



OSTOMY SUPPLY UPDATE

Clients of the **Manitoba Ostomy Program**:

We want to acknowledge the challenges many of you have faced in obtaining ostomy supplies during the Canada Post strike. We understand the frustration and urgency this situation has caused and we want to assure you that we remain committed to advocating for your needs and ensuring a consistent, reliable supply of ostomy products. With the strike coming to an end on Dec. 17, 2024, we want to ensure that ordering supplies returns to a reliable and dependable state.

To ensure you receive the supplies you need, we recommend the following:

1. **Update Contact Information:** Ensure that the Supply warehouse has your most up-to-date contact details.
2. **Order in Advance:** Place your order more than 2 weeks before you need new supplies.
3. **Request Larger quantities:** Whenever possible, order three months' worth of supplies at a time.
4. **Provide Complete Information:** Ensure all required details are included when placing your order to avoid delays:
 - a. First and Last name
 - b. 9-digit Manitoba PHIN
 - c. Full mailing and physical address
 - d. Phone number
 - e. Material number (six-digit order number) for each item, as well as the quantity required. This is provided by your NSWOC nurse, and is also found on the packing slip in each order.
5. Orders can also be submitted online at <https://sharedhealthmb.ca/forms/ostomy-supply-order-form/>.
6. **Confirm Order:** To confirm your order is ready, call 204-787-1894. Please allow five business days for the order to be entered into the system before calling to inquire about status of an order.

When to contact your NSWOC nurse: If you have a health-related question, please reach out to your NSWOC nurse. If you do not know who your NSWOC is, please call the Manitoba Ostomy Program at 204-938-5757 and we will assist you.

If you have questions or concerns that have not been addressed through communication with your care team, please contact Shared Health Patient Relations at:

Shared Health Patient Relations
Phone: 204-787-2704
Fax: 204-787-1233
Email: pro@sharedhealthmb.ca

Please know that we are here to support you, and we appreciate your patience and understanding.

Sincerely,

Carisa Lux

Program Coordinator

Manitoba Ostomy Program