

Welcome to Hollister Secure StartSM Services

You may have questions about your ostomy, how to care for your stoma, and how to keep living the life you want to live – but you don't have to figure it out on your own. Hollister Secure StartSM services offer free ostomy support for as long as you need it, regardless of the brand of products you use.



PRODUCTS—While keeping the health of the skin around your stoma a priority, we can help you find the ostomy products that best fit your needs throughout the lifetime of your ostomy.



EDUCATION— We can help you navigate the latest lifestyle, product and clinical information on **Hollister.com**, so you can learn how to stay healthy and happy.



ACCESS TO NURSES—While your healthcare professional is your source of medical information, we have nurses available to answer questions related to product usage.



CONNECTIONS—Hollister Secure Start services has long-standing relationships with a variety of organizations to connect you with people, knowledge, and tools to live the life you want to live.



ORDERING SUPPLIES—We can help connect you to a supplier who accepts your insurance(s) and gives you access to your requested product(s).



Call us early at 888.808.7456! We can complete your supplier connection while Home Health services handles your initial care or while you are still identifying the right product for you.



You have a say in the products you use for your care.

The products you use are assigned billing codes that are not brand-specific. That means the payment made to your supplier by your insurance company is the same regardless of who manufactured your product.

What to Do Now



- 1 **Scan the QR code or visit www.hollister.com/verify to verify your participation** in Hollister Secure Start services. This will allow you to access and take advantage of all the benefits we have to offer for you.



- 2 **Scan the QR code to save 888.808.7456** to your cell phone contacts and call us Monday-Friday 8AM-5PM CST for additional assistance. This will also help you recognize when we might be calling you.



- 3 **Get your questions answered** after business hours by visiting our comprehensive “Frequently Asked Questions” (FAQs) web page available to you 24 hours a day, 7 days a week at hollister.com/ostomyfaqs.

The Feedback is Impressive



98%

of patients were glad they were enrolled in Secure Start services*



97%

of patients appreciated getting a call from Secure Start services*



95%

of patients were satisfied with overall experience of speaking with Secure Start services**

* Survey performed to investigate the effectiveness and success of Secure Start services with regard to providing people with new ostomies with the support required to facilitate the adjustment to life with a stoma. (N=661) Nichols T, 2010. The Secure Start Program: Making a Difference in the Continuum of Care.

**Five-question survey implemented to evaluate the experience of 16,167 enrolled patients who had a phone interaction with Hollister Secure Start Services. (N=2654 responses received) – Data on file.