

The New and Improved **ConvaTec Starter Kit™** Web Ordering Tool

Quick Step Guide

Making a Difference in People's Lives



Getting Started.

- Choose from any of the following web pages for quick and easy access:

- www.convatecstarterkit.com
- www.convatecconcierge.com
- www.convatec.com

- Or scan this code using your Smart Phone or tablet device

- Requires QR reader application on device.



- Type in your username and password and hit “Login”



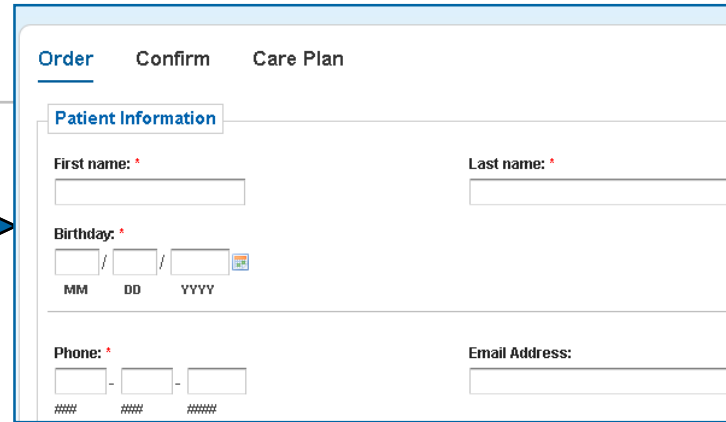
***Don't remember your username and password?** Click on 'Forgot Password'

***Not enrolled?** Click on 'Join Now'




Your Patient Order.

1. Fill in patient's information



The form is titled "Patient Information" and is part of a larger interface with tabs for "Order", "Confirm", and "Care Plan". It contains fields for "First name: *", "Last name: *", "Birthdate: *" (with MM, DD, YYYY dropdowns), "Phone: *" (with a masked input field), and "Email Address:". A blue arrow points from the first step instruction to this form.



The interface shows three tabs: "Custom Kit", "Saved Kit", and "Order by SKU". Below the tabs is a prompt: "Please click on the product attributes below to view". The "Product Type:" section has two options: "One-Piece" and "Two-Piece". The "Barrier Type:" section has three options: "Cut-to-fit", "Moldable", and "Pre-cut". The "Convexity Required:" section has "Yes" and "No" buttons. The "Pouch Type:" section has two options: "Drainable" and "Closed-end". A large blue bracket on the right side of the interface groups these product selection options under the second and third step instructions.

2. Select the Ordering Option you'd like to use

- All orders are defaulted to "Custom Order"
- "Saved Kit" and "Know Your SKU" are other quick and easy options


3. Click on the product attributes to narrow down your selection of choices (for Custom Order)

Your Patient Order.

The following match your selections. Please select the products you would like to order:

Skin Barrier Options [Click for Barrier Sizing](#)

SUR-FIT Natura® ConvaTec Moldable Technology™ Skin Barrier


Description	Available Sizes	SKU	Color
 Durahesive® Convex Skin Barrier with Mold-to-Fit opening and hydrocolloid tape collar	Select a Flange Size: 45mm (1 3/4") flange: 5m	404592	White

Esteem synergy® Adhesive Coupling Technology™ Convex Moldable Durahesive® Skin Barrier

Pouching Options

SUR-FIT Natura® Two-Piece Drainable Pouch

Natura® + Drainable Pouch

Description	Available Sizes	SKU	Color
 12" pouch with 1-sided comfort panel, InvisiClose® Tall Closure, no filter	Select a Flange Size: 45mm (1 3/4") flange	416416	Transparent

If you want additional products for your patient or a product that is not listed here, please type in:

Your request will be sent directly to a ConvaTec Conclerge™ Specialist

[Add additional samples](#) [Submit Order](#)

4. The following match your selections, click on the product and select the size you would to order.

5. Add additional samples for this patient or click **Submit Order**


If you have a special request or can't find the product you need, type it in the free text box

Order Confirmation.


[Order](#) [Confirm](#) [Care Plan](#)

Here are the products you selected for bjarne lindblad :

SUR-FIT Natura® Two-Piece Stomahesive® Skin Barrier

Description	Size	SKU	Color
 Cut-to-Fit, Stomahesive® Flexible Skin Barrier with tape collar	57mm (2 1/4") flange, Overall dimension 5" x 5"	125265	Tan

SUR-FIT Natura® Two-Piece Drainable Pouch

Description	Size	SKU	Color
 12" pouch with 2-sided comfort panel, InvisiClose® Tail Closure and Filter	57mm (2 1/4") flange	411311	Opaque

Edit Order

Save your favorite kits for future orders. Name:

Save this Kit

Add the following accessories to this order:

☐ Stomahesive® Paste

☐ SUR-FIT Natura® Two-Piece Disposable Convex Inserts

☐ SUR-FIT Natura® Low-Pressure Adaptor

6. Review Order and Confirm

Additional Options:

- Edit Order
- Save Kit as Favorite for future use
- Add additional accessories to your order

Patient Care Plan.

Order **Confirm** **Care Plan**

Your order has been successfully submitted. You will receive notification once your order has shipped.

For your reference, your order number is **30000145**.

The care plan below can be given to your patient as a reference guide upon discharge and may also be used as a prescription for supplies.

Care Plan Developing a Skin Care Routine

Personal Information

Patient Name bjame.lindblad	Date of Birth 3/14/1984	Patient Address Tomerosevej 127 Haven 67543, KS
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Surgery


Surgery Colostomy	Surgery Date 3/4/2013
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Nurse & Hospital

WOCN Contact Convatec Starterkit	Physician Name <input type="text"/>	Facility KENDRED HOSPITAL SAN ANTONIO 78229, TX
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Kit Details

SUR-FIT Natura® Two-Piece Stomahesive® Skin Barrier

Description	Size	SKU	Color
 Cut-to-Fit, Stomahesive® Flexible Skin Barrier with tape collar	57mm (2 1/4") flange, Overall dimension 5" x 5"	125265	Tan

- View Order Number Confirmation

- **Personalized Patient Care Plan is auto created**

- Give to your patient as part of their discharge plan
- May be used as a prescription for supplies.

- Includes Skin Care Guide
- Includes Product Application Sheet

Patient History.

ConvaTec.com Text Resizer: A A A

Welcome starterkit@convatec.com

Log Out

Ordering Options

- Custom Kit
- Saved Kit
- Order by SKU

My Patients

Patient History

Search:

Kits

- My saved kits
- Create a new kit

Search:

Guides

- How to place a web order
- Ostomy Care Product Guide

My Patients

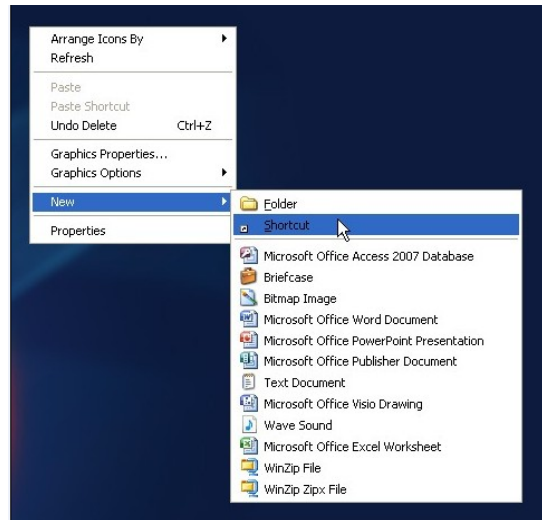
Date	First Name	Last Name	Action
11/11/1911	carsten	ballisager	Order New Samples View Order History Edit
3/30/1970	Rebecca	Simms	Order New Samples View Order History Edit
3/8/1968	Marcelo	Zagal	Order New Samples View Order History Edit
8/19/1950	iuiouio	oiuiouio	Order New Samples View Order History Edit
2/14/1935	starterkit	kit	Order New Samples View Order History Edit
12/12/2001	Test	Mig	Order New Samples View Order History Edit
2/24/1985	Johnny	Mogensen	Order New Samples View Order History Edit
2/15/1989	daslaefj	asdfas	Order New Samples View Order History Edit
3/10/1913	sofus3	munch3	Order New Samples View Order History Edit
9/9/1989	johnny	mogensen	Order New Samples View Order History Edit
12/12/2001	Test	Mig	Order New Samples View Order History Edit
12/12/1980	iwoqeq	iwepoqwei	Order New Samples View Order History Edit
3/14/1984	bjarne	lindblad	Order New Samples View Order History Edit
2/14/1990	asdf	asdf	Order New Samples View Order History Edit
3/12/1991	Bjarne	Lindblad	Order New Samples View Order History Edit
9/10/1980	oi	oiopiop	Order New Samples View Order History Edit

- Click on **Patient History** in the left navigation bar to access patient list
- Or simply **search** by name

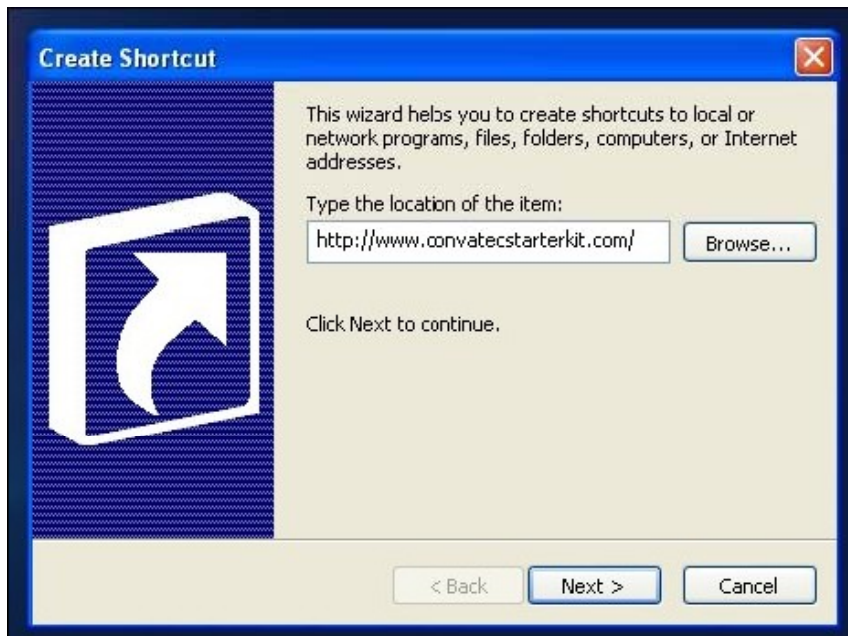
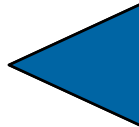
Features:

- Sort list by date or name
- Export your list into a CV file
- Order More Samples
- View Order History
- Edit Patient's information

Create a Short Cut, Right on your desktop.



1. Right-Click your mouse on your desktop and select '**New**', then select '**Shortcut**'



2. In the space provided type, www.ConvaTecStarterKit.com and click '**Next**'
3. Name your new shortcut, Ex. **Starter Kit Ordering Tool** and click '**Finish**'. Your new short cut is now saved on your desktop

FAQ's

- **I'm a current user of the SK web ordering site, what do I need to do to continue placing orders?**
 - Don't change a thing, continue to use the same login and URL as currently using.
- **I've enrolled in the SK web ordering site before but I haven't used it in a while, do I need to re-register?**
 - No, if you enrolled in the website before your login and password are still valid (even if you haven't used the site in a while).
 - If you don't remember your login ,click on the "Forget Password" button and type in your email address. Your temporary password will be emailed to you. (Please check your spam if you haven't received the email within an hour)
 - If the system does not recognize your email address or your email address has changed, you may register as a new user.
 - If you are experiencing any user issues at all or need help, please call our dedicated team of Concierge Specialists 1-877-585-0470, opt. 1 or email concierge@convatec.com
- **My profile information has changed, how can I update it?**
 - Simply click on the 'Update Profile' button on the upper right hand side of the web page.
- **I just enrolled in the SK web ordering site, but I can't login and place an order?**
 - Your registration will be quickly validated by one of our Concierge Specialists. If you have any questions or need to place an order right away, please call our dedicated team of Concierge Specialists 1-877-585-0470, opt 1. or email concierge@convatec.com.

If a customer needs any support getting started, contact our dedicated team of Concierge Specialists **1-877-585-0470, opt. 1** or email concierge@convatec.com

Technical Support – ebusiness.support@convatec.com