

TOP 10 WAYS

PATIENTS SHOULD USE UOAA'S OSTOMY & CONTINENT DIVERSION PATIENT BILL OF RIGHTS (PBOR)

1. **Use the standards of care outlined in UOAA's Patient Bill of Rights as a basis for explaining the services you need with your health care providers, health insurance plan administrator, or while at the hospital or an outpatient clinic.** If you have questions or concerns, discuss them.
2. **Read UOAA's PBOR and compare it to your surgical experience.** Is there information you did not receive that you would like to know more about? Go to UOAA's website: ostomy.org for the many resources available. For example: Check out the ostomy information tab, request a New Ostomy Patient Guide or download the guide.
3. **Apply the standards to your current situation.** Do you have access to healthcare professionals who are knowledgeable about ostomies or continent diversions and who you can consult as an outpatient? Do you need to reevaluate your self care due to a change in a medical condition or a change in your ability to function?
4. **Make sure family members or friends who act as your advocate have a copy of UOAA's PBOR.** Have them provide a copy for healthcare professionals in medical facilities or long-term care.
5. **Self-advocate for your access to knowledgeable professional ostomy care, if, in your situation, it is limited or non-existent.** Include a copy of UOAA's PBOR when you contact your healthcare system, health insurer customer care or healthcare facility to inquire about how they can assist you by providing the needed care.
6. **Share UOAA's PBOR with your family and support system, anyone you meet with an ostomy or anyone who is considering ostomy surgery, and ALL your healthcare providers.** Ask your physicians to post UOAA's PBOR in their offices.
7. **Keep a copy of UOAA's PBOR in your wallet** with your list of ostomy supplies and medication list.
8. **Discuss the standards in the PBOR at your local UOAA Affiliated Support Group.** No local support group? Contact UOAA for assistance with starting one in your area. Check out online discussion groups at ostomy.org.
9. **Include a copy of UOAA's PBOR** in your information package when you are meeting with your legislators.
10. **Share your feedback with UOAA** after you use the PBOR by entering your experience at: <https://www.surveymonkey.com/r/UOAA-BillofRights-Feedback-Form>