



DMEPOS SUPPLIER STANDARDS

THE PRODUCTS AND/OR SERVICES PROVIDED TO YOU BY UROLOGICAL ASSOCIATES OF WESTERN COLORADO ARE SUBJECT TO THE SUPPLIER STANDARDS CONTAINED IN THE FEDERAL REGULATIONS SHOWN AT 42 CODE OF FEDERAL REGULATIONS SECTION 424.57(C). THESE STANDARDS CONCERN BUSINESS PROFESSIONAL AND OPERATIONAL MATTERS (E.G., HONORING WARRANTIES AND HOURS OF OPERATION). THE FULL TEXT OF THESE STANDARDS CAN BE OBTAINED FROM [HTTPS://WWW.ECFR.GOV](https://www.ecfr.gov). UPON REQUEST WE WILL FURNISH YOU WITH A WRITTEN COPY OF THE STANDARDS.

TO OBTAIN A COPY OF THE PATIENT CONSENT FORM, PLEASE CONTACT US AT (970) 243-3061.
2373 G RD SUITE 200
GRAND JUNCTION, CO 81505

PRESCRIPTION PROCESS



BEFORE YOU LEAVE OUR OFFICE

OUR TEAM IS ALREADY PROCESSING YOUR PRESCRIPTION



FOLLOWING YOUR OFFICE VISIT

YOUR PRESCRIPTION DETAILS ARE REVIEWED AND WE WILL COORDINATE DELIVERY



AFTER YOU SPEAK TO US

YOUR UROLOGICAL SUPPLIES WILL BE SHIPPED

ABOUT OUR CATHETER PROGRAM

RETURNS & EXCHANGES

THE REQUEST TO RETURN PRODUCT MUST BE MADE WITHIN 14 DAYS OF RECEIPT. EXCHANGES OF UNOPENED PRODUCT FOR ANOTHER SAME-CODED PRODUCT MAY OCCUR. CONTACT OUR CATHETER DEPARTMENT TO DISCUSS.

FITTING & WARRANTY

FITTING THE PRODUCT RELATES TO SELECTING THE APPROPRIATE FRENCH SIZE ACCORDING TO EACH INDIVIDUAL PATIENT'S URETHRA AND/OR ANATOMY. WARRANTY IS NOT DIRECTLY APPLICABLE FOR THESE SUPPLIES, AS THEY ARE NOT REUSABLE GOODS.

CONTACT US

DROP US A LINE BELOW:

Main Office: (970) 243-3061

Catheter Department: (970) 510-8253

WWW.WESTERNCOLORADOUROLOGY.COM



Urological Associates

of Western Colorado

Expert Care Where You Live™



CATHETER PROGRAM

DELIVERY TO
COMFORT OF
YOUR HOME

WWW.WESTERNCOLORADOUROLOGY.COM

WELCOME!

UROLOGICAL ASSOCIATES OF WESTERN COLORADO'S MEDICAL SUPPLY DIVISION WELCOMES YOU TO OUR SERVICE. WE APPRECIATE YOU CHOOSING US AS YOUR SUPPLIER AND WANT YOU TO KNOW THAT PATIENT CARE AND SATISFACTION COMES FIRST.

THE FOLLOWING PAGES INCLUDE HELPFUL INFORMATION REGARDING YOUR SUPPLIES. THROUGHOUT THE DURATION OF YOUR MEDICAL SUPPLY PRESCRIPTION, WE WILL CONTACT YOU REGARDING YOUR REFILLS. IN THE NEXT COUPLE OF MONTHS, EXPECT A PHONE CALL FROM US IN WHICH WE WILL NEED TO OBTAIN SPECIFIC INFORMATION TO SHIP OUT YOUR NEXT ORDER.

QUESTIONS, CONCERNS, OR COMPLAINTS? PLEASE CONTACT UROLOGICAL ASSOCIATES OF WESTERN COLORADO AT (970) 243-3061.

CONTACT US IF ANY OF THE FOLLOWING OCCUR:

1. A CHANGE IN YOUR MAILING ADDRESS.
2. A CHANGE IN YOUR INSURANCE COVERAGE.
3. A CHANGE IN YOUR CONTACT INFORMATION.

THANK YOU AND WE LOOK FORWARD TO PROVIDING YOU WITH EXCEPTIONAL SERVICE.

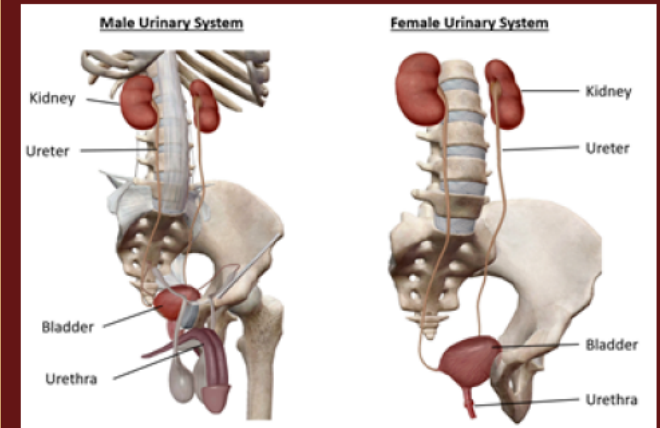
AT UROLOGICAL ASSOCIATES OF WESTERN COLORADO, WE ADHERE TO THE FOLLOWING PROTOCOL WHEN DOCUMENTING AND RESOLVING YOUR COMPLAINTS. WE DOCUMENT YOUR COMPLAINT WITHIN OUR ELECTRONIC MEDICAL RECORDS. THE INFORMATION WE DOCUMENT IS AS FOLLOWS:

- ✓ BENEFICIARY NAME, ADDRESS, TELEPHONE NUMBER AND HEALTH INSURANCE CLAIM NUMBER.
- ✓ A SUMMARY OF THE COMPLAINT, THE DATE IT WAS RECEIVED, THE NAME OF THE PERSON RECEIVING THE COMPLAINT, AND A SUMMARY OF THE ACTIONS THAT ARE TAKEN TO RESOLVE THE COMPLAINT.
- ✓ MANAGEMENT'S DETERMINATION REGARDING AN INVESTIGATION AND THE REASON FOR THAT DECISION.

WE WILL FOLLOW UP WITH YOU TO COMMUNICATE THE ACTIONS TAKEN TO RESOLVE YOUR COMPLAINT.

OUR MEDICAL SUPPLY DIVISION

PLEASE BE ADVISED THAT YOUR PHYSICIAN MAY HAVE OWNERSHIP IN THIS MEDICAL SUPPLY DIVISION. YOU HAVE A CHOICE WHEN IT COMES TO YOUR CATHETER SUPPLIER, AND YOU ARE NOT OBLIGATED TO USE OUR SERVICE.



INTERMITTENT SELF-CATHETERIZATION

THIS IS A SIMPLE PROCEDURE THAT EMPTIES URINE FROM THE BLADDER. IF THE BLADDER CANNOT BE EMPTIED THROUGH NORMAL URINATION, IT CAN BE DONE BY INSERTING A THIN TUBE THROUGH THE URETHRA INTO THE BLADDER.

THIS CAN BE PERFORMED AT HOME, AT WORK OR WHEN TRAVELING, SUCH THAT YOUR QUALITY OF LIFE IS NOT RESTRICTED. THE GUIDE IS MEANT TO SUPPORT YOU AS YOU LEARN THIS PROCESS.

CONSULT YOUR CLINICIAN WITH ANY QUESTIONS.

Female Self Cath Instructions

1

Wash your labia (from front to back) with soap and water or cleansing wipes, if preferred. You can catheterize in a variety of positions. You will find the position that is best suited for you.

2

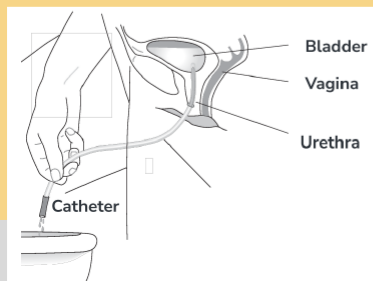
Carefully open the package. Whether you are using a standard catheter or a water activated (hydrophilic) catheter, follow your provider and manufacturer instructions for use. For hydrophilic catheters, be sure to burst the sterile water packet before opening the package.

3

Using the pointer and middle fingers of your non-dominant hand, spread apart your labia to reveal the urethra. This is where you will insert the catheter. Using your dominant hand, gently and slowly slide the catheter into the urethra. Do not use force. If needed, you can cough or gently bear down to expose the urethra if not easily visible.

4

As you slowly advance the catheter into your urethra, urine will begin to flow. Insert the catheter another inch if possible. Allow the urine to drain into the toilet or collection container.



Female Self Cath Instructions

5

When urine flow stops, slowly remove the catheter. If urine flow resumes, pause until this is complete to allow all the urine to drain out. Pinch the end of the catheter to contain any urine within the tube, then fully remove from your body. Dispose of used catheters in the waste receptacle. Do not attempt to flush the catheter down the toilet! Wash your hands when finished.

Important: These are general instructions and may not apply to your condition. Please call your clinician immediately if you have:

- Persistent bleeding
- Fever or signs of infection
- Are unable to pass the catheter

