



Hollister Secure Start Services
Personalized Support For You



Welcome to Hollister Secure Start Services!

Hollister Secure Start services offer free customized support for you as a catheter user, regardless of the brand of product you use. Our team provides guidance to support your catheterization while helping you live your life, your way.

Enrolling is easy and includes:



“It’s nice to have somebody that you can call up and ask questions and they have an answer or they will get an answer for you.”

— *Hollister Secure Start services member**

Secure Start™

*Member received compensation to share their experience with Hollister Secure Start services.

We're Here to Help

When you enroll in Hollister Secure Start services, you'll be matched with a Consumer Service Advisor who is ready to help you find solutions to the challenges you may face as a catheter user.

Finding the right products



Whether you are new to catheterization or an experienced user just looking for options, we can help.

Resources and education



If you request a Hollister Secure Start introductory kit, the kit may include educational materials, product samples, and guides for use. We can also help you navigate the latest lifestyle, product, and clinical information available on www.securestartservices.com/continencecare

Sorting out insurance coverage for products



Based on your insurance plan, we can explain your options and help you determine whether any catheter product, regardless of brand, is covered, as well as the allowable quantities. Our reimbursement specialists can also answer your questions concerning product reimbursement.

Identifying product supplier options



We'll provide you with information about suppliers who accept your insurance and who can provide you with your requested product. We'll support you with the supplier selection of your choice.

Community resources



Hollister Secure Start services has long-standing relationships with a variety of organizations to connect you with people, knowledge, and tools to help support the life you want to live.

Accessing a nurse for clinical product guidance



While your healthcare professional is your source of medical information, we have nurses available to answer questions over the phone related to catheter products.

Offering an empathetic ear



As your main point of contact, your Consumer Service Advisor is knowledgeable about a variety of support and service options and is there with information when you need it.

Getting Started



1. Choose an easy enrollment option:
 - Speak with your clinician
 - Visit www.securestartservices.com/enrollcontinence
 - Call 1.888.808.7456



2. Once you've enrolled, you may request an introductory kit with educational materials and product samples.*



3. Your Consumer Service Advisor will call to explain our services, answer any questions and provide ongoing personalized support.

**A prescription is required for samples.*



Secure Start™

It's Personal

We are proud to offer dedicated support for each and every patient along the continuum of care. Hollister Secure Start services provide a lifetime of personalized support.



Hollister Incorporated
2000 Hollister Drive
Libertyville, Illinois 60048

www.hollister.com

Hollister Secure Start services is free of charge, and there is no obligation to purchase anything to receive it. Product samples are provided for the patient's trial use and cannot be resold or billed. There is no obligation to accept samples or participate in insurance matching to identify supplier options. Hollister Incorporated reserves the right to change Hollister Secure Start services at any time.

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