

Dear Valued Client of the Manitoba Ostomy Program

Meeting your ostomy needs is our top priority. In order to provide you with your required products in a timely matter, we would like to review the ordering process with you.

Placing your order

To ensure that you do not run out of supplies, please order your ostomy supplies at least 2 weeks in advance. Initially you will need to re-order your supplies each month. Once your supply usage is stable, ie no changes, you may order a 3-month supply with each order. Any changes to your supplies must be made by contacting your NSWOC (Nurse specialized in wound, ostomy and continence). You may place your order via telephone, e-mail or via fax.

Telephone

Please call 204-926-6080, and choose OPTION #1 for the ostomy supply order line. If no one is available to take your call, please leave a message clearly stating your first and last name, 9-digit MB PHIN number, your telephone number as well as your order. To ensure you receive the correct product, you must provide the order number for each product you are ordering. If you require a call back, please state this on your message and you will receive a call from a client service representative within 24 hrs.

Email

You may email your order to ossupplies@wrha.mb.ca. Emails are monitored regularly throughout the day (Monday -Friday, 8am-4pm) and processed within 24hrs. You will receive a confirmation by noon the following day that your email has been received and your order has been processed.

Fax

You may fax your order to (204) 940-3104. Faxes are monitored regularly throughout the work day and processed within 24hrs.

Receiving your order

Pick up

Winnipeg residents pick up their order at the Health Sciences Centre Materials Handling Building at 59 Pearl Street. It is recommended that you call the warehouse at 204-787-1894 to confirm your entire order is ready prior to arriving to pick up your supplies. When picking up your order, you are expected to adhere to the building policies in place at the time of pick up (including current policies regarding the use of medical face masks). HSC Warehouse hours of operation are from 8:00am-11:00pm Monday to Friday. Please refer to the included map for detailed information regarding location and the correct access door to pick up your products. **Please check the box to ensure the product you are picking up is the product that you ordered before leaving the building.** Orders that have not been picked up within 3 months will be returned to stock and a new order will need to be placed.

Delivery

Rural residents will receive orders via Canada Post.

Unused supplies

The HSC warehouse is unable to accept the return of unused ostomy supplies for infection control purposes. Any unused ostomy supplies that are still in their original packaging may be donated to the Winnipeg Ostomy Association (WOA). Please call the WOA at (204) 237-2022 and leave a message with your first and last name as well as your telephone number and a WOA volunteer will return your call.

Questions about your order

If you are missing something in your order, or if you have received an incorrect product, please call the order line at (204) 926-6080 and someone will follow up with you as soon as possible. If you are in urgent need of supplies, please call your NSWOC for guidance. If you do not know who your NSWOC is, please call the Manitoba Ostomy Program at (204) 938-5757 and we will help direct you to the correct NSWOC office.

Respectful Workplace

As a reminder, the Manitoba Ostomy Program adheres to the Shared Health Services respectful workplace policy which supports the principle that, “all persons whether staff or member of the public is entitled to a work and service environment that is free from any form of disrespectful behaviour.” Aggressive and abusive behaviour during placing / picking up of your order will not be tolerated.

If you have any additional questions regarding the ordering process, please do not hesitate to call the Manitoba Ostomy Program at (204) 938-5757.

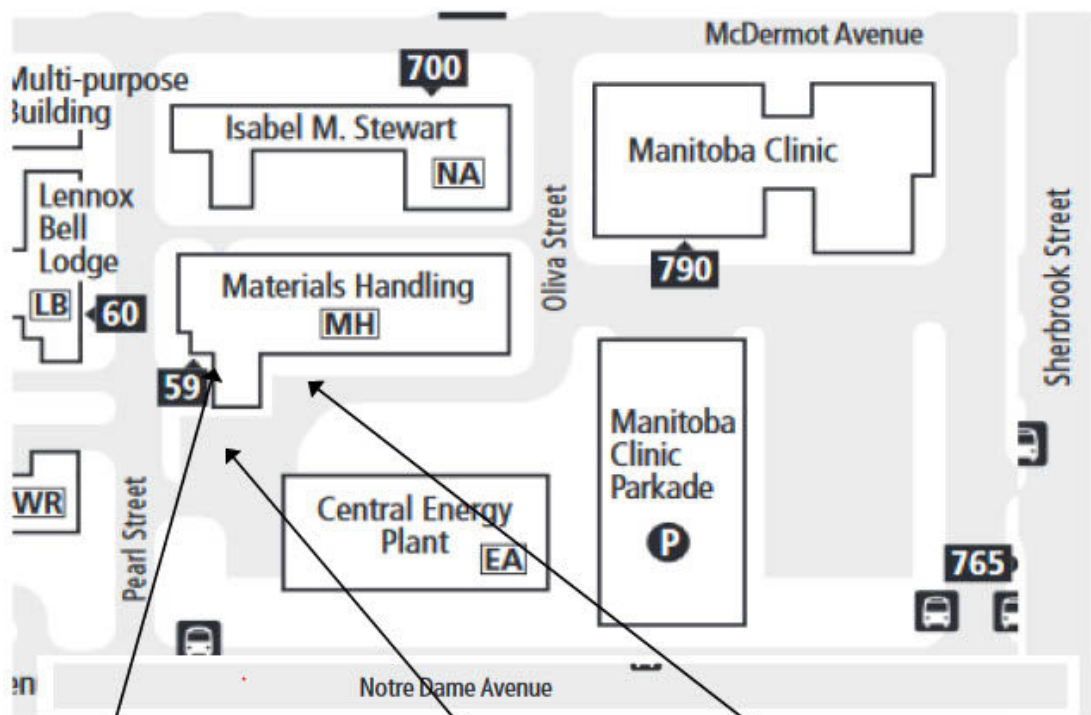
Sincerely,

The Manitoba Ostomy Program

HSC Warehouse Map - Ostomy Supplies Pick up

Pick up location:
Health Sciences Centre Materials
Handling building
59 Pearl Street
Winnipeg, MB R3E 3L7

Phone (204) 926-6080
Toll-Free 1 (877) 477-4773
Email: ossupplies@wrha.mb.ca
Fax: (204) 940-3104
To confirm order is ready to pick up:
(204) 787-1894



Daytime Pick-up:

Main door
Wheelchair accessible
Monday – Friday
8:00 a.m. – 4:00 p.m.

Parking:

10 Minute parking for
pick-ups only

Evening Pick-up:

Shipping door #5 (road level)
Doorbell on the left side
Monday – Friday
4:00 p.m. – 11:00 p.m

For security purposes, the main door is a locked entrance. Please ring doorbell upon arrival and a staff member will let you into the building. Please allow staff some time to answer the door for you. You are required to follow building policies including mask wearing when you pick up your order. We appreciate your patience and understanding.