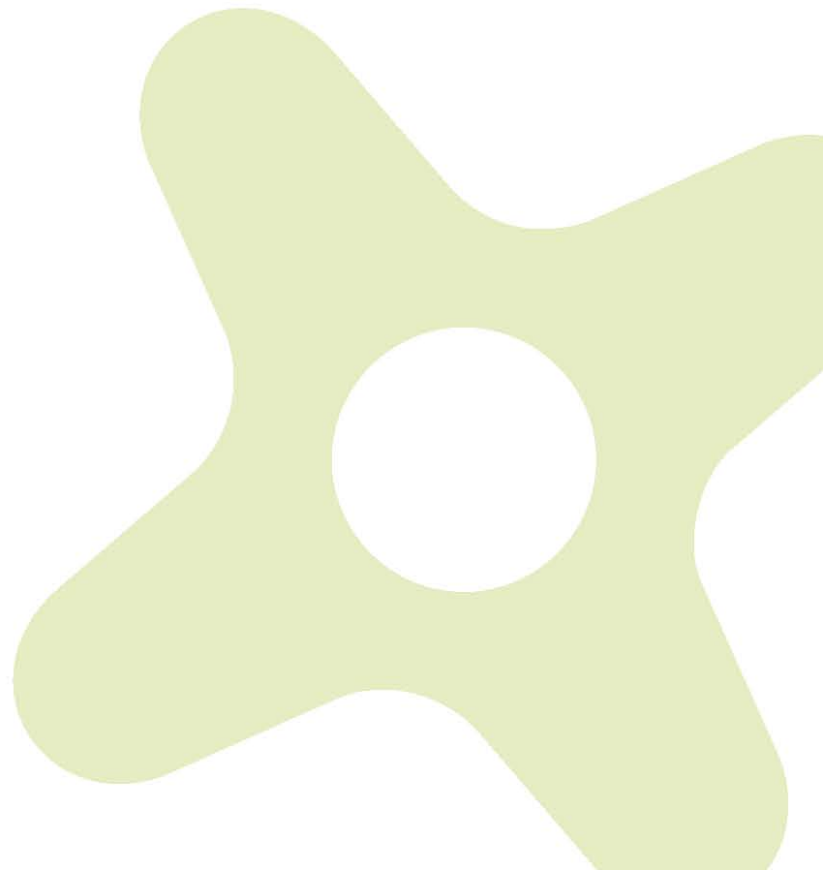




Patient Guide





Dear Patient,

Enclosed, you will find the sam[®] 2.0 PRO low intensity ultrasound device and therapy components. Your physician has prescribed the modality to promote healing and accelerate recovery. Please keep all contents, including the original box/packaging.

The sam[®] 2.0 PRO is a Sustained Acoustic Medicine device manufactured by ZetrOZ Systems, which delivers a low-intensity, long duration form of ultrasound treatment that has been proven effective in treating both acute and chronic musculoskeletal injuries by enhancing the body's natural healing process and reducing pain.

Please note, the device is a 36-day rental and not a purchase. There are no costs or out-of-pocket expenses associated with the treatment.

Once the prescription expires, please discard the patches, and carefully package the device/accessories, in the original sam[®] 2.0 PRO kit. Place the kit in the sam[®] 2.0 PRO box(black), insert into the original cardboard packaging (provided by WRS), tape, and apply the return UPS label. Our team will work to coordinate the UPS pick-up.

*Note, ALL components MUST be returned except for the disposable patches.

Your experience and satisfaction are especially important to us. For questions or concerns, please contact our Customer Relations Team at (734) 215-2401 or send an email to: samadmin@wrspecialists.com.

To learn more, please visit <https://samrecover.com/sam-pro-2-0/>.

Best of wishes in your recovery.

Warmest Regards,

The WRS Team (wrs.us)



Please scan the QR code for instructions on "how to use".

Dear Patient,

Do you need support with SAM?

If you have questions regarding the usage and functionality of your SAM rental device, please reference the following:

- Scan QR code for SAM instructional Video.
- Visit SAMrecover.com, click patient resources.
- Call the WRS Service Department at (734) 492-5962
DO NOT contact your prescribing physician's office.

Thank you,

Team WRS

Please scan the QR code for instructions on "how to use".

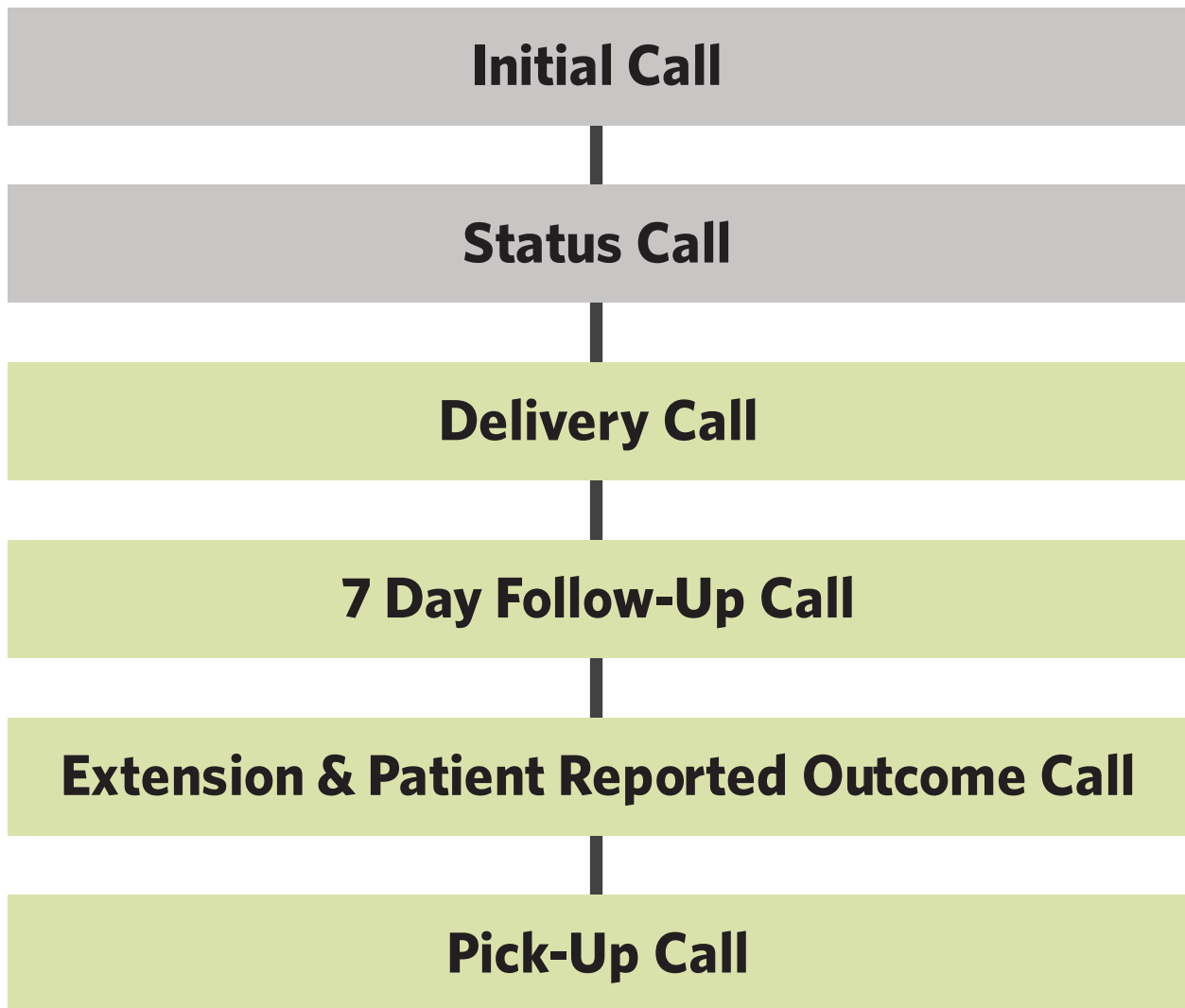


The WRS Patient Command Center is here to help!

Your SAM ultrasonic therapy rental is for 36-days. You'll have the option for a 36-day extension, should you be utilizing and benefitting from the therapy. WRS does not offer the rental of the SAM ultrasonic 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

Status Call:

- Contact patient regarding the status of their prescription.
 - Approved, Denied, Pending PO
- Patient is notified that their device will arrive within 24-48 hours.
- Inventory is notified to send shipment tracking link to patient.

Delivery Call:

- WRS will place a call to each patient within 24 hours 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 have been successful getting started.

7 Day follow-up Call:

- Courtesy call: checking in; how are things going? Issues? Concerns?

Extension & Patient Reported Outcome Call:

- WRS calls patient to verify extension.
- Patient can verify if they would like the unit for longer (assuming original 36-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 are 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 and all components need to be included in package.

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 SAM small black travel case:

- SAM ultrasonic healing device
- (2) applicators
- Arm band
- Charger

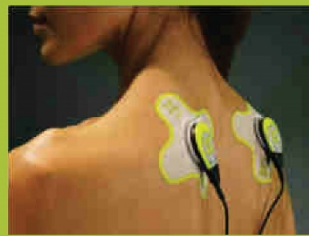
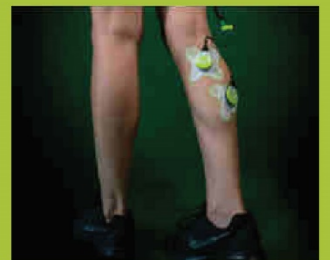
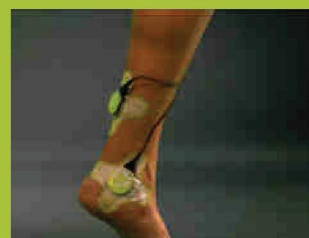
2 Insert SAM travel case (containing machine and all components) into the original shipping box provided.

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.

**Tendonitis &
Frozen Shoulder****Bicep Tendonitis
& Partial Tear****Forearm
Strain****Lateral/Medial
Epicondylitis****Hamstring
Strain/Partial Tear****Trapezius & Neck
Pain****Patellar
Tendonitis****Quad Strain &
Tendonitis****Chronic Lower
Back Pain****Knee Pain &
Meniscus Tear****MCL
Sprain****Calf Muscle
Strain****Metatarsal Stress
Fracture****Achilles****High Ankle
Sprain****How to Use**

