

The product slides right off and/or doesn't last longer than an hour.

- Confirm that the skin is being cleansed with a non-moisturizing soap/cleanser and then letting the skin dry prior to applying a new ReliaFit (see In-service Tips)
- Make sure Mastisol is being put on properly (see In-service Tips)
 - Do not apply ReliaFit when Mastisol is still wet

It is too time consuming to apply ReliaFit.

- It may take longer to apply than a condom catheter, however, if done properly ReliaFit can last longer.

The product is leaking.

- Confirm that the hydrocolloid wings are wrapped completely around the hydrocolloid petals. Even a little gap can cause leakage.
- Confirm that the drainage bag is connected properly and the vented valve is not compromised

The tubing is kinking.

- Confirm that the CathGrip (or other securement device) is applied correctly.
- Readjust the securement device and tubing as necessary to reduce the incidence of more kinking taking place
 - Statlock is usually applied high on the thigh, however we have found the catheter anchor must be lower towards the knee

Is it safe to use alcohol on that area of the patient?

- Alcohol wipes can be safely used on intact skin
- If the patient reports pain when alcohol is applied, this can indicate the skin is not intact. ReliaFit is indicated for use only on intact skin, so if this happens, discontinue use of ReliaFit and seek an alternative method.

The ReliaFit adheres well, but if the patient pulls it off will there be skin damage?

Because the hydrocolloid dressing is soft, it should be more comfortable for the patient than the alternative and they may not feel a need to pull at it. If you feel the patient is at risk, consider implementing patient distraction strategies. However, if the patient does remove it, follow your facility's protocol for steps taken when a patient removes a device secured with an adhesive

- If there is skin damage do not reapply ReliaFit and seek an alternative method