



Left: Makayla Wiese, APRN, COWCN, at [Beatrice Community Hospital](#) sees more than 200 patients per month focused on wound and ostomy care with a team of dedicated staff. Ostomy clinics typically provide pre-op and post-op supports, stoma site treatments, skin care, pouch techniques and appliance refitting. Ostomates seek help for pouch leakage, odor prevention, bowel management irrigation, diet, sexuality and other support.

# Ostomy Clinics

Ostomates in Nebraska have strong advocates and resources to take control of their health. [Bryan LGH](#), [CHI Health](#), [Beatrice Community Hospital](#) and other facilities offer ostomy clinics where ostomy nurses engage with day-to-day challenges, products and complications.

As a solid supporter of LOA, Beatrice Community Hospital provides ostomy services for all ages in Gage and surrounding counties.

According to Makayla Wiese, APRN, COWCN in Beatrice, patients receive care before and after surgery. “It’s really empowering to be able to make choices on products and self-care processes that fit your priorities,” Wiese said. “So many things seem out of control, but we want to go in and say, ‘you can take charge here. You choose the best products to fit your lifestyle, your clothing, etc.’ As an ostomy nurse, I’m there to support, guide and

confirm those choices.”

“No one should ever struggle at home with skin or leakage issues,” said Rhonda Soucek, RN BSN CWOCN of CHI Health St. Elizabeth Ostomy Clinic. “I always say that anyone with an ostomy deserves a place to go and get support any time,” Soucek said her clinic stands ready to accommodate ostomates with same-day service most of the time if the need is urgent. CHI includes clinic

# Ostomy clinics: A Journey to Better Care

Sarah had been living with her ileostomy for two years following surgery for Crohn's disease when she started experiencing persistent leakage issues.

Despite her best efforts to manage her ostomy independently, the complications were beginning to affect every aspect of her life. "I was changing my appliance three or four times a day," she recalls. "I couldn't sleep through the night, and I was afraid to leave my house."

After weeks of struggling, Sarah's gastroenterologist referred her to the local ostomy care clinic. From her first appointment, she knew she had found the support she needed.

"The difference was immediate," Sarah says. "The ostomy nurse, Linda, spent over an hour with me, really listening to my concerns and examining my stoma and the surrounding skin."

Linda, a Wound, Ostomy, and Continence (WOC) nurse with fifteen years of experience, identified several issues that were contributing to Sarah's problems. The stoma had changed shape slightly since her surgery, making her current appliance less effective. Additionally, the adhesive she was using wasn't providing adequate protection for her sensitive skin.

"Many people don't realize that stomas can change over time," Linda explains. "Weight changes, aging, and other factors can affect how an ostomy appliance fits. That's why regular



assessment is so important."

The clinic team developed a comprehensive care plan for Sarah. They introduced her to new products specifically chosen for her stoma shape and skin type. Linda demonstrated proper measuring techniques and taught Sarah how to identify early signs of skin irritation. The clinic also connected

her with a local ostomy support group where she could share experiences with others facing similar challenges.

"They didn't just hand me new supplies and send me on my way," Sarah emphasizes. "They taught me why certain techniques work better than others and helped me understand my ostomy in a whole new way."

# 40%

of those that visit ostomy clinics with ostomy nurses are more likely to have improvement in surgical wounds.

WOCN Society

*Wound & Ostomy Services*  
 at Beatrice Community Hospital with  
**Makayla Wiese**  
 APRN, CWOCN  
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# Beatrice, CHI Health, Bryan ostomy clinics

Continued from pg 1

space and private exam rooms. They have a small selection of samples available if needed.

The CHI St Elizabeths clinic provides skin care, pouch, and appliance assistance, fistula and tube stabilization, presurgical markings for stoma placement, plus education to improve your experience.

Soucek said ostomy stories can vary greatly. She said some people entered the operating room not knowing that they were going to have a stoma.

"I prefer to do ostomy education in small bits," she said. "It can be overwhelming, especially when a cancer diagnosis is involved. We bring reassurance, emotional support and finally we have the time to slow down and explain things thoroughly."

The CHI Health St. Elizabeth Ostomy Clinic includes Rhonda Soucek and Nicole Carmine, ostomy nurses. Open since 2015, the clinic is located in the Outpatient Burn Clinic at CHI Health St. Elizabeth, 555 S. 70th, Lincoln, NE 68510.

Beatrice Community Hospital provides pre-op and post-op teaching; stoma site complication treatments, skin care, pouching techniques, leakage and odor prevention; diet, sexuality and other assistance.

Beatrice Ostomy Clinic opened May 6, 2019 with four patients. Since then they've grown to more than 200 visits per month.

The Ostomy Specialty Clinic is located on 2nd floor at The Beatrice Community Hospital.

## Ostomy Clinics Insured?

Typically, ostomy clinic visits can be covered by insur-

ance when ordered or referred by a doctor or primary care. Clinics can help navigate prescriptions or help solve specific problems.

Lisa Jones, MSN, RN, CWOCN, said her clinic at Bryan Medical Center brings:

## Expert Ostomy Care You Can Trust

At Bryan Medical Center, we understand the challenges that come with living with an ostomy. That's why our certified Wound, Ostomy and Continence (WOC) nurses are here to provide expert, compassionate care. We offer a range of outpatient services to help you manage your care and feel confident in your daily life.

Services include:

- Pre-Operative Education and Stoma Marking: Be fully prepared for surgery and understand what to expect.
- Post-Operative Education: Learn how to care for your ostomy and regain your independence.
- Product Selection and Management: Find the right products to fit your needs and lifestyle.
- Hernia Belt Fitting and Recommendations: Get personalized solutions to improve your comfort and support.

**Take the next step in your care.** Ask your provider for a referral to a WOC nurse at Bryan Medical Center. Once you have a referral, we can schedule an appointment. For questions or concerns, call our secure voicemail line at 402-481-2018. A member of our team will return your call when available.

At Bryan Medical Center, we're here to support you every step of the way.



An ostomate was so excited to finally get on their favorite game show. When Pat Sajak asked what they'd like to do, they grinned and said, "I'd like to buy a bowel!"

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Powder absorbs excess moisture around the stoma (the surgically created opening), which helps protect the skin from moisture-related irritation and breakdown.

### Creating a Dry Surface:

By absorbing moisture, the powder creates a better surface for the ostomy barrier/wafer to adhere to. This helps the appliance stay secure and prevents leakage.

### Skin Healing:

When peristomal skin (skin around the stoma) becomes irritated or raw, the powder can help create a protective barrier that promotes healing while keeping the area dry.

### To use ostomy powder effectively:

- > Clean and dry the skin around the stoma
- > Lightly dust the powder on irritated areas
- > Pat or brush off excess powder
- > If using skin barrier wipes/sprays, apply them over the powder
- > Apply your ostomy barrier/wafer as usual

It's important to note that powder should only be used when the skin is irritated or moist - it's not always necessary for routine care. If you're experiencing frequent skin issues requiring regular powder use, you may want to consult with your wound/ostomy nurse to ensure your appliance is fitting properly.

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LeeAnne, CeraPlus™ Product User



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**One-Piece Soft Convex Barrier**

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Ultra-Clear Stock No.	Design Stock No.	For Stomas Up To	Pouch Length	Box Qty
8964	8954	1" (25mm)	12" (30cm)	5
8968	8958	1-1/2" (38mm)	12" (30cm)	5
89611	89511	2-1/8" (55mm)	12" (30cm)	5

PRE-SIZED WITH ADHESIVE BORDER			
Design Stock No.	Barrier Opening	Pouch Length	Box Qty
8960	3/4" (19mm)	12" (30cm)	5
8961	7/8" (22mm)	12" (30cm)	5
8962	1" (25mm)	12" (30cm)	5
8963	1-1/8" (29mm)	12" (30cm)	5

HCPCS A5057  
Key Features: CeraPlus™ Skin Barrier (extended wear), Integrated AF300™ Filter, Lock 'n Roll™ Microseal Closure

CUT-TO-FIT FULL HYDROCOLLOID BARRIER				
Ultra-Clear Stock No.	Design Stock No.	For Stomas Up To	Pouch Length	Box Qty
-	89518	1-1/2" (38mm)	12" (30cm)	5
8195411	8195111	2-1/8" (55mm)	12" (30cm)	5

HCPCS A5057  
Key Features: CeraPlus™ Skin Barrier (extended wear), Integrated AF300™ Filter, Lock 'n Roll™ Microseal Closure

**One-Piece Soft Convex Urostomy**

CUT-TO-FIT WITH ADHESIVE BORDER			
Ultra-Clear Stock No.	For Stomas Up To	Pouch Length	Box Qty
84134	1" (25mm)	9" (23cm)	5
84138	1-1/2" (38mm)	9" (23cm)	5
841311	2-1/8" (55mm)	9" (23cm)	5

PRE-SIZED WITH ADHESIVE BORDER			
Design Stock No.	Barrier Opening	Pouch Length	Box Qty
8412	3/4" (19mm)	9" (23cm)	5
8413	7/8" (22mm)	9" (23cm)	5
8414	1" (25mm)	9" (23cm)	5
8415	1-1/8" (29mm)	9" (23cm)	5

HCPCS A4430  
Key Features: CeraPlus™ Skin Barrier (extended wear), Anti-Reflex Valve, Multi-Chamber Design, Soft Streamlined Tap, Drain Valve Indicator, includes one adapter

**Two-Piece Soft Convex Skin Barriers with Integrated Floating Flange**

CUT-TO-FIT WITH ADHESIVE BORDER			
Stock No.	Flange Size	For Stomas Up To	Box Qty
11702	1-3/4" (44mm)	1" (25mm)	5
11703	2-1/4" (57mm)	1-1/2" (38mm)	5
11704	2-3/4" (70mm)	2" (51mm)	5

PRE-SIZED WITH ADHESIVE BORDER			
Stock No.	Flange Size	Barrier Opening	Box Qty
19903	1-3/4" (44mm)	7/8" (22mm)	5
19904	2-1/4" (57mm)	1" (25mm)	5
19905	2-1/4" (57mm)	1-1/8" (29mm)	5
19906	2-1/4" (57mm)	1-1/4" (32mm)	5

HCPCS A4407  
Key Features: CeraPlus™ Skin Barrier (extended wear), Flexible design, Floating Flange

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"The supportive connection to Secure Start services provides my patients with another resource after they leave the hospital. Many of my patients have commented on their sense of relief and their gratitude for this service."

–Theresa K., WOCN

Questions about enrollment? Call a Secure Start services coordinator at 888-808-7456

# Take control of your healthcare

YOU are your own best advocate with. Like anything else, once you understand the rules of the insurance game it makes it a lot easier.

Often patients, people like you, think that everyone knows their story. You are asked a million questions every time you pass through the doorway of any hospital or doctor's office and everyone is writing things down.

Question: How many times do you have to tell your story?

Answer: As many times as it takes to get the results you want. Unfortunately, all these healthcare computers do not talk to each other as much as you think. So you get to make sure that everyone knows the important parts of your story and that they understand what you need.

Say it again? Sheesh.

“Yes. I still have an ostomy”

People who pay bills want to make sure that the money that is paid is according to their rules; that is, for a medical reason. Those people have to explain that the service or supply is medically necessary.

For example, the company that sends ostomy supplies has to be able to say that you need the supplies because you have an ostomy, what kind of ostomy you have, why you have an ostomy, and when you

had your surgery.

Then, Medicare will ask if anyone else is giving you supplies (like a home care agency or nursing home or hospital) because Medicare doesn't want to pay double.

The doctor has to report some of the same things plus show in their notes (your medical record) they have spoken to you about your ostomy and what you need for your care.

This is where you come in. Make sure your doctor knows what you need and why.

Get involved

Consider visiting your doctor at least once a year and provide a checklist which includes all the supplies you need (with the product numbers), and what type of ostomy you have.

At this visit, discuss what has happened in the last year; (such as a yeast infection around your stoma, obstruction or dehydration, or a hernia around your stoma. Did you gain or lose weight, did you have to change your ostomy product, etc) Get it into your medical record. Your medical care so when the insurance company wants to know why you now need a belt or a different kind of pouch or a greater quantity of pouches, they will know why.

Medicare

Medicare research has figured out how many supplies an “average” person with an ostomy needs. If what you need is different, then your doctor must include information on your condition to support the need for the type and quantity of items ordered. An ostomy nurse may be able to help by writing down why you need different supplies than the average ostomate and give that information to your doctor to put in your medical record. Your medical record can then be given to your ostomy supply company and or your insurance. It is then the responsibility, under Medicare guidelines, of your supply company to get this information from your medical provider.

An example of a special situation that would require additional supplies might be that your skin is irritated from frequent leakage of your pouching system due to your stoma being flush to the skin or below the skin. You require frequent pouch changes until your skin can heal. Any request for supplies more than the average amount is marked for review. Just because a person “wants” more is not a reason and those requests for supplies will be denied.

Medicare has specific guidelines for the coverage of ostomy supplies, including that they be used exclusively for

# Less risk of leakage. More confidence.

colostomy, ileostomy or urostomy management. Ostomy pouches being used to manage fistula or wounds are not covered under Medicare guidelines.

Be aware that suppliers will not receive payment from Medicare for the items that are ordered if your physician did not provide the proper detailed information from your medical records when it is requested or if your detailed written order (prescription) is missing information like a signature. Furthermore, not providing this information may result in you, the patient, having to pay for the item yourself. Note that your doctor's cooperation is a legal requirement as outlined in the Social Security Act, the law governing Medicare.

### Pay Attention to the Details


Details are important, sometimes a date is wrong, the type of ostomy is wrong, the doctor didn't sign the note, etc. Those things are minor and require a little detective work. So if you have a request (claim) denied you may have to be a detective.

You can speak with someone at the ostomy supply distributor and ask them to help you understand why your claim was denied. Maybe together you can discover that a number was off or incomplete infor-

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\*Based on a retrospective study conducted at 2 affiliated university hospitals; n=214 patient charts with surgery dates ranging from February 2022 to June 2023. Patient events were charted by the WOC nurse at each pouch change; review captured up to 5 pouch changes or 2 weeks of data. Statistical analysis controlled for key differences between sites and found predicted probability of leakage for SenSura Mio was 15.1% and Hollister® CeraPlus™ was 25.6%, corresponding to a 40.8% lower risk (p=0.011). Coloplast data on file.

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mation was submitted.

### What's in Your Medical Records?

You have a right to request a copy. In 1996 the Health Information Portability and Accountability Act (HIPPA) was passed. It is the law that protects patients' health information from being shared with only those who have a need to know. It also states that patients are allowed access to their health records. Your medical record is not just your doctor's office records, it includes hospital,

nursing home, or home health agency (HHA) records, and records from other healthcare professionals including, but not limited to, nurses, therapists, and social workers. Here is a great video example of advocating for yourself and knowing what's in your record.

Each state has its own laws about what is required to get copies of your medical records. Check with your medical provider for their policy on obtaining your medical records.



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LINCOLN OSTOMY ASSOCIATION

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Communications John 402-310-3496

Lincoln Ostomy Home
LOA welcomes calls from ostomates, especially new people, with questions on everything from, "how do I shower?" to "what about clothes?"

Meetings (Let's meet, shall we?)
In person meetings are at a church at 8230 South St., starting at 1:30 p.m.
updates at ostomynebraska.com/lincoln
March - Joint meeting with Omaha group in Ashland. Speakers: Chris Berke, MSN, APRN-NO CWOCN, Nebraska Medicine and Carol Wickwire, Kohl's Pharmacy.
April - Ostomy dietician, Ostomy 101 with nursing students.

Contact, Advertise
Contact or visit LOA to learn more about support group meetings, ostomy products and educational opportunities. Sparrow is a quarterly publication for the Lincoln Ostomy Association. If you'd like to advertise or to submit an article, email lincolnostomy@gmail.com

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LOA hosts nursing students

One of the main missions for the Lincoln Ostomy Association is to boost knowledge and experience for nursing students who will soon encounter those with ostomies who are looking for answers.

Southeast Community College sent ten students to the LOA meeting in December.

"We're really encouraged by nurses who take the time and effort to learn more about ostomies," said Amy Fairchild, LOA president. "Any ostomate who has been in the hospital, for ostomy surgery or other reasons, can attest to the difference it makes when their nurses are familiar with ostomies. The quality of care skyrockets. I think what LOA can offer to nursing students that others can't is the patient experience, the emotional and mental aspects of having an ostomy along with the technical and medical side."

Students are invited to attend any LOA meeting. We're prepared to adjust the agenda to bring value to nursing students. Most programs provide some classroom credit for these visits.

LOA plans to present Ostomy 101 discussion with nursing students during the April and December meetings.