

# Resources For Caregivers Someone To Count On



## As a caregiver, you may not have all the answers -

*Especially when your loved one experiences loss of bladder  
or bowel control. So it's good to know you have...*

### An Experienced Friend

Since 1986, Home Delivery Incontinent Supplies Co., Inc. (HDIS), has helped thousands of caregivers find products to manage incontinence in young and old alike. We've taken your stories to heart, your troubles as our own and committed ourselves to making lives a little better.

We're proud to announce that our Customer Care Service has been honored with the Caregiver Friendly Award®! Caregiver Friendly Awards® are presented by Today's Caregiver®\* magazine to celebrate outstanding books, media, products and services designed with the best interest of the family caregiver in mind.



### HDIS: The Choice Caregivers Can Count On

Caregivers who call the HDIS Medicaid Department at **1-800-367-8360** will find it's the reliable way to save time, and can even help improve you and your loved one's quality of life:

**Fast And Convenient** Orders leave our warehouse the same day (when placed by 4 p.m., Central Time) and arrive by UPS right at your doorstep. *You pay no shipping charges for this convenience and you save hours getting what you need.*

**Expert Advice** Our Medicaid Specialist must graduate our intensive training program to help you find the product best suited for your needs and condition. *No more guesswork or relying on a teenage store clerk.*

\*Today's Caregiver® magazine, launched in 1995, is published by Caregiver Media Group, which also produces the national Sharing Wisdom Caregivers Conferences, [www.caregiver.com](http://www.caregiver.com) and "The Fearless Caregiver" book that teaches caregivers how to become their loved one's fearless advocates within the healthcare system.

### And More, Including...

- Samples available upon request
- Discreet, unmarked boxes
- Medicaid billing
- Order any way you like: Phone, fax or mail
- Free educational materials: Newsletters, brochures, and more

### Managing Incontinence With Grace

It's not easy to discuss bladder leakage and odor with a loved one, but it's vital you do. Bladder leaks can lead to skin sores, infections, and even broken bones from falls that happen while hurrying to the bathroom. With incontinence being the second leading cause of nursing home admission, proactive care will ensure you both a healthier, happier relationship.

First, keep in mind that incontinence is never normal, not even among elderly or cognitively impaired adults. It is a recognized medical condition that can be discussed without embarrassment.

Ask for help. If your loved one's doctor is not knowledgeable or aggressive about treatment, ask to be referred to a specialist. Referral sources are listed on the other side of this brochure.

Know your options. Many times, leaks can be reduced or even stopped without surgeries or medicines. Call us at **1-800-367-8360** for free information on diet changes, pelvic muscle exercises, toilet training, and other habits that help. Your doctor can tell you even more.

Speaking of options...some types of absorbent products are made for specific conditions, lifestyles, even times of day. Have you ever been in a retail store and thought, "There has to be more"? You're right!

We can help you choose from among pads, undergarments, briefs, protective underwear, and catheters. And the call costs you nothing.

*(continued on page 2)*

*“Thank you very much for all the help you have given us...figuring out how to meet my dad’s needs, the sample products, the coupons...these are just some of the ways you reduced the hassles in our lives. Most of all, thank you for the friendly voice on the line.” – C. S., MI*



## **Resources for Caregivers**

As the number of caregivers increases, so do the programs and organizations offering support. Here are just a few:

### ***Area Agencies on Aging***

Offers supportive, home- and community-based services. Check your phone book or call Eldercare Locator at 1-800-677-1116.

### ***Caregivers Marketplace™***

Online directory of quality product suppliers. Rebates and discounts, too. Website: [caregiversmarketplace.com](http://caregiversmarketplace.com)

### ***Easter Seals***

In-home care, camps and other services for special needs children. Phone: 1-800-221-6827.

### ***Eldercare Locator***

Referrals to local resources, including providers of adult day and respite care. Phone: 1-800-677-1116.

### ***National Association for Continence***

Free physician locator and educational materials. Phone: 1-800-BLADDER (1-800-252-3337) or Website: [nafc.org](http://nafc.org)

### ***National Family Caregivers Association***

Free newsletter, caregiving tips, and other information. Phone: 1-800-896-3650 or Website: [nfcacares.org](http://nfcacares.org)

### ***National Resource Center on Supportive Housing and Home Modifications***

Information on making a home safe and accessible to the elderly or disabled. Phone: 1-213-740-1364 or Website: [homemods.org](http://homemods.org)

### ***National Respite Locator Service***

Directory of respite care sites for families of special needs children. Phone: 1-800-773-5433.

### ***Today’s Caregiver®***

Monthly magazine, conferences, online forum, and more. Website: [caregiver.com](http://caregiver.com)

## **We’re Here to Help!**

- Custom shipping;
- Discreet, doorstep delivery



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Toll-Free  
Product Advice and Order Line:  
**1-800-367-8360**  
[www.hdismedicaid.com](http://www.hdismedicaid.com)

*Incontinence is a medical condition. Please consult a physician for proper diagnosis and treatment.*