



## **Ostomy Client FAQ**

### **Q: What do I need to set up my account at Jolly's for the first time?**

**A:** If you have access to our website, you can print and fill out the form on the ostomy page.

[www.jollysmedical.ca/ostomy-supplies/](http://www.jollysmedical.ca/ostomy-supplies/)

Products → Ostomy Supplies → New Ostomy Client Form

If you don't have access to our website, this is the information that we require to set up your account:

- First and Last Name
- Health Card Number
- Phone Number
- Email (if you want your receipts emailed to you)
- Address (if you want your packages delivered)
- List of products that you're using including the **manufacturer's item reference numbers**
- Credit card number (if this is how you prefer to pay, we can keep this on file for you)

This information can be phoned in, emailed, faxed, or dropped off in person.

### **Q: How do I order at Jolly's?**

**A:** We can take orders by phone, email, fax or in person. We offer pick-up or delivery services.

#### **Delivery Notes:**

We offer free delivery within Regina on orders over \$50. We have two delivery pick-ups on weekdays at 10am and 1pm, and one delivery pick-up on Saturday at 11am. The deliveries within Regina are delivered the same day.

For deliveries outside of Regina, we ship through Canada Post and charge you what Canada Post charges. Shipping charges vary depending on the size of the box, but it's typically around \$15-\$20.

#### **Pre-Order For Pick-Up:**

If you place your order before you come into the store for pick-up, we can make sure that we have everything in stock for you, and that your order has been processed through SAIL. This saves you time when you come into the store as you won't have to wait for us to process everything!

**Q: Why is my product not always in stock at Jolly's?**

**A:** There are thousands of different ostomy products out there and it's not possible for us to stock all of them. We simply don't have the space! Lots of times, more than one person is using the same product. In that case, we try to keep some boxes in stock all the time.

However, if you are the only person using a given product, we might not keep it in stock. Please keep this in mind when ordering, as we will need a few days to get your products in. If you would like us to keep your items in stock all the time, we can do that, no problem! Just let us know the quantity you want us to keep in stock and **please let us know if you change products** as we will have to return the unused products and stock your new products.

We place an order for ostomy products from our supplier every weekday at 2pm. If they have it in stock, we can have the item in store in 1-2 days. So even if we don't have your product in stock today, odds are it will be back in stock very quickly!

**Q: What is the process behind ordering a custom Hernia Belt?  
(Nu-Hope, Stealth Belt, Safe N Simple)**

**A:** Please note that we do not measure for these. Measurements can be taken on your own, or by the nurses at the ostomy clinic. What we need is the item number for the product that you want.

Because these are special order items that we do not stock, **we must take payment prior to ordering.** These items are not returnable for any reason, and once the order has been placed, unfortunately there is no way to cancel it.

It takes approximately 2-6 weeks for your belt to arrive from the date it was ordered. Nu-Hope and Stealth Belts are both made in the USA, so it does take a while for the belts to clear customs at the border.

**Q: My skin is red/itchy/irritated. Is that normal?**

**A:** No that is not normal. If you are experiencing discomfort with your stoma or the skin around it, something is not right. There are some comfort accessories that can be used to decrease discomfort, but they would not be a permanent solution to your problem. **Please ask the ostomy nurses for their advice and recommendation.**

**Q: Are accessories covered under the SAIL program?**

**A:** Yes. Many accessories are covered including:

- Adhesive Removers
- Adhesives
- Pouch Liners
- Deodorants
- Rings and Seals
- Pastes
- Powders
- Protective Sheets
- Tapes
- Belts