

ORS

ORTHOPEDIC REHABILITATION SPECIALISTS

Patient Guide



Hello,

We are a team of patient guides engaged by your health care provider. We are here to help guide throughout your Cold Compression Therapy Prescription. We will call you after you receive your device to ensure you're able to get it set up properly.



If you have any questions, concerns, or just need some guidance, please do not hesitate to reach us on our main line.

Here are a couple helpful tips to keep in mind once you're home from surgery and begin using the Cold Compression Therapy device.

When returning home from surgery, you may be very sore and have thick bandaging on, making it difficult to apply the wrap and difficult to feel the cold.

Many physicians want patients to keep their bandaging on for 48 hours. Some patients like to begin using the cold compression therapy once bandaging is removed. The wrap will feel colder and fit better at this point.

Have someone help apply the wrap if possible. Go for a snug, comfortable fit. Wraps can be worn directly on skin if desired. Most patients prefer at least a t-shirt underneath.

Your physician has pre-selected the time, temperature and compression settings on the machine. If you feel a change to any of these settings is necessary, please consult your patient guide and we can assist with consulting your physician.

IMPORTANT: Keeping the wrap and machine filled with fluid

The secret to keeping the device running well is keeping it filled with fluid. Properly checking and adding more fluid to the machine is required. To add more fluid successfully:

- Do not wear wrap
- Set wrap and machine on same level
- Turn power switch on, located on back of machine
- Select start therapy, by pressing up arrow on front of machine
- Turn compression off, continue hitting comp until nothing appears on screen
- Open cap and add more fluid until machine is full

Most of the issues we address with patients are related to fluid being low. The wrap and machine together hold about 25oz of clean water (not well water). When the system gets down to about 15oz left, the machine will likely trigger alarms that interrupt therapy. The machine will require more fluid to be added, depending on how much you use it (evaporation), you may have to add more on a weekly basis. It is imperative that you follow the steps above to be successful.

We hope you have a great experience using this device and interacting with our team.

Patient instructional video here



SCAN ME

How to setup equipment, add more solution and troubleshoot:

To use your camera phone to scan a QR code, you can follow these steps:

1. Open the camera app on your phone.
2. Point the camera at the QR code so that the code is within the frame of the camera.
3. The camera app should automatically detect the QR code and display a notification or prompt asking if you want to open the link or content associated with the code.
4. If the camera app does not detect the QR code automatically, you may need to enable QR code scanning in your camera app settings or download a separate QR code scanning app.

Once the QR code has been scanned and recognized, you will be directed to the content associated with the code, in this case, our patient instructional video.

Or visit: <https://vimeo.com/811380388>



How long will I utilize the cold compression therapy machine?

Your cold compression therapy rental is for 30-days.

If the initial Rx is approved, you'll have the option for a 30-day extension (totaling 60-days).

Your prescriber's office staff will contact you prior to the end of your 30-day rental to walk through the extension process with you.

Setting the equipment up at home

The ORS call center will contact you once you've received your equipment. We want to ensure that you're able to successfully setup the machine and understand how to utilize and benefit from the therapy. If you ever have questions about this, don't hesitate to reach out to us, **734-768-0589**.

7 Day follow-up

The ORS call center will contact you 7 days after your surgery. We want to ensure that you're still benefiting from the therapy.

Extension

Your prescriber's office staff will contact you prior to the end of your 30-day rental to walk through the extension process with you.

Pick up call

The ORS call center will contact you following the end of the prescription, to schedule the return of the equipment. All equipment will be shipped back utilizing the return shipping label included.



1 Remove Contents

Cold Compression Therapy machine, wrap, bottle for fluid, grey power cord & umbilical hose.



2 Plug in Power

Plug gray power cord into the back of the machine.



3 Plug in Hoses

Plug the umbilical hose end into the three ports on the back of the machine. Hear a click.



4 Hear a Click

You will hear a click when each hose is properly secured.



5 Power On

Press the power switch above the grey cord to power on.



6 Fill Reservoir

Remove cap of reservoir and pour in provided fluid.



TIP: If you run out of fluid or spill it, you can use distilled water.

7 Attach Wrap

Attach the other end of the umbilical hose to the wrap. Hear a click.



8 Turn on Machine

Press and hold the power button until you hear a beep. Then release.



9 Fit the wrap

Fitment should be snug and comfortable. Proper shoulder wrap fitment pictured below.



10 Wrap information

Refer to insert for wrap instructions.



11 Start Compression

Press the up arrow to start therapy.



12 Adjust Compression

Press Comp to select desired compression setting. Compression adjusts from 15mmHg - 75mmHg (Six levels total)



13 Adjust Temp

Tap Cool button to adjust Between 43-50°F



14 Scan QR Code

Using your phone's camera, scan over the QR code until the link appears on the screen.



15 Follow Video

Tap the link on your screen and follow the video instructions.



16 Contact Us

For more information or questions contact us at 734-768-0589



Once your prescription has expired, an ORS team member will reach out to you to coordinate the return shipment of the equipment.

****Please do not send back equipment until prescription has expired****

If you need to end your prescription for any reason, please contact your health care provider.

The UPS return shipment options include:

1. We will schedule a UPS pick up at your residence
2. Drop package off equipment at your local UPS store

Packaging the equipment for return.

Place the following items back in the box or travel case:

- Cold compression therapy machine
- Umbilical hose
- Empty bottle
- Power cord
- Apply the provided return label to the exterior of the box or travel case

Things to know:

- Please do not send back your used wrap
- Please dump out water from machine
- Please set package out the day of scheduled pickup
- If UPS does not show for pickup, please bring equipment back inside and contact the ORS team at **734-768-0589**.



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