



# YOU MATTER!

Know what to Expect and Know your Rights  
 Ostomy and Continent Diversion Patient Bill of Rights:

## SIDE ONE

### THE OSTOMY AND CONTINENT DIVERSION PATIENT BILL OF RIGHTS

This Patient Bill of Rights is a tool produced by United Ostomy Associations of America for patients to advocate for their own care. To achieve a desirable quality of life, a person needing ostomy or continent diversion surgery must have access to high-quality care in all healthcare settings and should receive appropriate education and support to promote optimal adjustment to surgery.

Counseling and Care in the patient bill of rights should be provided by a trained medical professional such as a Certified WOC/OstomyNurse/OMS/OCA.

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## SIDE TWO

Those needing ostomy/continent diversion surgery shall be involved in all phases of the surgical experience except in emergent situations and shall:

**Receive preoperative counseling to include:**

- Stoma site marking
- Discussion of care and impact on activities of daily living
- Emotional support

**Receive during the operative phase**

- A stoma that can be fit with a quality functioning pouching system

**Receive post-operative specialized nursing care to include:**

- Education on self-care of specific ostomy/continent type (i.e., emptying/changing pouch,

- care of skin, troubleshooting, dietary and fluid guidelines)
- Resources for obtaining supplies and connecting to community and industry support

**Receive for lifetime care ongoing support including:**

- Access to a medical professional trained in ostomy and continent diversion care in the outpatient setting
- Re-evaluation as needed from changes caused by aging and change of medical status

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

FOLD LINE

For more details about these rights visit [www.ostomy.org](http://www.ostomy.org)

If you believe your rights are not being met, speak up.

# BE A FORCE FOR CHANGE!