WHAT TO EXPECT after UROSTOMY SURGERY
LEARNING TO LIVE
WITH A UROSTOMY

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.¹

This booklet will help guide you through important aspects of living with an ostomy, and help prepare you to resume a healthy, happy lifestyle. 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 those living with an ostomy 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

“I’m not letting my ostomy keep me from doing the things I love.”

Mary
YOUR URINARY SYSTEM

Urostomy surgery is usually performed to re-direct urine away from a bladder that’s diseased or not working as it should.

How the urinary system WORKS:

- The urinary tract consists of your kidneys, bladder, ureters (which connect the kidneys to the bladder) and your urethra.
- Your kidneys filter water and waste from the blood and produce urine.
- Urine then travels from the kidneys through the small tubes called ureters to your bladder, where it is stored until you feel the urge to go to the bathroom.
- Urine then passes out of the body through the urethra.
WHAT IS A UROSTOMY

If your bladder is damaged or diseased, it may have to be removed. A urostomy is a surgical procedure that redirects urine away from your bladder. After your bladder is removed, a piece of your small intestine (ileum) or large intestine (colon) is separated from the rest of your bowel. This piece is used as a conduit for urine to pass out of your body. The ureters are attached to this new passageway and one end is brought up to an opening made on your abdomen called a stoma. The other end of the segment is sutured closed.

Urine now passes from the kidneys through the ureters, and out of the body through the stoma. (We will discuss your stoma in more details in the next section of this booklet). You wear a pouching system (also called an appliance or pouch) over your stoma to collect urine as it leaves your body.

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:

- The urine from your urostomy surgery will drain constantly. You cannot control the urine or stop it from coming out.
- The urine might look cloudy sometimes. Some cloudiness is normal. Since a portion of your intestine was used as the conduit for your urine to exit the body, the mucus normally present can make urine look cloudy.
When you have a urostomy, urine no longer comes out of your body through the urethra. It exits your body through the stoma, as described previously. Understanding your stoma and 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 where they are on the body.

• After surgery, your stoma will be swollen. As this swelling subsides, your stoma will change in size and possibly shape. It’s therefore important to measure your stoma after every pouching system change for the first eight weeks, and periodically thereafter, to ensure your pouching system is the correct size.

• Due to the initial swelling after surgery, a urostomy stoma often has two tiny tubes coming out of it. These are called stents. The stents help the urine to flow freely from the stoma until the swelling goes down. Your doctor will then remove them, or they may come out on their own.

• 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 bleeding continues or you are bleeding from inside your stoma, contact your doctor or your WOC nurse.

• The skin around your stoma (peristomal skin) should look like the skin on the rest of your abdomen. To keep peristomal skin healthy, it’s important to avoid irritation by keeping urine away from your skin.

• As noted above, you should regularly measure the size of your stoma (especially for the first eight weeks) and clean the skin around your stoma when you change your pouching system. This will help ensure that your pouching solution fits properly and the skin around your stoma stays healthy.

• If you notice that the skin around your stoma has become red, irritated, itchy or sore, contact your WOC nurse.
A pouching system consists of a SKIN BARRIER and a POUCH, and is available as a one-piece or two-piece system.

**POUCHING SYSTEMS**

Pouching systems are designed to be secure and to enable you to live an active lifestyle. For example, you can bathe, shower, exercise, or swim while wearing your pouching system.²

**One-piece system:** 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 system:** 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 system to your body.
POUCHING SYSTEMS:
SKIN BARRIER

The skin barrier, also called a wafer, is the piece of the pouching system that sticks to your body. It holds the pouch in place and should be designed to protect the skin around your stoma from urine.

The skin barrier:
• Is designed to fit snugly around your stoma.
• Has an opening that should be adjusted to the size of your stoma, unless using a precut skin barrier.
• Should be designed to protect the skin from urine and prevent skin irritation.

Comes in three alternative formats:
- A moldable option where the opening is molded with the fingers to the exact 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.

• We recommend that you leave no more than 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 skin barrier may also be a good option for a well protruded stoma that has a dip or valley around it. 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 SYSTEMS:
POUCH

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

The pouch:
• Can be clear or opaque (tan-colored) and is odor-proof.
• Has a valve or tap at the bottom that allows for draining.
• Has an anti-reflux device built in to prevent the urine from flowing back up toward your stoma. This feature may help avoid infection.
• Should be emptied 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. You can add a leg bag for daytime use. The leg bag would attach using an adaptor to the bottom of your pouch. This allows for less frequent emptying.
• Is available with adaptors for nighttime drainage. This option allows you to sleep through the night without having to get up to drain your pouch. Night drainage sets consist of a large urine collection bottle or bag with tubing that connects to your pouch while you’re sleeping. The collection device must be emptied, rinsed, and allowed to dry every morning.

POUCHING SYSTEMS: SKIN BARRIER

The pouching system: SKIN BARRIER

The pouching system: POUCH

The skin barrier:

The pouch:

Comes in three alternative formats:

- A moldable option where the opening is molded with the fingers to the exact 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.

Find out which products are right for you.
Call 1-800-422-8811 or email CIC@convatec.com. Rx Only
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 urine.
- 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 system 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 urine 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 and odor of your urine. If you notice any changes, contact your doctor or WOC nurse.
- How, and how often, you change your pouching system will depend on the type of system 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 SYSTEM

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

If you’re using a one-piece drainable system, you can drain the system as needed and replace the entire system (including the skin barrier) with a new one, as required. If you’re using a two-piece drainable system, 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. Decide what your objective is – again, depending on what kind of system you have. Do you want to drain the pouch, replace the pouch, replace the skin barrier, or the entire system?
2. Gather your supplies. Supplies may include:
   - Paper towels or wash cloth
   - Scissors (for a cut-to-fit system)
   - Warm water and soap (if desired) with no oils, creams, or moisturizers
   - Measuring guide
   - New pouching system or barrier
3. To prevent water from splashing on you, remember to place toilet paper in the toilet before emptying the pouch.
4. Sit on, or stand facing, the toilet. Place the end of the pouch between your legs in the toilet. Open the valve/tap at the bottom of the pouch and empty the urine into the toilet. If preferred, you can stand and face the toilet when emptying the pouch.
5. Wipe off the valve/tap with toilet paper and close as directed.
6. If you’re using a two-piece urostomy pouching system and want to change only the pouch, simply remove the pouch, empty and dispose of it, and attach a new pouch to the barrier.
7. If you’re changing the skin barrier (whether or not you’re using a one-piece or two-piece system), 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 releaser/remover, which will make the barrier come off more easily and prevent adhesive-related skin injury.
8. Throw away the old pouch and barrier in a sealable plastic bag (if you’re changing both pieces or have a one-piece system). Do not flush used ostomy products down the toilet.
9. Gently cleanse the peristomal skin with warm water and a soap (if desired) with no oils, creams, or moisturizers, and rinse with warm water.
10. Place some paper towel or gauze over the opening of your stoma to soak up any urine that comes out while you’re changing your pouch or system. Change the paper towel or gauze as needed to keep the area dry.
11. Gently pat dry the skin around your stoma with a towel or wash cloth. 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 according to appropriate application directions provided.
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 urine.

LIFESTYLE TIPS

You can live a very active lifestyle after having urostomy 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 or slightly below.

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

Jonathan

While food can affect some aspects of your urine, you don’t need to be on a special diet because you have a urostomy. However, drinking plenty of fluids, preferably water (8 to-10 eight-ounce glasses daily), is important.

Here are more specific guidelines regarding your urostomy:

As noted earlier, certain foods and medications can change the color or odor of your urine.

Foods that can change color of urine:
• Beets
• Anything that contains food dyes

Foods that can cause odor:
• Asparagus • Garlic
• Fish • Broccoli
• Antibiotics • Vitamins
• Beer

Refer to page 32, to read about specific complications, such as urinary tract infections and crystal formations, you should be aware of after surgery.
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.

• Empty your pouch before you start an activity.

• Be aware that pouch wear time may be reduced when playing sports and exercising.

• There are devices available to protect the stoma if there is a concern that the stoma could be injured, for example, during contact sports, from a seat belt or from certain uniforms like a bullet proof vest. (i.e. Stoma Guard).

• 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, shower or swim while wearing your pouching system. 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). Pouch covers and undergarments can help absorb moisture.

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

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 systems 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.

“My ostomy doesn’t get in the way of my relationship.”
Vanessa
Your urostomy 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). 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 urostomy 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.
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.

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 a product specialist or ostomy nurse at the ConvaTec Customer Interaction Center if you have questions about your urostomy, 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
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:

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

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

*Updated in 2016

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FOR MORE INFORMATION

**ConvaTec**

Developing Ostomy Products and Systems for Over 30 Years.
Toll Free: 1-800-422-8811
convatec.com/ostomy

**Ostomysecrets®**

A ConvaTec company, offers a full line of stylish and functional undergarments, swim wear and accessories designed to support your ostomy system.
Toll Free: 1-877-613-6246
www.ostomysecrets.com

**American Cancer Society**

Nationwide community-based, voluntary healthcare organization.
Toll Free: 1-800-ACS-2345
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
cffa.org

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

National organization providing support, information and advocacy.
Toll Free: 1-800-826-0826
ostomy.org

**Wound, Ostomy and Continence Nurses Society™ (WOCN®)**

Professional nursing society comprised of nurses who are experts in the care of patients with wound, ostomy and continence problems.
Toll Free: 1-888-224-9626
wocn.org

**Youth Rally**

A summer camp that provides a non-threatening environment for kids between the ages of 11 and 17 with any sort of bowel or bladder dysfunction.
youthrally.org

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*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: ___________________________ ___________________________

Doctor’s name: ___________________________ ___________________________

Hospital: ___________________________ ___________________________

Surgery type: ___________________________ ___________________________

Stoma type: ___________________________ ___________________________

Product re-order codes: ___________________________ ___________________________

Other medications: ___________________________ ___________________________

Allergies: ___________________________ ___________________________

Emergency contact: ___________________________ ___________________________

WHEN TO CALL THE DOCTOR

Dehydration
• Signs and symptoms: dry mouth, excessive thirst, dark or decreased urine.

Urinary Tract Infections5,6
• Signs and symptoms: fever, chills, abdominal or flank pain. Decreased urine, or cloudy, bloody, dark or strong-smelling urine. Nausea and/or vomiting. Fatigue.
• To help prevent urinary tract infections, avoid caffeine, and drink plenty of other fluids. If you suspect a UTI, notify physician immediately.

Urinary Crystals
• Signs and symptoms: crystal present on stoma or surrounding skin. This occurs if the urine is too alkaline.
• Cranberry juice and vitamin C all help make urine more acidic. Consult your physician before adding these to your diet, especially if taking a blood thinner.

Stomal complications6
Necrosis
• Signs and symptoms: Stoma should be moist and red. Notify physician if stoma becomes purple, grey or black, or is dry on the surface.

Bleeding
• Small amount of bleeding is common. Notify physician for excessive bleeding that does not resolve, bleeding from the inside of the stoma, or bloody urine.

Skin irritation around the stoma
• Signs and symptoms: Reddened or irritated skin, rash, itchiness, or skin that is not intact.

Hernia
• Signs and symptoms: A bulge or swelling under the skin behind the stoma.

Prolapase
• Signs and symptoms: Stoma becomes elongated and appears to telescope. May have color change.

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