

S2E3 Podcast Guide: *Coloplast Product Access in Veterans Affairs Medical Centers*

Dave Merhar and Diana de Avila are veterans with neurogenic bladder and bowel who use intermittent catheters and Peristeen® Plus Transanal Irrigation System and have extensive experience navigating Veterans Affairs (VA) medical centers, and Danette Brooks is a Coloplast product expert and employee.

Dave, Diana, and Danette's best tips:

1. Advocate for yourself!

Research your condition and understand what options are available to you. If your existing product is causing pain, isn't discreet, or you're having trouble opening the packaging, reach out to your healthcare provider or Coloplast® Care to learn about your product options.

2. If you found your preferred bladder or bowel management product, tell your healthcare provider.

- For urology: Let your urologist, medical assistant (MA), or nurse know what product you're interested in. Work with your pharmacist to ensure the product is stocked for you.
- For bowel: Peristeen® Plus is a device that must be prescribed by your clinician, so the conversation might start with your bladder and bowel provider or may even start in outpatient rehab with a physical medicine and rehabilitation clinician.

5. Don't be afraid to ask questions!

Stay curious, and if you're not sure about something, ask for clarification.

6. Reach out for help.

If your product isn't working for you, speak up! You don't need to suffer, and advocacy can be your best friend. Reach out to Coloplast Care for additional product and lifestyle support specific to your unique situation.

Connect to confidence.

Access FREE product and lifestyle support by joining Coloplast Care.

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Coloplast provides this information for convenience and your general reference only. It does not constitute legal advice or a recommendation regarding clinical practice. Reimbursement, coverage and payment policies can vary from one insurer and region to another and is subject to change without notice. Coloplast does not guarantee coverage or payment of products and Coloplast makes no guarantee that the use of this information will prevent differences of opinion or disputes with Medicare, VA, insurers, or other payors as to the correct form of billing or the amount that will be paid.

Prior to use, refer to product labeling for complete product instructions for use, contraindications, warnings and precautions. Information from Coloplast® Care is for educational purposes only. It is not intended to substitute for professional medical advice and should not be interpreted to contain treatment recommendations. You should rely on the healthcare professional who knows your individual history for personal medical advice and diagnosis.



Frequently asked questions:

How do veterans receive medical supplies through the VA medical center?

Supplies are typically obtained directly through the Veterans Affairs Medical Center Outpatient Pharmacy or Consolidated Mail Outpatient Pharmacy (CMOP). Through CMOP, veterans can have their supplies delivered directly to their doorstep. Peristeen® Plus catheters are typically dispensed through the pharmacy department and the bag and tubing are usually dispensed through the prosthetics department.*

What Coloplast products are veterans entitled to?

The SpeediCath® catheter portfolio of products are available at all VA medical centers. Peristeen Plus is also available in any VA without restrictions as a treatment option for qualified veterans. Available products are listed on a formulary. Work with your clinician, doctor, and pharmacist.

Can veterans ask their healthcare provider to order their preferred product?

For urology: Yes. Let your urologist, medical assistant (MA), or nurse know what product you're interested in. Work with your pharmacist to ensure the product is stocked for you.

For bowel: Yes. Peristeen Plus is a device that must be prescribed by your clinician, so the conversation might start with your bladder and bowel provider and may even start in outpatient rehab with a physical medicine and rehabilitation clinician.

What additional options are available for refilling prescriptions?

The VA offers an online system called My HealtheVet that can help you manage your appointments and records, refill prescriptions, view your lab and test results, and communicate with your healthcare team. Veterans can use the system to securely message providers or order prescription refills directly. You can learn more or sign up for My HealtheVet by visiting: www.myhealth.va.gov/mhv-portal-web/home

*For illustrative purposes only. Actual products and process may vary by location and plan. For exact supplies and process, veterans should always contact their plan or provider directly.