You Matter! Know What to Expect and Know Your Rights
Ostomy and Continent Diversion Patient Bill of Rights

Receive preoperative counseling that must include:

• Preoperative stoma site marked by a medical professional following Standards of Care (established by the Wound, Ostomy and Continence Nurses Society, American Society of Colon & Rectal Surgeons and American Urological Association position statement)
• Explanation of surgical procedure and the rationale for surgery
• Discussion of ostomy/continent diversion management
• Impact of surgery on activities of daily living such as physical adaptation, clothing choices, exercise, possible changes in sexual activity and treatment, and dietary needs
• The opportunity to talk with someone who has been through ostomy or continent diversion surgery
• The opportunity to discuss the emotional impact of surgery
• Counseling in a language and at a level of understanding that is comfortable for the patient

Receive during the operative phase:

• A stoma that can be fit with a quality functioning pouching system
• A stoma that is appropriately positioned for their unique body, needs and comfort (if medical condition allows)

Receive postoperative nursing care specific to ostomy/continent diversion type and include the patient as well as their designated advocate (if any). Preparation for discharge will include:

• Individual instruction in care of ostomy including demonstration of emptying and changing pouch
• Ways to troubleshoot difficulties with basic skin and stoma issues including blockage and hernias
• Dietary and fluid guidelines given both verbally and in a written format such as UOAA’s Ostomy Nutrition Guide
• Information on the availability of a variety of supply and product choices
• Information about the supply ordering process
• Resources for obtaining supplies specific to patient circumstances (e.g., uninsured/underinsured)
• Concierge services through ostomy manufacturers
• Resources to organizations who support and advocate for patients living with an ostomy or continent diversion
• Educational materials (such as UOAA’s New Ostomy Patient Guide)

Receive during the lifetime of the ostomy or continent diversion the patient/designated advocate will benefit from ongoing support and care to include:

• Access to healthcare professionals with knowledge specific to the care of an ostomy or continent diversion in the outpatient setting
• Recognition of the need for reevaluation of care with the changes caused by aging and change in medical status

If you believe your rights are not being met, speak up - be a force for change!

Advocates for a Positive Change www.ostomy.org 1.800.826.0826