



Ostomy Supplies in Yukon

Government of Yukon
Department Health and Social Services
Continuing Care
April 2024



Payment for Ostomy Supplies

THIRD PARTY AND PRIVATE HEALTH INSURANCE

- Third-party health insurance is often provided by an employer. People can also buy private health insurance.
- You must use this option if it's available to you.
- Insurance companies offer different benefits. Contact your insurer for information about coverage for ostomy supplies.

The following Government of Yukon Programs may be able to assist with the purchase of ostomy supplies:

VETERANS AFFAIRS

- If you are or were a member of the Canadian Armed Forces (CAF), or Royal Canadian Mounted Police (RCMP) you may be seek coverage through [Veterans Affairs Canada](#). For questions about your coverage contact Veteran Affairs 1-866-522-2122

PHARMACARE AND EXTENDED HEALTH BENEFITS PROGRAMS

- Yukon seniors have access to [Pharmacare and Extended Health Benefits programs](#).
- These programs assist registered seniors with the cost of prescription drugs; dental care, eye care, and medical-surgical supplies and equipment. This includes most ostomy supplies.
- You must be 65 or older, or between 60 and 64 and married to someone 65 or over.
- These programs are the insurer of last resort. If you receive health insurance benefits through your employer or third party, claims must be submitted to these insurers first.
- Pre-approval is mandatory.
- Contact number: 867-667-5403, or toll free in Yukon, Nunavut, and NWT at 1-800-661-0408

CHRONIC DISEASE AND DISABILITY BENEFITS PROGRAM

- The [Chronic Disease and Disability Benefits Program](#) provides assistance to Yukoners who have a chronic disease or disability.
- This program can help cover the costs of prescription drugs, medical supplies, and equipment, including ostomy supplies.
- A list of the diseases and conditions that are covered by this program can be found online at yukon.ca/en/health-and-wellness/care-services/get-help-costs-if-you-have-chronic-disease-or-disability.
- The program is the insurer of last resort. If you receive health insurance benefits through your employer or third party, claims must be submitted to these insurers first.
- Pre-approval is mandatory.



- Program recipients must pay the first \$250 of eligible costs per year, to a maximum of \$500 per family. You can apply to have these costs reduced, depending on your income and family size.
- Contact number: 867-667-5092, or Toll Free in the Yukon at 1-800-661-0408 or by email at: yukon.healthcare@yukon.ca

PALLIATIVE CARE

- If you are receiving end-of-life care (palliative care) and are enrolled in one of the programs above, you may also be eligible for additional assistance.
- Have your physician fill out the “Palliative care acknowledgement” form.
- Contact Insured Health at 867-667-5403 for more information.

Funding may also be available from:

NON-INSURED HEALTH BENEFITS (NIHB)

- The Non-Insured Health Benefits (NIHB) program provides eligible First Nations and Inuit clients with coverage for health benefits that are not covered through other social programs, private insurance plans, or provincial or territorial health insurance.
- Many suppliers are enrolled with NIHB and are paid directly by the program. If you are eligible for this program, and the supplier is enrolled with NIHB this means that you do not have to pay out of pocket or submit claims. The supplier does this on your behalf. If the supplier is not enrolled in the NIHB program, then you will have to submit a claim.
- Pre-approval is mandatory for most items. Ensure you call supplier to clarify.
- You should call the supplier ahead of time to organize supplies and start any paperwork required.
- For more information contact the Northern Region office at 867-393-3800 or toll-free 1-866-362-6717. Information can also be found at [Non-Insured Health Benefits for First Nations and Inuit](#)

DISABILITY TAX CREDIT

- Some ostomy patients are eligible for the federal [Disability Tax Credit](#).
- The Disability Tax Credit is a non-refundable tax credit used to reduce the amount of tax payable on your income.
- Talk to your health care provider for more information. They will need to sign a form for you. Please note there may be a fee associated to your health care provider completing the forms.
- You can also find out more information at www.ostomycanada.ca.



Ostomy Supply Sources

Ostomy Supplies are available at the following locations in Whitehorse and Dawson City, Yukon.

Please note: Superstore, Walmart, Alpine Health, and Shoppers Drug Mart Pharmacies* do not supply ostomy products. Shoppers Drug Mart Pharmacies in Whitehorse is no longer ordering ostomy supplies in for customers with exception of existing ostomy customers.

Whitehorse

Medicine Chest Pharmacy (2 locations)

Medicine Chest Pharmacy Lambert

406 Lambert Street

Whitehorse, Yukon, Y1A 1Z7

Phone: 867-668-7000

Fax: 867-633-3642

Email: pharmacy@medicinechest.ca

- Neither location carries a regular stock of supplies
- If you have a prescription, Medicine Chest Pharmacy can order supplies in for you. Supplies usually take 2 days for common vendor products but can take up to 2 weeks for special order products.

Medicine Chest Pharmacy Ogilvie

304 Ogilvie Street

Whitehorse, Yukon, Y1A 0M1

Phone: 867-668-6123

Fax: 867-668-3678

Email: ogilvie@medicinechest.ca

Save on Foods

43 Chilkoot Way #100

Whitehorse, Yukon, Y1A 6T6

Phone: 867- 668-6662

Fax: 867-668-6663

- Does not stock ostomy supplies
- With prescription supplies can take 7-10 business days to arrive.

Artic Medical and Safety Supplies

4200 4th Ave.

Whitehorse, Yukon, Y1A

Phone: 867- 668-5083

Fax: 867-668-5083

- Carry a few ostomy supplies, including pouches and paste.
- Will order other supplies as needed; these will take about a week to arrive.
- Clients will need to pay up front and seek refund with their insurance or other plan.

IDA Pharmacy

4198B 4th Ave.

Whitehorse, Yukon, Y1A1J8

Phone: 867- 667-2120

Fax: 867-667-2130

- Will keep items in stock that are required for regular Clients.
- Can order in supplies; these will take about a week to arrive.

Yukon Biomechanics

128 B Copper Road

Whitehorse, Yukon, Y1A 2Z6

Phone: 867-633-4876

Fax: 867-633-6535

- *Do Not Carry Ostomy Supplies but can assist with Hernia Support belts related to ostomies.*



Dawson City

Pharmasave

501 Sixth Avenue

Dawson City, Yukon, Y0B 1G0

Phone: 867-993-5741

Fax: 867-993-6425

- Orders supplies in for individual Clients.
- Supplies may take up to a week to arrive.

Yukon Communities

- Most Yukon communities do not have local pharmacies so ordering of ostomy supplies is often done by ordering through pharmacies located in the Whitehorse area.
- To prevent arriving back in the communities without any ostomy supplies, arrangements need to be made ahead of time, prior to discharge from hospital. This includes funding application, ordering supplies required through pharmacy and pick up of supplies before heading back into the community. The times noted above for supplies to arrive from pharmacies are based on funding that has been approved so Yukoners discharged from hospital should have enough supplies to last at least two weeks until their supplies through the pharmacy arrive.
- If you have private insurance, you may be required to pay the pharmacy up front and then apply to your insurance plan for reimbursement. Contact your insurance company if you have any questions.

Out of Territory Travel

- Before travelling out of territory check with your ostomy funding source on what you need to do in the event you require ostomy supplies while out of territory.



List of ostomy supplies funded through Pharmacare and Extended Benefits (Yukon Insured Health)

Please note the list below is not exhaustive and is subject to change.

- COLOSTOMY POUCH/ SEAL 1 - PIECE CLOSED-END
- COLOSTOMY/ ILEO 1 - PIECE DRAIN POUCH CONVEX
- COLOSTOMY/ ILEO 1 - PIECE DRAIN POUCH
- ABSORBENT FLAKES/ CAPSULES
- ADHESIVE REMOVER
- CALMOSEPTINE OINTMENT
- CONCENTRATE (for inside pouch only)
- CONTINENT DIVERSION DRESSING
- CONVEX INSERTS
- DEODORIZER
- GEL LUBRICANT
- LEG BAG
- MUCUS DISPERSANT
- PLASTIC FACEPLATE
- POUCH COVER
- 2-PIECE SYSTEM, DRAINABLE POUCH
- 2-PIECE SYSTEM, CLOSED POUCH
- SKIN BARRIER WIPES/ SPRAY
- SKIN BARRIER PASTE
- SKIN BARRIER POWDER
- SKIN BARRIER WAFER
- STOMA CONE for IRRIGATION
- SURFIT DRAIN
- OSTOMY CLAMP/ TAIL CLOSURE
- OSTOMY BELT
- OSTOMY FILTERS
- OSTOMY SYSTEM FLANGE CONVEX 2-PIECE
- OSTOMY SYSTEM FLANGE for 2-PIECE
- OSTOMY IRRIGATION KIT
- OSTOMY SUPPLIES (general)
- OSTOMY IRRIGATION SLEEVES
- UROSTOMY POUCH (1 and 2-PIECE SYSTEMS)
- UROSTOMY POUCH 1-PIECE CONVEX

