

Thank you for ordering from Ostomy Care and Supply Centre.

We have several convenient ways for you to reorder.

1. **Call our office 604-522-54265** or toll free **1-888-290-6313**

Our answering machine is on 24/7 so you can leave a message.

2. **Fax** our fax number is **604-524-6488**

3. **Email** at Andy@ostomycareandsupply.com

4. **In person** at our store 2004 8th Ave. New Westminster

Frequently asked questions about ordering

1. What information do I need to give when ordering?

You need to give us:

- Your name
- Your phone number
- The stock number of the product
- The quantity

We can help you through the ordering process to ensure you have the correct products.

2. How do I pay for my supplies?

We accept cash, credit cards, and money orders.

3. How do I receive my supplies?

We have free delivery throughout BC.

4. When should I place an order?

Please place an order when you open your last box of product. We keep a large inventory and you can usually receive your order within 1-3 days. However, to be safe, please order ahead.

5. How does Pharmacare work?

Pharmacare allows you to order a 90 day or 3 month supply. We process your order through Pharmacare like a prescription from your doctor. (You do not need a prescription for ostomy supplies) The receipt we provide you are from Pharmacare which indicates how much you pay and how much Pharmacare is covering. The amount Pharmacare covers depends on your Pharmacare deductible which is income based. For more information please see

<http://www.health.gov.bc.ca/pharmacare/plani/planiindex.html> .

6. How does my extended health plan work?

The receipts you receive from Pharmacare, you then submitted to your extended health plan such as Blue Cross. Claims to extended health plans must be hand submitted on claims forms provided by the plan. Extended health plans do not allow us or any pharmacy to directly bill them for ostomy supplies.

