



# CCT Patient Guide





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Dear Patient,

WRS focuses on orthopedic patient healing, specifically pertaining to you, the injured worker. We believe there is an opportunity to elevate care and we are committed to providing value in your recovery. As the leading provider of iceless Cold Compression Therapy (CCT), WRS helps Worker's Compensation patients heal more quickly and comfortably, lessening the need for medication. For CCT to be effective, patients must regularly use the therapy prescribed. Therefore, WRS has focused on ensuring our unit and wrap are easy and comfortable and can be safely worn 24 hours a day. Our iceless therapy is pre-programmed and at the touch of a button, you can begin to manage your pain and swelling.

Your physician has prescribed the WRS cold compression therapy system to accelerate your recovery and help get you back to your active lifestyle! Manufactured by ThermoTek USA, the combined cold and compression treatment is proven effective in treating both acute and chronic musculoskeletal injuries while naturally reducing pain.

Within your package, you will find:

- WRS cold compression therapy device and power cord
- WRS disposable therapy wrap and hose
- ThermoTek black travel bag
- 1 bottle of device solution
- Patient Welcome and Start-up Guide
- Return Label and packing tape

Please keep all contents, including the original shipping box. Please note, the device is a rental and NOT a purchase. There are no costs or out-of-pocket expenses associated with the treatment.

Best of wishes in your recovery.

Warmest Regards,

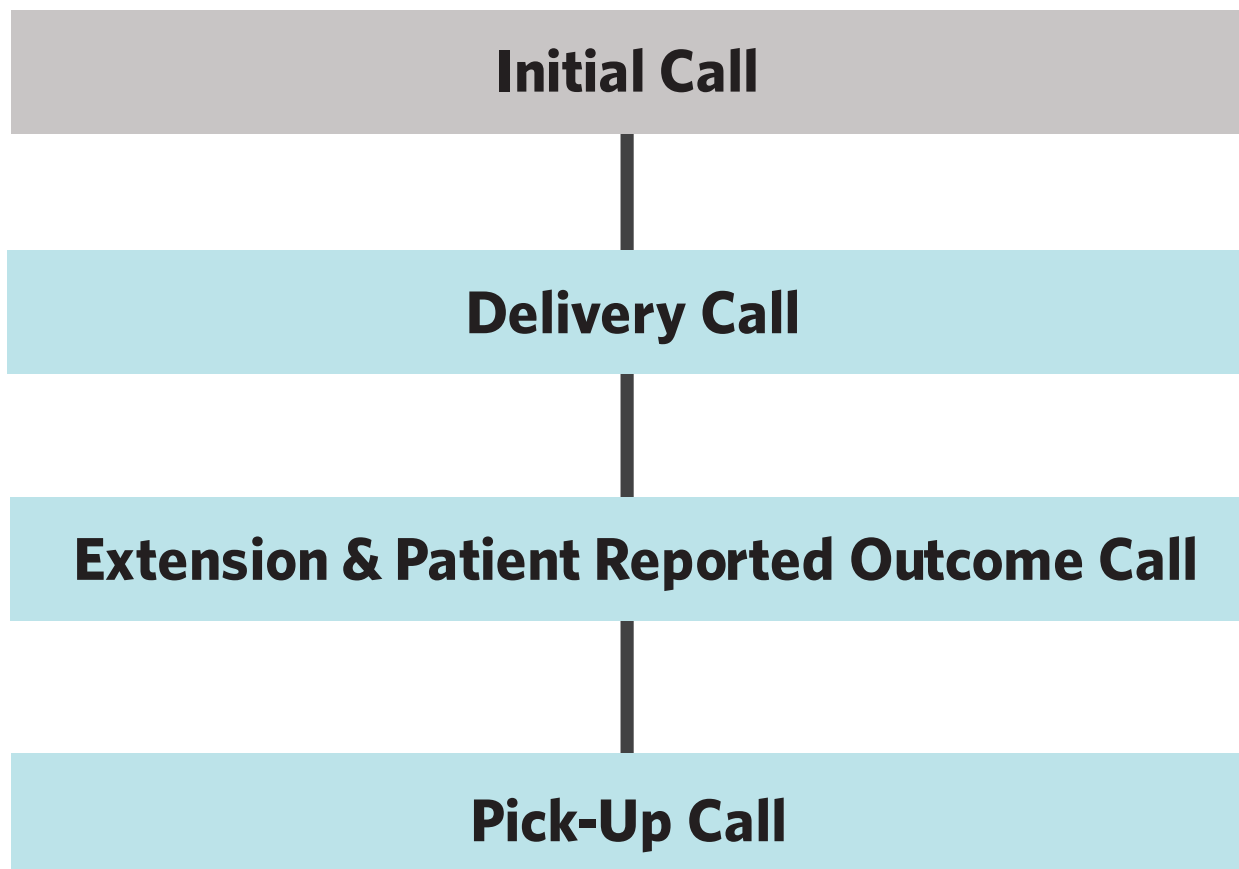
The WRS Team (wrs.us)

## The WRS Patient Command Center is here to help!

Your cold compression therapy rental is for 30-days. If approved, you'll have the option for a 30-day extension, should you be utilizing and benefitting from the therapy. WRS does not offer the rental of the cold compression therapy machine for more than 60 days.

Our corporate team based out of Ann Arbor MI, will reach out to you via phone call at different times throughout your prescription.

To reach the WRS service team directly please call: (734) 492-5962



## Initial Call:

- WRS will place a call to each patient within 24 hours of receiving the prescription
- Explain why your physician prescribed this device, verify best shipping address, establish delivery date of device
- Review and sign rental agreement

## Delivery Call:

- WRS will place a call to each patient within 1 business day of package being delivered
- Assist with "out of box" questions
- UPS will generate shipping notifications to the patient via email (if an email was provided)
- Please use patient education guide and QR code to get started. We will touch base to ensure you've been successful getting started.

## Extension & Patient Reported Outcome:

- WRS calls patient to verify extension
- Patient can verify if they would like the unit for longer (assuming original 30-day prescription has been approved)
- WRS will verify if patient has received and completed patient reported outcome. If the patient has not, WRS will ask if the patient would like to complete the assessment over the phone.
- If the patient confirms "yes" to an extension, a call will be placed to the prescriber's office from WRS, to ensure they're comfortable with WRS and the patient moving forward with an extension.

## Pick-up Call:

- WRS calls patient to confirm UPS pickup
- WRS will call the patient when the prescription rental has expired and it is time to arrange for a pick-up.
- Patients will have the option to schedule a UPS pickup at their home or to drop off package at a UPS location
- Return label included with original shipment
- Machine must be emptied of fluid, do not include wrap in return shipment

## Video Instructions



**SCAN ME**



**1**  
Remove all contents from bag and box: cold compression therapy machine, wrap, bottle of fluid, grey cord, black power supply, black hose, instruction sheet components as well as instructions for use, user manual and return shipping label. Scan QR code for video instructions, or visit: <https://vimeo.com/534101390>



**2**  
Plug grey power cord into power supply.



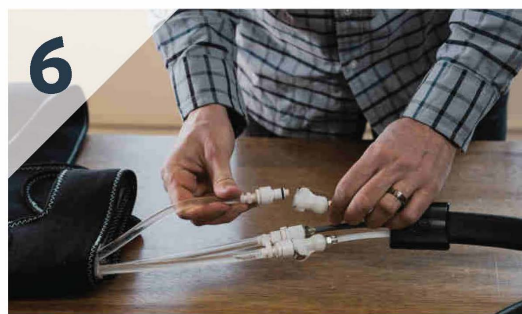
**3**  
Plug other end of grey power cord into power outlet.



**4**  
Plug black cord of power supply into back of machine. Please be sure cord is completely inserted and attached to machine.



**5**  
Uncap machine. Pour fluid from bottle provided into machine, until fluid meets blue plastic. Secure cap back onto machine.



**6**  
Plug the three pieces of tubing from the wrap into the black hose. You will hear a click once connections are secured.



**7**  
Plug the three tubes into the front of the machine. You will hear a click once all connections are secured.





**8**  
Apply wrap. The better the fitment of the wrap, the better the therapy. Snug, secure and comfortable. Ask for help with shoulder application.



**9**  
Proper shoulder fitment.



**10**  
Proper shoulder fitment.



**11**  
You're ready to start therapy. Sit down, get comfortable and select start therapy on display screen.



**12**  
For extended use or sleeping; utilize the "REST TIMER"

- Leave your wrap on after the "ON TIMER" expires
- When "REST TIMER" expires, the machine will start a new cold cycle on the "ON TIMER"

This allows you to safely receive therapy for extended periods of time (awake or asleep).

**Therapy menu.** Based on your physician prescribed settings, you may be able to adjust temperature and compression. The "ON TIMER" runs COLD and COMPRESSION. The "REST TIMER" runs COMPRESSION only.



**13**

The only piece of maintenance is adding more solution to the machine. It is very important to keep the system filled. You should check the solution level once per week or whenever any alarms activate.

To add more solution, perform the following in order:

- Place machine, wrap and hose at the same height
- Turn on machine and begin therapy on the "ON TIMER"
- Turn COMPRESSION off
- Uncap machine
- Pour fluid into reservoir, until full (water meets blue plastic)
- Secure cap back onto machine

# Instructions for Return

Once your prescription has expired, WRS will reach out to you to coordinate the return of equipment. Please do not send back equipment until prescription has expired.

If you need to end your prescription for any reason, please contact WRS at (734) 492-5962

**1** Carefully package the following into the ThermoTek travel bag:

- Cold compression therapy machine
- Black connecting hose
- bottle of solution
- Power cord
- Power supply

**\*\*Please do not send back your used wrap\*\***

**\*\*Please dump out water from machine\*\***

**2** Insert ThermoTek travel bag (containing machine and all components) into the original shipping box provided.

**3** Place provided return label on top exterior of box.

**4** Seal box with provided tape

The WRS team will work with you for the most convenient method for the UPS return.

- front door pick-up
- drop package off at your local UPS

