Contact Us

We're here to help support you throughout your ostomy journey. Please contact us with questions about ostomy care, appointment bookings, product or supply concerns, pre- and post-operative education, or to arrange a telephone consultation. We welcome inquiries from patients, caregivers, family members, and healthcare providers.

Routine inquiries may include concerns such as pouching issues, leaking, skin irritation, product questions, supply recommendations, dietary guidance, or general ostomy education. Once your message is submitted, a member of our clinical team will review your inquiry and respond within 1–2 business days.

If you are experiencing urgent symptoms such as severe abdominal pain, persistent vomiting, signs of dehydration, no ostomy output when normally active, excessive bleeding, a stoma that has changed colour (dark, purple, black, or pale), significant swelling, fever, chest pain, shortness of breath, or any other serious or rapidly worsening symptoms, please seek immediate medical attention by going to your nearest emergency department or urgent care centre, or call 911.