

How do I have my catheter supplies refilled?

A USI representative will contact you approximately 7-10 days before your reorder date. In the event you have (5) days of supply remaining and have not received or answered a call from us, you should contact our office at (239) 985-9327.

What questions will be asked during my refill call?

- How many catheters do you use per day?
- How many catheters do you have remaining in your home?
- Do you have home health or physical therapy coming to your home?
- Would you like a resupply of catheters?
- Where would you like your catheters shipped?

How often do I receive refills?

Your refill is due every 30, 60 or 90 days. This determination is made by you and the USI representative during your initial home visit. Please keep in mind, most insurance companies have their own refill policy requirements.

If your need to catheterize increases or if you open your last box of catheters with “STOP” label, please notify our office during normal business hours and a USI representative will make arrangements for you to receive additional supplies.

How are my supplies delivered?

USI primarily utilizes Fedex Home Delivery. In Florida your shipment normally arrives at your home within 1-2 days. Outside Florida your shipment may take longer to arrive. Our representative will provide you with an estimated time of delivery.

What happens if I need assistance after hours, on weekends or during holidays?

USI provides assistance during this time. You will need to call (239) 985-9327, listen to the prompts and contact the number provided for after hours assistance. Each week a USI representative is assigned to handle these situations. The telephone prompt will provide you their direct cell phone number to call.

This number is for supply issues and questions regarding your catheters. All other health related concerns should be directed to you prescribing physician or nearest emergency center.

USI NORMAL BUSINESS HOURS: Monday - Friday 8:00 a.m.- 4:30 p.m.

Reminders

- Notify USI when your need to catheterize increases
- Notify USI if you change urologist
- Notify USI if your address changes
- Notify USI if your contact telephone # changes
- Notify USI if your insurance changes
- Notify USI if you are on home health or having physical therapy in your home.



Phone: 239.985.9327  
Toll Free: 855.730.4838  
Email: [cs@urologicalsuppliesinc.com](mailto:cs@urologicalsuppliesinc.com)



Urological Supplies, Inc.  
*Exceptional People. Extraordinary Care.*



Phone: 239.985.9327  
Toll Free: 855.730.4838  
Fax: 239.985.9614

Web: [www.urologicalsuppliesinc.com](http://www.urologicalsuppliesinc.com)  
Email: [cs@urologicalsuppliesinc.com](mailto:cs@urologicalsuppliesinc.com)  
FB: [facebook.com/UrologicalSupplies](https://facebook.com/UrologicalSupplies)

Corporate Headquarters

9841 Bernwood Place Dr., Suite 130 • Fort Myers, FL 33966



Urological Supplies, Inc.  
*Exceptional People. Extraordinary Care.*

CIC INSTRUCTIONS

Intermittent Clean Catheterization is sometimes called CIC. A thin tube, called a catheter, is put into the urethra each time you need to empty your bladder.

Some people are unable to empty their bladder on their own, they are at risk for urinary tract infections, as well as incontinence or involuntary loss of urine. When urine stays in the bladder and is not emptied, bacteria can grow, causing infections which can lead to illness. Research has shown that self-intermittent catheterization helps reduce urinary tract infections, control urinary leakage (incontinence), prevent urinary tract damage and protect the kidneys.

This depends on how much you are able to void on your own. Your physician and health care professional will help you determine the frequency to catheterize.

- You should drink between 40-60 ounces per day. Water is preferred but you may also include other types of beverages.
- Each time you catheterize and void together the amount will normally be between 300-600 cc or 10-20 ounces.
- Avoid becoming overdistended (above 600 cc or 20 ounces) This means that you have too much urine in your bladder.
- Pick times during the day that will drain the right amount of urine so your bladder does not get overdistended.

- Feeling restless.
- Sweating.
- Chills.
- The lower part of your abdomen looks bloated or you feel discomfort.

As voiding improves, the amount of residual urine will decrease. If the amount of residual urine stays below 100 cc, you may be able to stop performing intermittent catheterization. Remember ... Be sure to check with your health care professional before you stop catheterizing.

You need to make a travel kit and take it with you. The amount of supplies you take depends on how long you will be away. For example, if you go away for the day, you can carry your supplies in a toiletry bag, purse or small bag. If you will be away longer, you may need to carry your equipment in a shopping bag, back-pack, gym bag or suitcase.

A supply of catheters, wipes and if necessary, lubrication.


Airlines are aware of these items therefore, you may check your supplies or take as carry-on item.


Contact USI for supply questions. Any related medical needs, contact your urologist.


## Step 1

- Make sure you can reach your supplies while you catheterize.
- Arrange your clothing so it is out of your way.
- Put the toilet-top plastic measuring container in your toilet with the measurement numbers facing you.
- If you are able, try to void (urinate) before you catheterize.
- If you voided, measure the amount of urine in the container.

- ## Step 2
- Wash your hands with soap and water.
  - Prepare your catheter.

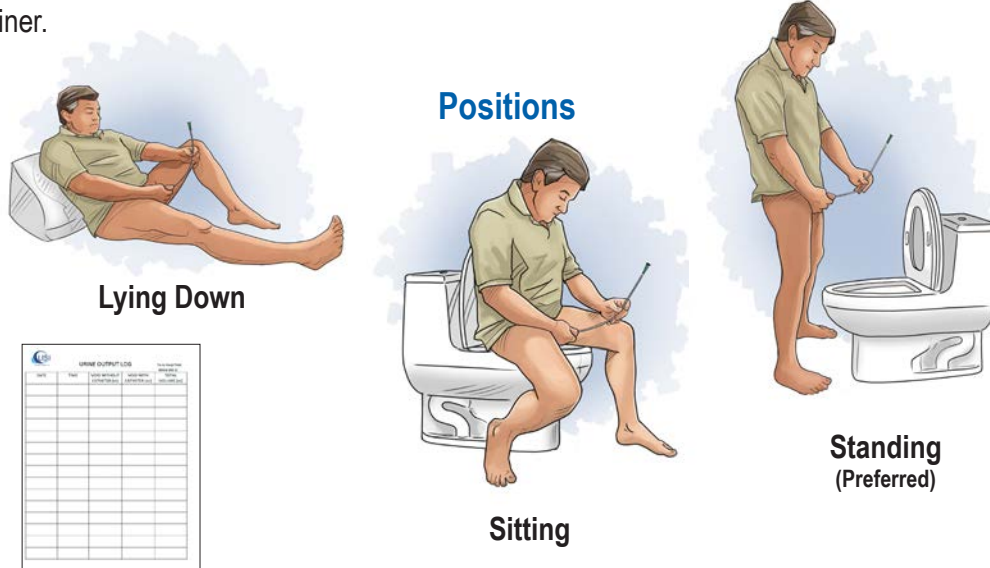
- ### Step 3
- Wash your penis with soap and water or antiseptic wipe.
  - Get into the position that is best for you.
  - Hold your penis in one hand and wash it well with soap and water using a circular motion.
  - Move from the tip of your penis to the base.
  - Men who are not circumcised should pull the foreskin back and wash well with soap and water or antiseptic wipe.
- 

- ### Step 4
- While holding the penis upright with one hand at a 45 to 60-degree angle from the body, slowly insert the lubricated catheter into the penis using your dominant hand. Once you have passed half the length of the catheter through the urethra, lower the penis and slide the catheter until you meet resistance at the urethral sphincters. Do not pull the catheter in and out when you meet resistance; just apply gentle but firm continuous pressure until the catheter advances into the bladder. Urine will begin to flow, push catheter in 1 more inch and hold.
  - Remember to relax and breathe.
- 
- An illustration showing a person's lower body from the waist down. The person is wearing blue pants. Their right hand is holding a clear plastic catheter tube. The tube is inserted into the urethra and extends down towards the bladder area. The background is a light blue gradient.

- ### Step 5
- When the urine flow stops, gently and slowly remove the catheter. If the urine begins to flow as you are taking out the catheter, stop and wait for the urine flow to stop. Now you can finish removing the catheter from your penis.
  - Using toilet paper, wipe the lubricant off your penis. If you are not circumcised, pull your foreskin forward.
  - Measure the amount of urine in the container.
  - Empty the container in the toilet.
  - Flush the toilet.
- 
- ### Positions

- ### Step 6
- Rinse the container with warm water.
  - Wash your hands.

- ### Step 7 - On Voiding Diary record:
- The amount you voided.
  - The amount you catheterized.
  - Total.



## Step 1


- Make sure you can reach your supplies while you catheterize.
- Arrange your clothing so it is out of your way.
- Put the toilet-top plastic measuring container in your toilet with the measurement numbers facing you.
- If you are able, try to void (urinate) before you catheterize.
- If you voided, measure the amount of urine in the container.

- ## Step 2
- Wash your hands with soap and water.
  - Prepare your catheter.

- ### Step 3
- Wash your perineum with soap and water, wipe front to back.

- Separate your labia.
- Wash from front to back only.
- Use non-scented soap or throw away wipes.

- ### Step 4
- Get into a position that is best for you.
  - Separate your labia.
  - Slowly insert the catheter about 3 inches or 8 centimeters into your urethra.
  - When urine begins to flow, push the catheter in about 1 more inch.
  - Allow all of the urine to drain from your bladder.
  - Push down with your abdominal muscles to help empty your bladder.
  - Remember to relax and breathe.

- ### Step 5
- When the urine stops flowing, gently and slowly take the catheter out of your urethra.
  - If the urine begins to flow again as you are removing the catheter, stop pulling it out and wait for the urine to stop flowing. Then slowly pull the catheter out.
  - Using toilet paper, wipe from front to back only.
  - Measure the amount of urine in the container.
  - Empty the container into the toilet.
  - Flush the toilet.
- 

- ### Step 6
- Rinse the container with warm water.
  - Wash your hands.

- ### Step 7 - On Voiding Diary record:
- The amount you voided (urinate).
  - The amount you catheterized.
  - Total.



- Sitting backwards on the toilet with a mirror between the lid and the seat**

**\* Note: Mirror is optional**