



Frequently Asked Questions

How Do I Coordinate Pick-Up?

Our patient care specialist will call **1-2 days before your prescription ends** to schedule a pick-up date and time that is convenient for you.

Who Do I Contact With Questions or Concerns?

For issues regarding patient care, call Joshua Garcia in our office at: **(312)-888- 2925**.

Do not contact your physician's office.

Can I Keep My Equipment Past My Prescription Date?

Yes. However, the product and your insurance company **will require your physician's approval for an extension**. Depending on the product, this extended rental period, if not covered by your insurance provider, may come at **an additional cost** to you. Contact our office for extension and payment options available to you.

Game Ready Unit

Why Isn't My Wrap Getting Cold?

The wrap will only be as cold as the water and ice inside the unit. The more you **continue to fill the unit with new ice**, the colder the wrap will be.

Do I Need To Empty The Water After Every Use?

No, emptying the water from the unit **is not necessary**. However, doing so **helps keep the unit and wrap colder**.

Can I Use The Unit Continuously For More Than 30 Minutes?

It is recommended you follow your physician's directions and adhere to the 30 minutes on/30 minutes off guideline.

DVT Unit

Is It Necessary To Use The DVT Unit If I Can Move Around Well?

It is recommended that you follow your physician's instructions and use the device as directed. This unit is intended to **prevent blood clots**, which patients may be **prone to following a major surgery**.

CPM Unit

What Should I Do If I Feel Discomfort And Pain Using My CPM Unit?

The unit **should never be painful to use**. If using it causes you pain or discomfort, try **lowering the degrees and slowly increasing daily**.