking for it.





"I travel a lot for work.  
Being prepared allows me  
to get where I need to go  
without any problems."

Glen



## LIFESTYLE TIPS: TRAVEL

**Your ileostomy should not restrict your ability to travel. The following are some helpful tips for both domestic and international travel:**

- If you're using cut-to-fit barriers, cut some skin barriers before you go. This way you can leave your scissors in your checked luggage to comply with airport security regulations.
- Consider using moldable skin barriers to avoid difficulties with scissors altogether.
- Pack your ostomy supplies in your carry-on luggage.
- Take extra supplies in case your products are not available at your destination.
- Carry a TSA Travel Card (available from ConvaTec and the United Ostomy Associations of America at [www.ostomy.org](http://www.ostomy.org)). This card proves your need for stoma care supplies. You can show it to security personnel if you're asked about your ostomy supplies or your ileostomy itself. While the card does not preclude the possibility that you will be searched, it identifies you as having a stoma and encourages the agent to carry out any necessary searches with discretion.
- All screenings at airports must be carried out in a way that treats passengers politely, and with dignity and respect. You may ask that any personal screening be carried out in a private area.
- When traveling outside the US, take your important ostomy care information and a list of supplies written in the appropriate language. Also, pay particular attention to advice on drinking water. The safest bet is to stick to bottled water.



**answers**

Get travel tips, and more, when you enroll in me+  
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product



support



education

## HELP AND SUPPORT

**More than just great products—me+ brings you the tools and advice to help you make life with an ostomy completely your own.**

At first, living with an ostomy can feel as if your whole world is going to change. It's normal to have many feelings and questions. But you're not alone. With me+, we completely surround you with the support, inspiration, insights, and ideas that you need to live with an ostomy in your own way. We believe you are defined by your interests, your hobbies, your friends, and all the things that make you unique—not your ostomy, and we're here to help you get back to doing all the things that make you— you.

**me+ is available by phone or email in whatever language you need.**

Call us at 1-800-422-8811  
(M-F, 8:30 AM-7:00 PM EST)  
or e-mail [CIC@convatec.com](mailto:CIC@convatec.com).

### What you get when you sign up for me+



- me+ care:** Products, supplies, and advice for the first few weeks at home.
- me+ support:** Live experts by phone or email for any questions you may have.
- me+ answers:** An in-depth online resource covering everything ostomy.
- me+ style:** Clothes that conceal your ostomy pouch— and look great too.
- me+ community:** Inspiring stories and ideas from others living with an ostomy.

### Additional support:

- You can talk to an ostomy nurse at the ConvaTec Customer Interaction Center if you have questions about your ileostomy, ostomy products, or if you need additional help and support. Simply call us at 1-800-422-8811.
- You can order your free samples and information you'll need as you learn to care for your ostomy by calling us at 1-800-422-8811.

*"I never thought I would be able to do so many things again. But now I know my ostomy is just a part of me, not who I am."*

*Sarina*

## FOR MORE INFORMATION

### ConvaTec

Developing Ostomy Products and Solutions for Over 30 Years.

**Toll Free: 1-800-422-8811**

**[www.convatec.com/ostomy](http://www.convatec.com/ostomy)**

### The United Ostomy Associations of America (UOAA)

National organization providing support, information and advocacy.

**Toll Free: 1-800-826-0826**

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

### American Cancer Society

Nationwide community-based, voluntary healthcare organization.

**Toll Free: 1-800-ACS-2345**

**[www.cancer.org](http://www.cancer.org)**

### Crohn's & Colitis Foundation of America

Non-profit, volunteer-driven organization dedicated to finding a cure for Crohn's Disease and ulcerative colitis.

**Toll Free: 1-800-932-2423**

**[www.ccfa.org](http://www.ccfa.org)**

### Great Comebacks® Program

Provides information and inspiration to people living with serious intestinal diseases and ostomy surgery.

**[www.greatcomebacks.com](http://www.greatcomebacks.com)**

### Ostomysecrets®

A ConvaTec company, offers a full line of stylish and functional undergarments, swim wear and accessories designed to support your ostomy solution.

**Toll Free: 1-877-613-6246**

**[www.ostomysecrets.com](http://www.ostomysecrets.com)**

## QUICK REFERENCE GUIDE

### Ordering supplies and insurance reimbursement

- Ostomy supplies are special products and may not be available at your local drugstore.
- Contact your insurance provider to understand what your insurance plan covers and pays for ostomy supplies, and where you can purchase and order supplies (usually through a supplier or retailer).
- ConvaTec ostomy nurses can help you find a local retailer or online supplier.  
Call 1-800-422-8811.

**Medicare coverage can be confusing; the chart below can help. The usual maximum quantity of pouches or skin barriers that Medicare covers per month is as follows:**

Products	Quantity per month
Closed-end pouches .....	up to 60
Drainable pouches .....	up to 20
Skin barrier paste.....	4 oz. tube
Skin Barrier with flange.....	up to 20
Protective Skin Barrier Wipes.....	3 boxes of 50 wipes every 6 months
Ostomy Belt .....	1

*No maximum quantity limits have been established for extended wear skin barriers, including Eakin Cohesive® Seals, or adhesive remover wipes.*

\*The reimbursement information provided by ConvaTec is intended to provide general information relevant to coding and reimbursement of ConvaTec'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. ConvaTec does not guarantee coverage or payment of its products listed herein.

## CONTINUING CARE:

Here is a convenient way to store your important information.

WOC Nurse's name:

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Doctor's name:

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Hospital:

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Surgery type:

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Stoma type:

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"Every evening I write down 3 positive things that happened. It's a great way to end the day."

Michelle

Product re-order codes:

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Other medications:

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Allergies:

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Emergency contact:

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**Getting the benefits of me+ is easy,  
simply call: 1-800-422-8811**