This is a directory of outpatient services and resources available to patients in the Dallas-Ft. Worth metroplex.

Outpatient Resources for the Patient with an Ostomy
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This book was created by Gwen Spector RN, BSN, COCN on October 15, 2015 and revised on January 17, 2017.

Disclaimer: The information in this book is as complete and as accurate as possible at the time of this revision. Please keep in mind that the information in this book is continuously changing and becomes outdated easily.
Ostomy Nurse/Clinics:

While most hospitals have WOC (Wound, Ostomy and Continence) Nurses, many do not see patients if they are not currently a patient in the hospital. Some nurses will see patients on an as needed basis if the patient had surgery done at their facility and the physician writes an order for the visit. The following list focuses on existing clinics or nurses who can see patients by referral*. You will need a doctor’s order to see an ostomy nurse. There are guidelines for each facility and they are subject to change over time.

For hospital phone numbers and addresses call 211 or go to www.211texas.org

Ostomy Clinics

*These clinics do not require the ordering physician to have privileges within their system.*

Baylor Scott & White Medical Center at Carrollton
4343 N. Josey Lane, 1st floor
Carrollton, TX 75010
972-394-2336

Dallas Ostomy Clinic
Texas Colon & Rectal Specialists
Baylor Medical Center at Irving,
Medical Office Building I
2001 N. MacArthur Blvd, Suite 750
Irving, Texas 75061
Phone: 972-759-2040

John Peter Smith
Outpatient Clinic
1500 S. Main Street
Fort Worth, TX 76104
Phone: 817-702-4268
Fax: 817-702-4293

Texas Health Denton
The Wound care and Ostomy Center
3000 North I-35, Denton, TX 76201

For more information or to speak to a nurse, call 940-898-7182 and select option 2. To schedule an appointment, call outpatient services at 940-898-7399.

Texas Health Harris Methodist, Ft. Worth
Wound, Ostomy & Hyperbaric Outpatient Clinic
1325 Pennsylvania Ave, Suite 750
Ft. Worth, TX 76104
817.250.1070 option #6

Instructions: You have to have a referral from your physician. Your insurance needs to be verified and authorizations given prior to a visit, which the hospital admission department can do. Services include pre-op teaching, markings and post-op care for ostomy patients. They see patients who have new ostomies and those who have had stomas for a long time. One of the nurses is excellent in fitting patients for hernia belts.

Texas Health Presby Hospital - Dallas
Ostomy Education and Management Program, Wound Clinic
8198 Walnut Hill Ln
Jackson Building, 1st floor, Clinic C
Dallas, TX 75231
Phone: 214-345-4334
Fax: 214-345-4183

Instructions: Have your physician call to get a physician order form to fill out and fax back. The clinic will call you to set up the appointment. Your primary care doctor can order this referral for you if you are not actively following up with a surgeon.

Texas Health Presby Hospital - Plano
Outpatient Ostomy Program
6200 West Parker Road
Plano, TX 75093
Phone: 972-981-3016
Fax: 972-981-3104

Instructions: Have your physician fax a demographics sheet with a completed Ostomy Nurse
Consultation Physician Order and Patient Referral Form.

Outpatient Ostomy Nurses

These nurses/facilities do require the ordering physician to have privileges within their system.

Baylor McKinney

Jan Owen, BSN, RN, CWOCN, CFCN
Wound and Ostomy Nurse
5252 W University Dr.
McKinney, TX 75071
Phone: 469-764-6921
Fax: 469-764-2207

Instructions:
Have your physician call to set up an appointment then fax the following paperwork: a physician order stating “Pt to see Ostomy Nurse for (state reason)”, and a demographics sheet. It is also helpful if a physician progress note or surgery note accompanies the order. *The patient needs to be referred by a Baylor McKinney doctor.

Baylor University Medical Center
3501 Junius St, Dallas, TX 75246
Phone: 214-820-4400

Dallas VA Medical Center
4500 S. Lancaster Rd
Dallas, TX 75216
214-857-0649

Comments:
The Dallas VA Hospital has an outpatient wound and ostomy clinic, but you must be a veteran and registered through the VA System in order to receive treatment/care. Outpatient Hours Monday-Friday 1p-3p.

Parkland Hospital
5200 Harry Hines Blvd
Dallas, TX 75235
Patient Access Center: 214-590-5601
214-590-8000

The clinic was designed for Parkland patients. The provider’s office can call Parkland patient access center and there is a number to press for the referring provider. They will send a form to be filled out and sent back with some basic patient information that will be requested. Then, that information will go to the navigator and if approved, she can schedule an appointment.

Pending Ostomy Clinics:

These clinics are still being developed and are not open as of now.

Kindred Hospital Mansfield
1802 Highway 157 North
Mansfield, TX 76063
Phone: (817) 473-6101

Medical City Plano
3901 W 15th St, Plano, TX 75075
972- 596-6800

Texas Health HEB
1600 Hospital Pkwy,
Bedford, TX 76022

Your Physician

Your surgeon may have an in-office ostomy nurse or may contract with an ostomy nurse to come see patients at their office. The surgeon or another one of your doctors may also be able to get you seen by an ostomy nurse at one of the hospitals where they have privileges to see patients. Check with their office first.

**FYI: You will need to check with the particular facility regarding billing fees.
**Home Health Companies:**

These companies may have a part time ostomy nurse or have nurses who see ostomy patients. This is current information as reported by the company or a WOC nurse and is subject to change.

- **Amity Home Health** 972-931-5400
- **Bridgeway Home Health** 800-640-9194
- **Children’s Health℠ Home Health** 469-303-4663
- **Klarus Home Care** 817-349-9050
- **NYS Home Health** 972-934-7060
- **Paloma Home Health** 972-346-2013
- **Texas Health Home Care** 214-345-4663
- **Total Patient Care** 214-547-7496
- **UT Southwestern Home Health Care** 214-645-4570

**Online and Telephone Support:**

**Medical Supply and Product Companies**

**Byram Healthcare**
Ostomy CareLine is staffed by WOC nurses and is accessible 24/7 by calling this toll-free number: 1-877-902-9726, ext 43312.

**Coloplast Care** [http://www.coloplast.us/Care/](http://www.coloplast.us/Care/)
Care Advisor: Nissa Mattson 1-877-858-2656
usnmat@coloplast.com

**Convatec** 1-800-422-8811 Monday - Friday, 8:30am - 7:00pm ET). They have 21 WOC nurses available to offer support during the listed times. You can also e-mail CIC@ConvTaTec.com

You can also check with your medical supply company and local medical supply stores. You may have to be a customer to be eligible for this support.

**Online support groups/discussions/forums/blogs:**

**C3Life** [www.c3life.com/ostomy/](http://www.c3life.com/ostomy/)

**Inspire** [www.inspire.com/groups/ostomy/](http://www.inspire.com/groups/ostomy/)

**Meet an Ostomate: Forum** [www.meetanostomate.org/](http://www.meetanostomate.org/)

**Ostomy Connection** [http://ostomyconnection.com/](http://ostomyconnection.com/)
An online resource to find the latest news, events, products, and support for the ostomy community.

**Ostomyland**
Support, Forum and blogs.

**Quality Life Association**
[http://www.qla-ostomy.org/](http://www.qla-ostomy.org/)

**Shaz’s Ostomy Pages** [www.ostomates.org](http://www.ostomates.org)
Provides easy-to-understand information about ileostomy, colostomy, and urostomy surgeries

**OstomyLife/Ask Laura**
[www.shieldhealthcare.com/community/ostomylife/](http://www.shieldhealthcare.com/community/ostomylife/)

**VeganOstomy** [http://www.veganostomy.ca/](http://www.veganostomy.ca/)
Blog: Living with IBD and an ostomy. List of Blogs for IBD/Ostomy [www.veganostomy.ca/ibdostomy-resources](http://www.veganostomy.ca/ibdostomy-resources)

**United Ostomy Association** - discussion board
[https://www.uoaa.org/forum/index.php](https://www.uoaa.org/forum/index.php)

Most of these sites are also on Facebook. There are also many blogs out there on the internet and Facebook. Please keep in mind that many of these have great tips but are also written from the personal view of the blogger, not a medical professional.
Ostomy Support Groups:

Carrolton
Meets the 1st Tuesday of the Month
6:30-7:30 p.m. (Dinner is served)
Baylor Scott & White
Medical Center – Carrolton
Conference Room 1 (First Floor)
4343 N. Josey Lane
Carrollton, TX 75010
RSVP requested but not required.
Call 972.394.2336 or email OstomySupport@BSWHealth.org.

Dallas
Meets on the 3rd Tuesday of each month
7:00-8:00 pm
Not meeting in December
Texas Health Presbyterian Hospital
8200 Walnut Hill Lane in Dallas.
Margot Perot Classroom in the Margot Perot Building.
Contact Dave Darnell pdanddave@earthlink.net
972-931-9651

Direction to the meeting room: Park in parking lot 11 (behind the Perot building) on the lower level (second level down), come into the building and turn right down the first hall and the classroom is close to the end of that hall. If you come into the building from the front of the building or from a different level of parking lot 11, take the South elevators to the lower level. Turn left out of the elevator and take the first hall on the left to the Margot Perot Classroom.

Ft. Worth
The Ostomy Support Association of Ft. Worth
Meets the 3rd Sunday at 2:00 pm (unless on a holiday and then it may be changed)
Not meeting in July and December
UNT Health Science Center
3500 Camp Bowie, Carl Everett Administration Bldg
(at the NE corner of Camp Bowie and Montgomery St. We park on Lot 6).
Ft. Worth, TX
817-888-8804
E-mail: uoaf tw@yahoo.com; On Facebook

Lewisville
Medical Center of Lewisville Ostomy Support Group
Meets every 3rd Thursday at 12:00 Noon (Light lunch provided).
Medical Center of Lewisville.
Medical Arts Building, 1st Floor, Classroom 3
475 Elm Street, Lewisville, TX 75057
972-420-1523
Rita Whitney, MSN, APRN, FNP-BC, CWOCN
rita.whitney@hcahealthcare.com

Plano
Meets the 2nd Tuesday of the Month
12:00 pm - 1:00 pm
Location: 4001 W. 15th Street (Building III) 1st Floor,
Community Classroom, Suite 170
Lunch provided
Dave Darnell pdanddave@earthlink.net
972-931-9651 or Ostomy nurse 972-519-1491.
On Facebook: Plano Ostomy Support Group

Physicians
Please note that this is not a complete list of physicians. There are multiple doctors in the DFW area. The ones listed are groups that have multiple physicians and locations available. This list does not reflect any preferences of creators of this resource.

Colorectal Surgeons

Baylor Scott & White 1-800-4BAYLOR
http://www.baylorhealth.com/PhysiciansLocations/physfind/Pages/Physfind.aspx

Colon and Rectal Associates of Dallas (972) 612-0430 https://texascolon.com/

HCA North Texas
http://hcanorthtexas.com/physicians/index.dot

Methodist Health Care 877-637-4297
http://www.methodisthealthsystem.org/gi
North Texas Colon and Rectal 214-824-1730  
http://ntxcolonandrectal.com/  Baylor Scott and White


Gastroenterologists

Baylor Scott & White, Digestive Health  1-800-4BAYLOR  
www.baylorhealth.com/SpecialtiesServices/DigestiveHealth/Pages/TreatmentCenters.aspx

Children’s Health: Gastroenterology 214-456-8000  
www.childrens.com/specialties-services/specialty-centers-and-programs/gastroenterology  
Pediatric services.

Cook Children’s: Gastroenterology and Nutrition 682-885-1990  
www.cookchildrens.org/SpecialtyServices/Gastroenterology/  Pediatric services.

Digestive Disease Group  
http://digestivediseasesgroup.com/

Digestive Health Associates of Texas (DHAT) 214-689-5960  
http://www.dhat.com/  Adult and pediatric doctors.

Methodist Health Care 877-637-4297  
http://www.methodisthealthsystem.org/gi

Texas Digestive Disease Consultants  
http://www.tddctx.com/index.html

UT Southwestern, Digestive and Liver Diseases Clinic 214-645-8300  
http://www.utswmedicine.org/hospitals-clinics/outpatient/digestive-liver-diseases/

Surgical Oncologists

North Texas Surgical Oncology Associates 972-696-0030  
http://www.ntsoa.com/

Texas Oncology Surgical Specialists 1-888-864-4226  
http://www.texasoncology.com/services-and-treatments/texas-oncology-surgical-specialists

UT Southwestern Surgical Oncology 214-648-5865  

Resources:

For printed educational materials, resources and tips and online videos:

General

CaringBridge https://www.caringbridge.org/  
Create a protected website to connect and get support for your healthcare journey.


WebMD www.webmd.com/

Cancer

American Cancer Society 800-227-2345  
www.cancer.org  
Navigator available 24/7. Can direct you to local support groups for cancer.

American Society of Colon and Rectal Surgeons  
https://www.fascrs.org/patients/resources/resource-library

American Urological Association  
http://www.urolgyhealth.org/

Association of Cancer Online Resources (ACOR)  
http://acor.org/  
a collection of online cancer communities.

Bladder Cancer Advocacy Network  
http://www.bcan.org
Cancer Care 800-813-4673  
http://www.cancercare.org/ Education and online support for people w/ cancer.

Cancer.net http://www.cancer.net/

Cancer Hope Network 877-HOPENET  
http://www.cancerhopenetwork.org/  
Cancer patients and their loved ones are matched with trained volunteer cancer survivors.

Cancer Lifeline 800-255-5505  
www.cancerlifeline.org/services/lifeline  
Get immediate phone support 24 hours a day.

Cancer Support Community 214-345-8230  
http://cancersupporttexas.org/programs-services/support-networking-groups/  
Support for cancer patients and their families.

Colon Cancer Alliance 877-422-2030  
www.ccalliance.org  education and online support, buddy system -Get connected with a survivor or family member who has been in your shoes.

Colorectal Care Line  
http://www.colorectalcareline.org/services.php  
(866) 657-8634 Case Management assistance.

Colorectal Cancer Network  
http://www.colorectalcancer.net/

Fight Colorectal Cancer  
http://fightcolorectalcancer.org/  
education through bogs, webcasts and written materials; message boards

Hereditary colon cancer  
http://www.hcctakesguts.org/#

Imerman Angels 877-274-5529  
http://www.imermanangels.org/ Provides personalized connections with one-on-one support.

Livestrong 855-220-7777  
http://www.livestrong.org/we-can-help/  
Get 1-on-1 support with a navigator. Livestrong has many programs including those addressing exercise, fertility preservation and young adults.

National Cancer Institute  
http://www.cancer.gov

National Comprehensive Cancer Network (NCCN)  
www.nccn.org/patients/guidelines/

Patient Resource  
www.patientresource.com/  
Education and links to other resources.

Stupid Cancer  
http://stupidcancer.org/  
For Young Adults with cancer.

Ulman Fund  
http://www.ulmanfund.org/  
For Young Adults with cancer.

IBD

Crohn’s and Colitis Foundation of America 800-932-2423  
http://www.ccfa.org/  
Education, support group information, research, help center and more. Help center: 888-MYGUTPAIN (694-8872)

Crohn’s and Me  
http://www.crohnsandme.com/

Ostomy

A Guide to Living with a Stoma  
www.livingwithastoma.co.uk/index.html

American Society of Colon & Rectal Surgeons  
www.fascrs.org/patients/treatments_and_screenings/ostomy/

American College of Surgeons - Ostomy Skills  
https://www.facs.org/education/patient-education/skills-programs/ostomy-program

Hollister Learning  
hwww.hollister.com/us/ostomy/consumer/learning/  
Has videos and great instruction sheets and books.

The J-Pouch Group  
www.j-pouch.org

Ostomy 211  
www.ostomy211.com/
Ostomy Guide [www.ostomyguide.com/]

Shadow Buddies [http://www.shadowbuddies.org/]
Shadow buddies are friends and teaching tools

United Ostomy Association of America 1-800-826-0826 [www.ostomy.org]

Urostomy Association [http://www.urostomyassociation.org.uk/]

Wound, Ostomy, Continence Nurses Society 888-224-WOCN (9626) [www.wocn.org]

Many of the Ostomy Manufacturers and Mail-Order suppliers have ostomy education and resources.

**Supplies:**

**Articles/Guides**


Ostomy Supply Manufacturers & Distributors [http://www.ostomy.org/Ostomy_Supply.html]

**Local Medical Supply Stores**

Arlington Medical Supply 817-472-5555
330 Matlock Rd, Ste 110, Arlington, TX 76015

Dougherty’s Pharmacy
214-373-5300 or 800-734-1615.
5959 Royal Lane
Dallas, TX 75230;

Glennview Professional Pharmacy
7640 Glennview Drive
Fort Worth, TX 76180  Phone: 817-284-1489
Metro: 817-589-9144
[http://www.glennviewrx.com/index.asp]
in-stock and will order

Peace Pharmacy 903-567-4129
300 S Buffalo St,

Canton, TX, 75103
Small amount of supplies

Taylor Drug & Medical 972-578-8543
[http://www.taylordrugandmedical.com/]
930 West Parker Rd. #520
Plano, TX 75075

Tower Medic (817) 336-8133
[http://towermedic.com/default.htm]
607 W. Magnolia Fort Worth, TX 76104

Trinity Pharmacy 972-492-4411
[http://www.trinityrx.com/]
1925 Rosemeade, Carrollton, TX
Carrollton, TX 75007
Accepts BCBS

Manufacturers of Ostomy Products/Accessories

Coloplast [http://www.coloplast.us/] 1-855-605-7588

ConvaTec [http://convatec.com/] 1-800-422-8811.

C & S Ostomy Pouch Covers [http://cspouchcovers.com/]

Cymed [http://cymedostomy.com/] 800)-582-0707

Eakin [http://www.eakin.eu/] (multiple languages)

Genairex 877 726-4400 [http://genairex.com/]

Gus Gear [http://www.gusgear.net/product-category/ostomy-pouch-cover/]

Hollister 888-740-8999
[https://www.hollister.com/us/]

Koolostomy [http://www.koolostomy.com/]

Mail-Order Suppliers

Byram Healthcare 1-800-308-9445
http://www.byramhealthcare.com/
- Custom Cutting: Patients can have their barriers pre-cut to any size stoma, round or oval. This service is ideally suited for patients with dexterity issues or the visually impaired.
- Latino program Bilingual Customer Service Team: 1-866-302-4295
- eSignature Portal for physicians.

CCS Medical 1-800-260-8193
http://www.ccsmed.com/ostomy.aspx
multi-lingual team available

Edgepark Medical Supplies 1-888-394-5375
https://www.edgepark.com/
Spanish Speaking services available

Liberator Medical 1-866-643-0956.
http://www.liberatormedical.com/index.php

Life Line Ostomy Supplies 1-866-873-2696
http://www.ostomymedsupplies.com/ preferred Medicare provider and have Medicaid provider

Liberty Medical 1-800-723-9558 Ostomy Center
http://www.libertymedical.com/ostomy/products/

McKesson Patient Care Solution (formerly Sterling and National Rehab) 888-907-8775.
https://www.sterlingmedical.com/

Mercy Surgical Dressing Group 888-637-2912

National Rehab now McKesson 855.404.6727
https://mpcs.mckesson.com/

Parthenon 1-800-972-5184 (doesn’t take insurance)
http://parthenoninc.com/ostomy-supplies/

Shield Healthcare 800-407-8982, option1
https://www.shieldhealthcare.com/
Will sample products to help patients get the product that works the best for them. Gives emergency kits.

SGV medical 800-395-6099
http://sgvmedical.com/index.php

US Ostomy Store www.usostomy.com/ 1-800-866-3002

Patient Assistance Programs

ConvaTec Ostomy Access Program 800-979-8716
Provide 90 days of free ostomy products once every 3 months, for up to a year

Ask your Ostomy nurse if there are other assistance programs
Product Samples

You will need the following information to order ostomy samples:

- **Ostomy type:** Colostomy, ileostomy, Urostomy
- **Stoma size:** round/oval; diameter (measure size with measuring tool that comes with pouches)
- **Stoma Opening:** pre-cut or cut to fit
- **Product type:** one or two piece
- **Pouch preference:** clear, opaque (can’t see through); with or without belt tabs; filter; type of tail closure: clip, Velcro, etc.
- **Product Line** (if you know)
- **Surgery Date**
- **Personal Information:** name, contact information,


Torbot  [http://www.torbot.com/freeSamples.html](http://www.torbot.com/freeSamples.html)

Self-pay and Uninsured Patients:


An online medical store operated by Byram Healthcare; direct pay site, insurance not accepted but prices are discounted.

**Cancer Fund of America**  [http://www.cfoa.org/blog/our-services/](http://www.cfoa.org/blog/our-services/) - has some free supplies for cancer patients.

**Edgepark Medical Supplies**  1-888-394-5375  [https://www.edgepark.com/](https://www.edgepark.com/) – will discount products for self-pay

**JRS Medical**  [www.jrsmedical.com/](http://www.jrsmedical.com/)  1-877-359-6716

Discounted supplies

**Mercy Surgical Dressing Group**  888-637-2912  [mercysurgical.com](http://mercysurgical.com) the website is not functional currently but will be in the future. They will offer discounts to self-pay patients.


**Oley Foundation:** Exchange Program  [http://oley.org/?page=Equipment_Exchange](http://oley.org/?page=Equipment_Exchange) sometimes has ostomy supplies; recipient has to pay for shipping; check under Equipment Supplies/Exchange.

**Osto Group**  [www.ostogroup.org](http://www.ostogroup.org)  1-877-678-6690

for uninsured patients. You just have to pay for shipping.

**OstoStore**  [http://ostostore.com/](http://ostostore.com/)  1-877-396-3887

Discounted ostomy supplies

**Stoma Bags**  [www.stomabags.com/](http://www.stomabags.com/)  1 (855) 828-1444 - discounted ostomy supplies
**Donating Supplies:**
Costs of ostomy supplies are expensive and many people have extra supplies they wish to share with someone who needs them. Please read this before donating.

**General tips:**

1. Supplies must be clean, unused and not expired. Supplies like powder and paste must not be open.
2. Clean, unused but expired supplies could be used for teaching so check with your local nursing school or WOC nurse.
3. Check with your hospital or doctor before just dropping off supplies. Many facilities do not have storage space or have rules against accepting these supplies.
4. If you’re in a support group, check with members and/or have it listed in their newsletter.
5. Supplies like syringes can be donated to your veterinarian clinic or a free medical clinic.

**To donate clean, unexpired ostomy supplies:**

- **Friends of Ostomates Worldwide** 502-909-6669.  [www.fowusa.org](http://www.fowusa.org)  
  They take in donated supplies and distribute them to those who need them.

- **Medical Missions like Medshare**  

- **Mission Regan** 214-577-5662  

- **Oley Foundation: Exchange Program**  

- **Osto Group** : [www.ostogroup.org](http://www.ostogroup.org) 1-877-678-6690

**The Parker Lee Project**  
[www.theparkerleeproject.org/supplies.html](http://www.theparkerleeproject.org/supplies.html)