

# The Mailbag

The Ostomy Support Newsletter Of Jacksonville, Florida

Support group meets the 3rd Sunday of each month 3 p.m. 4836 Victor Street

Contact Information:  
Patti Langenbach  
(800) 741-0110  
(904) 733-8500  
[patti@ostomymcp.com](mailto:patti@ostomymcp.com)



Next chapter meeting will be held on Sunday  
September 18th  
3pm, 4836 Victor Street.

The **October 16th** meeting will be postponed until the 23rd. In lieu of the regular meeting, a group is going to caravan to Savannah that Sunday for an Ostomy Health Fair put on by the Savannah Ostomy Group. It is free to attend and if anyone is interested in going please contact **Kimberly** at MCP (733-8500).



Jacksonville Chapter is now a member of the United Ostomy Association of America. Please take the time and visit their Website <http://www.ostomy.org>.

## Public TV Documentary Movie

UOAA entered into a contract for the publication of a five-minute ostomy public awareness movie that will appear on public TV; the National Medical Report as shown on cable; network and international TV as part of Voice of America.

This excellently produced project—coordinated by UOAA President Elect Kristin Knipp—can now be viewed on the UOAA Internet site at [www.uoaa.org/uoaa\\_psa.shtml](http://www.uoaa.org/uoaa_psa.shtml). One may also view the movie at <http://uoaa.wordpress.com/>.

We encourage you to send one of these links to anyone with an interest in ostomy surgery; i.e., our members, local medical professionals, family and even friends who you might want to have better understanding about our organization.

# TRAVEL COMMUNICATION CARD

COMPLIMENTS OF THE UNITED OSTOMY ASSOCIATIONS OF AMERICA, INC.

This is provided to travelers in order to simplify communication with federal Transportation Security personnel and airline flight attendants, at those times when you wish or need to communicate in a non-verbal way, as is your legal right.

This is not a “certificate” and it is not a “pass” to help you avoid screening.

Please print out on any weight of paper you wish, trim to wallet-size and laminate if desired. The blue color is important, as it is a “flash-card” developed by the TSA so their own officers will recognize it and be guided to treat the traveler with discretion and sensitivity.

If laminated in a double-side manner, it can be used ‘blue side out’ during security screening, and the white side out when communicating non-verbally with airline personnel.

**JUST PRINT, CUT OUT, FOLD, AND PUT WITH TRAVEL DOCUMENTS**

**NEWS:** As of January 2011 - You may always have a travel companion with you during a private screening  
- TSA officers should NOT ask you to show your pouch—you may be asked to rub over your pouch outside your clothing so they can test your hand to rule out explosive residue.  
- To file a complaint, send an email to [TSA.ODPO@dhs.gov](mailto:TSA.ODPO@dhs.gov) (with a copy to [advocacy@uoaa.org](mailto:advocacy@uoaa.org), please)

***OUTSIDE LEFT**—for use during screening before boarding. Intended for the passenger to show the TSO at the beginning of personal screening - before being patted-down or entering a full-body scanner. The TSO may not take it from you to read, since the distinctive blue color makes it like a ‘flash card’.*

**OUTSIDE RIGHT**

**Notification Card**

I have the following health condition, disability or medical device that may affect my screening:

(Optional)

I understand that presenting this card does not exempt me from screening.

F  
O  
L  
D  
  
L  
I  
N  
E


TSA respects the privacy concerns of all members of the traveling public. This card allows you to describe your health condition, disability or medical device to the TSA officer in a discreet manner. Alternate procedures which provide an equivalent level of security screening are available and can be done in private.

Presenting this card does not exempt you from screening.

**~ ~ GOTTA GO NOW ~ ~**

**RESTROOM ACCESS**

The cardholder contains body waste in an **OSTOMY POUCH** (stool/urine) and/or carries pouches and related supplies and/or a catheter to manage personal hygiene. S/he needs access to the restroom **now** in order to empty the pouch — this is critical for the cardholder’s well-being and for public sanitation.



**TRAVELER’S COMMUNICATION CARD**

*Provided by the UOAA, a volunteer-based health organization dedicated to providing education, support and advocacy for people who have or will have intestinal or urinary diversions.*

**United Ostomy Associations of America**  
www.ostomy.org 1-800-826-0826

***INSIDE LEFT** - this is designed to show in the event it is needed while in flight and the pilot has chosen to limit restroom access—or when passengers are supposed to be belted in during turbulence. You might wish to show it to a flight attendant during boarding and/or getting settled, so he or she will be mindful of your situation. Before laminating, you may wish to rotate the bottom half so all text is in one direction when it is folded/unfolded.*

**INSIDE RIGHT**

## Proper Care & Storage of Ostomy Supplies

from an article by Teresa Murphy-Stowers, Fort Worth, TX; via Dallas (TX) *Ostomatic News*

Ostomy supplies are not inexpensive, to say the least. So, it is important to understand how to apply them properly with the fewest errors possible and equally important to know how to take care of and store supplies until use. Proper care may avert the need to discard unused supplies and thus be as economical as possible.

- Be sure to read carefully the instruction sheet included in the box or guidelines on the container for specific recommendations for a given product.
- Generally, all ostomy supplies should be stored in a cool, dry location. Too much heat can melt or weaken many of the materials used in ostomy wafers, pouches, and accessory items. Avoid leaving supplies in a hot car or in direct sunlight.
- Review instructions periodically to refresh your memory and to see if any recommendations have changed over time.
- Keep supplies such as wafers and pouches in their original box. By doing so, you save the brand name, product identification number, and the lot and date information for those items. Perhaps you will never need this information, but in the event you do, the box you have saved will provide the information you (or someone helping you) will need for reorder or to report any quality control problems.
- Some ostomy supplies do have a "shelf life." Be sure to check for dates that may be recorded on their containers. If you find you have a box with an expired date, check with the manufacturer, your local supplier, or an Ostomy nurse for advice on usage.
- While you do want to keep a "stock" of supplies so you are always prepared to change out your system, avoid the practice of stockpiling too much so your reserve will be as fresh as possible. This, of course, depends on factors such as the availability, proximity to a local supply house, or shipping issues.
- Purchase supplies from a trusted vendor—one you know will provide good service as well as stock/ship current stock.

### Reporting Defective supplies

- If you determine your supplies are defective in spite of proper use and storage, contact the manufacturer at their toll free number to report the problem and receive product replacement or adjustment.
- Let your supply source know of your report to the manufacturer. They need to be aware of problems; however, the complaint needs to be directed to the manufacturer to ensure the defect can be addressed.

## Gas in Your Pouch

from Metro Maryland

**Q.** My pouch sometimes fills up with air like a balloon. Someone told me I could put a pinhole in it. Would this help?

**A.** The air or gas in your pouch is normal. Some foods you eat may cause this more than others. Beans, onions, cabbage and cauliflower can frequently cause an increase in gas. This doesn't mean you can't eat them, but it is helpful to know which foods cause more gas so you will have more control.

As for the pinhole, it's not a good idea. Manufacturers spend thousands of dollars on research to produce plastic pouches that are odor-proof. By letting the gas out you also release the odor. If gas is a problem, there are other ways to release it:

1. If you are wearing a drainable pouch, check and empty the gas, if necessary when you go into the bathroom.
2. If you have a 2-piece system, you can separate the pouch from the flange when you are in the bathroom and deflate any gas which has collected in the bag.
3. There are many pouches now that have a gas-release valve with a built-in charcoal filter so there is no odor as the gas passes from the bag.

## TEN (NEW) COMMANDMENTS FOR OSTOMATES

Via: Vancouver Ostomy Highlife & Regina Ostomy News

- 1) Thou shalt allow thyself to be sad, or angry, or depressed on occasion. Who said you always have to have a good attitude.
- 2) Thou shalt not let the above emotions become a way of life.
- 3) Thou shalt seek help, education, and support if thine unhappy emotions overcome thee.
- 4) Thou shalt learn to care for thy ostomy. Letting others do it for you if you are physically able is a cop-out.
- 5) Thou shalt seek out thy ET nurse if thou art notified with thine products.
- 6) Thou shalt not hide thyself away. Get out and do the things you used to do. You can.
- 7) Thou shalt not be ashamed.
- 8) Thou shalt cultivate a sense of humor about thine ostomy. There are worse things. Far worse.
- 9) Thou shalt set an example to the non-ostomy world. An example of triumph over adversity, courage over pity, and pride over embarrassment.
- 10) Thou shalt help other ostomates. Join your local UOA chapter, donate money, and volunteer your time.

**2012 UOAC Conference in Toronto**

**"Caring in a Changing World"**

**August 15 – 18, 2012**

**Delta Chelsea Hotel**

**Downtown Toronto**

**[http://www.ostomycanada.ca/events/  
biennial\\_conference\\_of\\_uoac](http://www.ostomycanada.ca/events/biennial_conference_of_uoac)**

**UOAA Conference Coming To Jacksonville In 2013**

**Check Us Out On The Web**

**[www.ostomymcp.com](http://www.ostomymcp.com)**

### Other Websites Of Interest:

United Ostomy Association of America: [www.uoaa.org](http://www.uoaa.org)

Your Ostomy Community Connection Center: [www.c3life.com](http://www.c3life.com)

#### Ostomy Chat Room Weekly Meetings

Yahoo Peoples with Ostomy2\* - Mondays, 8:00 pm US Central time

<http://clubs.yahoo.com/clubs/peopleswithostomy2>

Community Zero (Ostomy) Support\* - Wednesdays, 9:00 pm US Eastern time

<http://groups.yahoo.com/group/ostomatessupport/>

Yahoo UK Ostomy Support\* - 1st & 3rd Sundays, 8:00 pm UK time / 3:00 pm US Eastern Time

<http://clubs.yahoo.com/clubs/ukostomysupport>

UOAA Chat Sundays 9pm ET / 6pm PT

<http://www.yodaa.org/chat.php>

Use this form to join our chapter! You do not have to be an ostomate to be a member and/or support the work of UOA. All information on this form will be kept confidential.

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone# Home \_\_\_\_\_ Work# \_\_\_\_\_

Email Address \_\_\_\_\_

Type of intestinal or urinary diversion: Colostomy \_\_, Ileostomy \_\_, Urostomy \_\_, Ileoanal Pull-thru \_\_  
Continent Ileostomy \_\_, Continent Urostomy \_\_, None \_\_, Other \_\_

You may use my name in chapter Newsletter & Directory: Yes \_\_ No \_\_

Mail to: Patti Langenbach, PO Box 10239 Jacksonville, FL 32247-0239

Medical Care Products, Inc

**Toll Free 800 741-0110**

WE ARE ON THE NET

[www.ostomymcp.com](http://www.ostomymcp.com)

**Medical Care Products, Inc**  
**PO Box 10239**  
**Jacksonville, FL 32247-0239**

TO:

Medical Care Products, Inc  
Family owned and operated for over 40 years  
Call For Free Catalog  
800 741-0110  
We accept Medicare Insurance Assignments

Visit Our Web:  
[www.ostomymcp.com](http://www.ostomymcp.com)