



# YOU MATTER!

Know what to Expect for Quality Care!

## 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 quality care and outlines evidence-based practices for healthcare professionals. A person undergoing ostomy or continent diversion surgery has the right to high-quality care in all healthcare settings to achieve a desirable quality of life and can expect to receive the same dignity and attention as people with other medical conditions. Counseling, care and educational instruction are ideally provided by a certified healthcare professional that specializes in ostomy care.

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## SIDE TWO

To ensure person-centered quality ostomy and continent diversion care the patient will be involved in all phases of the surgical experience (except in preoperative emergent situations):

#### 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!