

British Columbia
Ostomy Suppliers List
Benefits & Supplier Information

Published by the British Columbia Provincial Nursing Ostomy Committee
May 2024

Ostomy Suppliers in British Columbia

Paying for Ostomy Supplies

PharmaCare

Fair PharmaCare and Plan W are British Columbia government PharmaCare programs to help families pay for eligible prescription drugs, dispensing fees and basic ostomy supplies. In order to access these programs you must be registered with PharmaCare.

This program is based on family income: the less a family earns, the smaller their deductible, the more the government covers. Family is considered to be a single person, married or common-law couple, single person or a couple with dependent children or a student (18-25yrs old) enrolled full-time in post-secondary education.

Who is Eligible for British Columbia PharmaCare

All residents who have filed Canadian income tax returns and have Medical Services Plan (MSP) coverage.

All First Nation residents through PharmaCare's Plan W.

How to Register for PharmaCare

You require a one-time registration. To register or check to see if you are already registered, you will need your Provincial Health Number (PHN) and your current address handy.

Call:

- Lower Mainland: 604-683-7151
- Rest of BC: 1-800-663-7100 (toll-free)

Go on online:

- <https://my.gov.bc.ca/fpcare/registration-status/request-status>

Pharmacare coverage will not cover ostomy supplies you have purchased before you registered; ensure you are registered as soon as possible.

What Supplies are Covered

PharmaCare program identifies a list of basic supplies (flanges, pouches, barriers and basic skin protectants) you will need to manage your ostomy (ileostomy, colostomy, urostomy). Discuss with your Nurse Specialized in Wound Ostomy Continence (NSWOC) or ostomy supplier what supplies are covered.

All supplies must be purchased, either in-person or on-line, through a BC pharmacy or ostomy supply business which is enrolled with PharmaCare. Your receipt from the pharmacy/ostomy supplier will indicate how much you pay (your deductible) and what PharmaCare pays (coverage).

Ostomy Suppliers in British Columbia

Extended Health Plans

An extended health plan, also known as third party coverage, is in *addition* to your PharmaCare coverage. It covers what you have spent for ostomy supplies (your deductible). Examples of providers of this type of coverage are Pacific Blue Cross, Sun Life and Veterans' Affairs Canada.

If you have an extended health plan, check to see what coverage you have for ostomy supplies. You must submit your pharmacy/ostomy supplier receipts to your extended health plan along with a claim form. Pharmacies/ostomy supplies cannot submit the claim.

Other Financial Resources

You may be eligible for the Canada Revenue Agency (CRA) Disability Tax Credit; discuss this with your NSWOC, Physician or Nurse Practitioner. For more information about this credit, check the Ostomy Canada web page at www.ostomycanada.ca/financial-resources as they provide information specific to the CRA Disability Tax Credit T2201.

You may also be eligible for Registered Disability Savings Plan.

Ostomy Suppliers in British Columbia

Ostomy Product Suppliers

In British Columbia, there are three main types of ostomy product suppliers. For the first year after surgery, it is recommended that you have a full-service supplier (if available) as they are able to provide nursing ostomy management support in addition to the purchase of ostomy products. After the first year, you may choose to continue to use a full-service supplier if desired.

1. Full-service ostomy product suppliers employ a Nurse Specialized in Wound Ostomy Continence (NSWOC); you may know them as 'ETs' or 'stoma/ostomy nurses'. NSWOCs are available by appointment (in-person and virtual) and offer a full range of support for people with ostomies; product advice, managing leakage or skin problems, hernia support, lifestyle advice and other ostomy related education.

The NSWOC availability varies from store to store and fees *may* apply for NSWOC services at some stores. Full-service suppliers also have other staff who have knowledge of ostomy products and keep a wide variety of products in stock.

2. Ostomy product suppliers, including medical supply stores and some pharmacies, have staff knowledgeable in ostomy products and stock a variety of ostomy supplies but do not employ a NSWOC.
3. All other pharmacies do not stock ostomy supplies but can order in products for you; it may take longer to obtain the products and the staff may not be knowledgeable about ostomy supplies.

Shipping:

Some pharmacies/ostomy suppliers offer no-charge shipping within the province. A minimum order may be required.

Please see map on next page to assist with choosing the appropriate Suppliers List for the patient's geographical location.

Ostomy Suppliers in British Columbia



**Northern
BC**

**Vancouver
Island**

**Lower Mainland
Sunshine Coast**

**Interior
BC**