



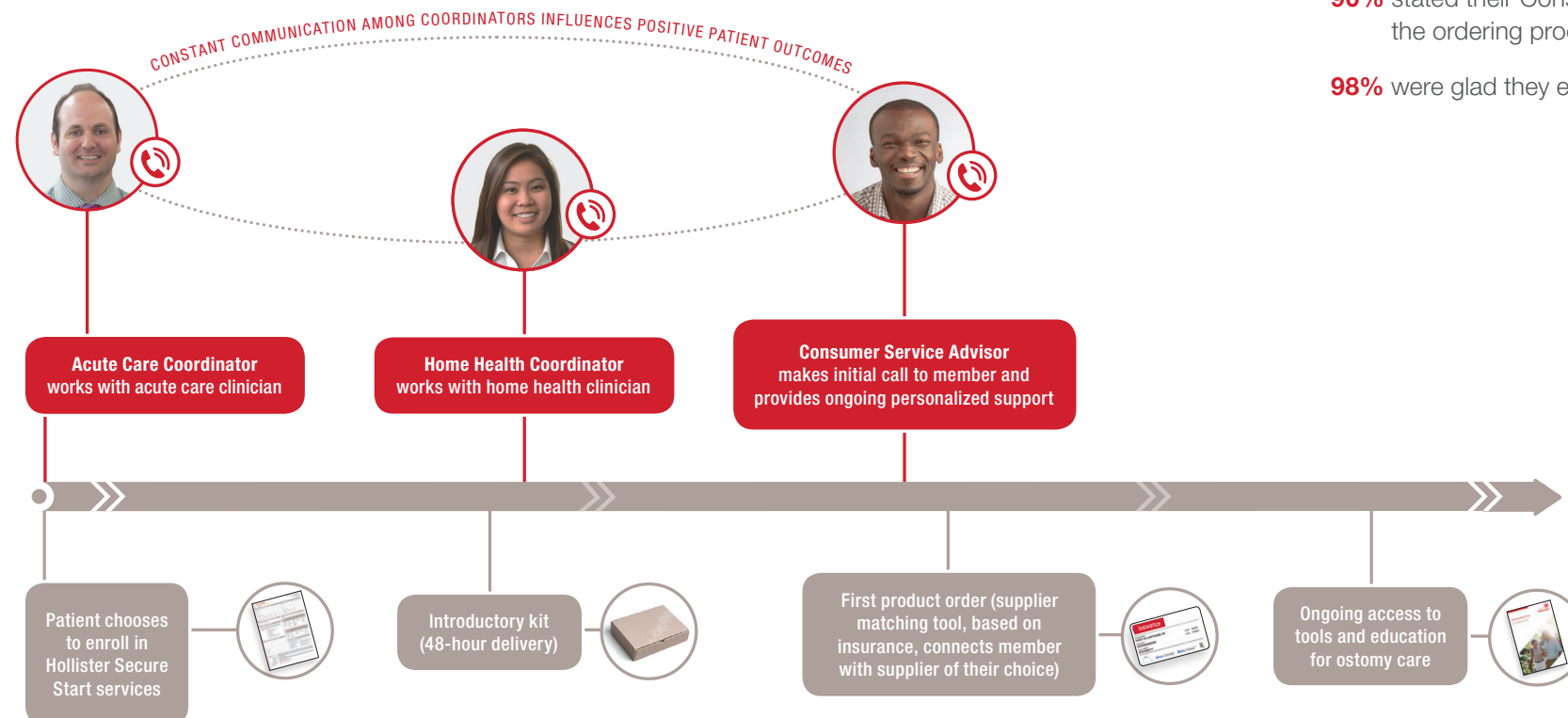
Hollister Secure Start Services
Personalized Patient Support

Hollister Secure Start Services

support people living with an ostomy throughout the continuum of care, regardless of the brand of products they use.

SUPPORTING MEMBERS THROUGHOUT THE CONTINUUM OF CARE

Each patient is matched with a dedicated Consumer Service Advisor. An Acute Care Coordinator and a Home Health Coordinator ensure timely communication and coordination with each patient's nurse.



OUR FOCUS

- Putting patients first, regardless of the brand of products they use
- Providing ongoing education and product guidance to help ensure the best product fit
- Offering emotional support throughout the continuum of care

OUR TEAM

Our dedicated team of ostomy product experts is focused on helping patients with:

- Customizing an introductory kit
- Providing product information and condition-specific education
- Finding the right product fit
- Navigating insurance coverage
- Identifying supplier options
- Finding local resources
- Accessing an ostomy nurse over the phone for clinical product information
- Offering an empathetic ear

OUR RESULTS

In a survey of patients who had been or were currently enrolled in Hollister Secure Start services:

87% stated their Consumer Service Advisor performed a valuable service in helping them adapt*

90% stated their Consumer Service Advisor could be counted on to understand products and the ordering process*

98% were glad they enrolled in Hollister Secure Start services*

“Anytime I have needed anything, [my Advisor] Ryan is always there, and he explains things well and is understanding. My ostomy has been an emotional thing for me, and Ryan has always been professional and helpful.”

— Hollister Secure Start services ostomy care member

*Seven-question survey implemented to evaluate the experience of patients who had gone through or were currently enrolled in Hollister Secure Start services. (N = 347) Kelly C., et al. 2010. The Continuum of Care: Demonstrating Positive Outcomes Through the Hollister Secure Start Program. Supported by an Educational Grant from Hollister Incorporated.



Secure Start™

It's Personal

We are proud to offer dedicated support for each and every patient along the continuum of care. Hollister Secure Start services provide a lifetime of personalized support.



Hollister Incorporated

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Hollister Secure Start services are free of charge, and there is no obligation to purchase anything to receive it. Product samples are provided for the patient's trial use and cannot be resold or billed. There is no obligation to accept samples or participate in insurance matching to identify supplier options. Hollister Incorporated reserves the right to change Hollister Secure Start services at any time.

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