



# 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 (PBOR)

The PBOR is a tool produced by United Ostomy Associations of America for patients to advocate for their care and outlines evidence based, best in practice guidelines for health care professionals. A person needing ostomy or continent diversion surgery must have access to high-quality care in all health care settings and should receive appropriate education and support by a health care professional certified in ostomy care to promote optimal adaptation to surgery and achieve a desirable quality of life.

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## SIDE TWO

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

#### During the preoperative phase:

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

#### During the operative phase:

- A stoma that is well-positioned and can be fit with a reliable pouching system

#### During the postoperative phase:

- Instruction and educational materials on self-care of specific ostomy (i.e., emptying/changing pouch, care of skin, troubleshooting, dietary/fluid guidelines)

- Resources for obtaining supplies and support

#### During the lifespan:

- Health care professionals with knowledge specific to the care of ostomy/continent diversion in all health care settings including telemedicine
- Reevaluation of ostomy management and supplies following changes in medical condition, and aging
- Specific ostomy supplies to maintain a reliable fitting pouching system

Full 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 and ask to be heard.

# BE A FORCE FOR CHANGE!