**VISITOR PROGRAM**

This program is the backbone of the local support groups. Trained visitors will meet with pre and post operative patients in the hospital and in homes at the request of patients. Initial meetings are set up by phone.

If you need a visitor call 800.826.0826 or email **ostomyvisitor@uoaa.org**

***The local groups offer lifelong support for ostomates and their families***.

**What is an OAB Visit?**
Specially trained OAB members are available to visit patients both before and after surgery. Upon request, the OAB visitor will contact the person to discuss any areas of concern and to share experiences. No topic is off-limits, with the exception of medical advice!

Whenever possible, we will try to match the patient with a visitor who is the same gender and approximately the same age and has had the same procedure and the same original medical problem as the patient.

**Where will the Visit take place?**
The visit will be wherever the patient is most comfortable. In the past, most visits occurred in the patient's hospital room a week or so after surgery. However, these days many patients have been discharged from the hospital by the time OAB may receive the Visitor request.

Visits can take place in patients' homes either before or after their hospital stay and Visitors are encouraged to place follow-up phone calls a month or two after the initial visit to see how the patient is progressing. Visits are arranged to suit the schedules of both the patient and the OAB volunteer Visitor. Telephone "visits" also occur, but a face-to-face encounter with someone who has "been there and done that" is often the most powerful medicine available!

**How do I request a Visitor?**
Requests can come from any health professional (physician, ET/WOCNurse ,social workers, etc.), family members, or directly from you by contacting our Visitor Program Coordinator, Julie O'Neill at [JulieO1961@yahoo.com](http://JulieO1961@yahoo.com).

Or you may leave a message at our office phone number: 508-270-4656 or at the home number of our of our Visitor Training Coordinator Paul Erickson at 781-762-6503.

Our program offers trained, certified volunteers that are in service to those with ostomies or continent procedures.
We try to provide visitors with the same gender, age and ostomy type when available to those with a new surgery or one that is pending. Our Hotline number **206-748-1410** is checked daily and messages responded to in 24 to 48 hours. I try to follow up calls the evening they are received or the next day whenever possible.

Once I’m able to establish contact with someone seeking ostomy support, I can then provide info and resources. This is accomplished either by phone, a trained volunteer visit or by mail, based on patient request and availability. Provision can be made for packets of info specific to the ostomy surgery, our newsletter and how to experience our support group that meets monthly.

It is our MISSION to offer anyone with a new ostomy or continent procedure the understanding and knowledge provided by the many others that have recovered, who live well with their ostomies or continent procedures and wish to pay forward their success to you, as you move through the process of healing.