

# *For Patients*

Information on  
Our Prosthetic  
and  
Orthotic Care



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# Welcome

Welcome!

As our patient, you're the most important person in our professional lives. We're honored that you chose an OrPro facility for your prosthetic or orthotic needs. We're looking forward to providing you with the very best of care.

Your first visit to our facility may be your first step into the world of orthotics or prosthetics. Maybe your loss of physical function has been gradual. Or, perhaps you've experienced a sudden, traumatic loss due to an accident or disease. You might be struggling with shock at what has happened to you. You may feel apprehensive about what lies ahead.

As you begin the rehabilitation process with your practitioner, many of your fears will subside. Talking with your practitioner and learning everything you can about your rehabilitation will help you feel more in control. Your sense of hope will be renewed.

This patient information book introduces you to prosthetic and orthotic rehabilitation. It outlines the typical course of treatment we follow for patients who receive a complex device. It answers some of the most common questions new patients often ask.

If you have questions or concerns not covered in this book, please speak up. And be assured that at OrPro, you'll receive effective and timely clinical care, as well as professional, courteous service.

Thanks for placing your trust in us.

Your OrPro Patient Care Facility



## The Rehabilitation Team

Physical rehabilitation is a process that restores basic physical capabilities that were lost due to injury or illness or that were missing at birth. As prosthetists and orthotists, we are part of your rehabilitation team. Our specialty is in treating neuromuscular and musculoskeletal disorders.

- The prosthetist designs, fabricates, and fits prostheses -- an artificial limb that replaces a part or all of a limb that's missing.
- The orthotist designs, fabricates, and fits orthoses -- braces or other devices that support a part of the body, such as the spine, neck, knee, foot, or wrist.

Other members of the rehabilitation team usually include:

- Your doctor, who is responsible for diagnosing your medical condition and prescribing an overall course of treatment. He or she may also perform any necessary surgery.
- Physical therapists, who use exercises to strengthen muscles, improve range of motion, and decrease pain. Occupational therapists also use exercises to increase your independence and daily functioning.

*The most essential person on your rehabilitation team is you.* The health care professionals on your team contribute their specialized knowledge and expertise. But ultimately you are in charge of your own rehabilitation. You are the final decision-maker and motivator.

As your prosthetist or orthotist, we will do everything we can to make your rehabilitation successful -- whether your course of treatment is short-term or life-long.

## Visits With Your OrPro Practitioner

In general, patients are referred to us by their physician or therapist. If you need surgery, we would like to see you in the hospital before your operation. This gives us a chance to help you better understand what lies ahead. Most often, however, your first contact with us is at our patient care facility.

At the time your appointment is made, we'll obtain a basic description of your condition so we can schedule you with the prosthetist or orthotist who's most skilled in your area of care. This person will be your practitioner.

### **Consultation Visit: Developing a Rehabilitation Plan**

Your first visit with your practitioner is called a "consultation visit." During this consultation, you and your practitioner will establish an orthotic or prosthetic rehabilitation plan.

This plan will set forth goals for you to reach, such as learning to walk again after a leg injury or amputation. The plan will also outline the componentry, materials, and type of device that your practitioner feels will help you achieve your goals. The plan might also include gait training and other exercises.

Your rehabilitation plan must be realistic. It's important, both psychologically and physically, that you set goals that are attainable. Once you've achieved those goals, you can often set more ambitious ones.

To set realistic goals, your practitioner will ask you questions about your lifestyle and financial situation, as well as about your physical capabilities. Many factors will influence your rehabilitation, including:

- Your present physical condition.
- Your previous levels of activity.
- Your age.
- Your work and hobbies.
- Your home situation.
- Your insurance or other method of payment.
- Your expectations for rehabilitation.



If you've worn an assistive device before, we will also want to hear about your experiences with it -- both positive and negative.

Based on a physical assessment and the information you provide, you and your practitioner will establish your rehabilitation plan. Be sure to ask questions yourself about this new phase of your life. Bring in a list of questions, if that will help you remember them.

During this first visit, the practitioner will usually take measurements and impressions using computer-aided-design or by taking a cast. These will be used to make a prosthesis or orthosis that is customized to your individual needs.



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## **Costs and Payments**

During your first visit, your practitioner will go over the costs of the orthosis or prosthesis selected for you.

This device will be custom-made or custom-fit specifically for you. For this reason, it is important that you agree to exactly what will be made for you before it is fabricated or fit. Your practitioner will explain the choices available -- such as the various fabrication materials and componentry, which differ in their weight, capabilities, and price.

After discussing costs, your practitioner or our reimbursement specialist will talk with you about paying for your device. If you are insured, you should bring information on your medical coverages to our office. Your insurance company's benefits booklet will give you some idea of what your insurer will and will not cover. Some insurance companies are vague in their coverage descriptions. In this case, it might help to call your insurer to ask for more details.

In general, our reimbursement specialists are very knowledgeable about Medicare, Medicaid, and other insurance plans.

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## **Selecting the Appropriate Device**

The type of device you and your practitioner choose will be based on your rehabilitation plan. If the course of your treatment is long-term, your device might be changed for another type or style after a period of time.

Depending on the type of device, you may have a choice as to particular features, such as the suspension method, fasteners, or fabrication materials. Some models are also designed specifically for recreational or work activities.

Your practitioner will go over all the options with you. Either the practitioner or our reimbursement specialist will explain what is covered by your insurance and give you prices for optional features, if you're interested.

## Interim Fitting Visits

Several fitting visits to your practitioner may be necessary if you'll be wearing a complex, custom-fabricated device. During the early stages of fabrication, your device often looks rough and unattractive. Don't be alarmed! This is only a temporary state.

Your practitioner will make static fittings of your device by holding it next to you or by slipping a replica on you, sometimes while you're standing.

The practitioner will also conduct a "dynamic alignment" of your device. This means that the device's components will be positioned and adjusted so that they work effectively while you're wearing it.

By the last interim fitting visit, your orthosis or prosthesis will be shaped and finished so it looks more appealing. Be sure to tell your practitioner what you prefer in terms of your device's "cosmesis," or covering.



## Final Fitting Visit

This is an important day -- you'll get to wear your orthosis or prosthesis home.

Listen carefully to your practitioner's instructions on how to put your device on, take it off, and care for it. Knowing how to treat your device will mean greater comfort for you and longer life for the device.

Before you leave, you and your practitioner will review your rehabilitation plan. The plan might include a return visit to your doctor or visits with a therapist. Follow-up visits to your practitioner will also be scheduled.

## Follow-Up Visits

Patients who have been fitted with a major device, such as a prosthesis, will return for a follow-up visit within the next month. They'll continue to see their practitioner as needed, until they have adapted to their device.

*If you're having a problem with your device, don't wait for your next scheduled appointment.*

Call your practitioner right away if you have:

- Mechanical difficulties.
- An abrasion or sore that's related to wearing the device.
- A problem with how the device fits.



A phone call and perhaps a quick visit are important for your safety. They also enable your practitioner to solve little problems before they become big.

All patients should have a check-up at least every six months. Your practitioner will make adjustments to improve both your comfort and your device's effectiveness.

## Wearing Your Prosthesis or Orthosis

It takes time to become accustomed to your assistive device. Wearing it everyday in your home, outside, or at work is a lot different than wearing it at our office or at physical therapy.

Often, you must learn how to move your body in a totally new way for your device to be effective. You might also find that wearing the device makes you use muscles and other parts of your body seldom used before. This can lead to fatigue and soreness at first.



After you've worn your device for awhile, you'll also notice certain changes to your body. You might retain fluids or your muscle tissues could mature, causing your limbs to become larger and the device to fit too tightly. It's also common for your affected limb to atrophy, or shrink, over a period of time, causing the device to fit too loosely.

There is no way to predict just what your body will do or when the changes will stop happening. Every person is different.

Typically, adjustments to the fit of your device can be made as your body changes, and your device will work fine for a year or more. However, it is possible for some patients to change so fast and drastically that they need major adjustments -- or even a totally new device -- within just two to three months of their initial casting and fitting.

During this period of frequent adjustments, you must be open and honest in communicating with your practitioner. Let him or her know if your device is uncomfortable or not working right.

Also, try to be patient. You must trust your practitioner's judgment as to when the adjustments should be made

Your practitioner is not responsible for fitting problems caused by the changes in your body. But he or she is committed to making necessary adjustments to your device until your body has stabilized. Your practitioner will listen to you carefully, monitor your progress, and keep you involved in fitting decisions.

Although the need for adjustments is sometimes unpredictable, you can depend on the high quality of the materials and workmanship of your device. Our devices often carry a manufacturer's warranty on specific componentry as well as our own warranty on materials and workmanship.



## Commonly Asked Questions

**Q:** How can I be sure that my practitioner is qualified to treat my condition?

**A:** First, be sure that either your patient care facility is accredited by the American Board for Certification in Orthotics and Prosthetics (ABC) or that your practitioner is ABC-certified. These credentials ensure that your care is delivered or directed by someone certified in the practice of orthotics (CO), prosthetics (CP), or both disciplines (CPO).

Second, ask your practitioner about his or her experience in treating your disability. Practitioners should discuss their background freely and answer any questions or concerns you have.

Last, be aware that OrPro is very selective in hiring practitioners. Not only do we look at credentials and experience. We also look for excellent "people skills" -- for someone who listens without interrupting, who treats patients with respect, and who communicates openly and with words you can understand. We also value a sense of commitment -- someone who cares about your rehabilitation as much as you do.

**Q:** Several people in my support group have prostheses that are more versatile than mine. How do I find out about these devices?

**A:** Ask your prosthetist. As an OrPro practitioner, he or she keeps up to date on developments in prosthetic design and materials. But keep in mind that what may work for your friends may not be the most useful artificial limb for you. Sometimes a more traditionally designed device will function better, depending on your weight, activity level, or gait pattern.

**Q:** Although my youngster needs to wear a leg brace, he's very active. Is there a warranty on your devices?

**A:** Yes. We warrant any device we fabricate to be free from defects in materials, components, and workmanship for 90 days from delivery with normal use. Devices which we fit but do not fabricate are warranted for 30 days or to the extent provided by the manufacturer. Warranties are limited to the replacement or repair of the device. When your son's device is delivered, his practitioner will show you how to put the brace on and take it off and explain how to take care of it.

**Q:** I've been depressed since my accident. I'll never be able to do the things I used to do. How can I get help?

**A:** There are several sources of help available. If you've been depressed for awhile, consider consulting a mental health specialist. An increasing number of psychotherapists now specialize in assisting people who are physically challenged. Also consider joining a support group. You will find hope and strength when you talk with other people who have your same disability. There are many excellent articles and books that can also offer you insight.

Your OrPro practitioner can help you find these resources so you can select the assistance you're most comfortable with. He or she can also be a source of support, working with you and your doctor on a realistic rehabilitation plan. When you have less physical pain and can move about again more freely, your spirits will lift.

**Q:** What should I do if I develop a problem with my device on the weekend or after you close for the day?

**A:** Contact your doctor or medical plan emergency service if your health or safety is in danger.

If the problem with your device does not endanger your health, call your OrPro facility and you will be given instructions on how to contact the practitioner on-call. The on-call practitioner will give you assistance over the phone and you will be scheduled for an appointment as soon as possible. You'll be scheduled for an appointment as soon as possible, or assistance will be given to you over the phone.

**Q:** If I have a complaint with my device or the service I receive, how do I get the problem resolved?

**A:** It's important that you speak up and tell your practitioner how you feel. Do not be afraid of hurting your practitioner's feelings. He or she would much rather you voice any concerns or discomfort you have than to keep silent.



Be sure to fill out the patient satisfaction survey, which will be given to you once you've been fitted with your definitive prosthesis or orthosis. Answering the questions on this form will help to pinpoint your complaint. It will also serve to alert facility management that you are dissatisfied.

If, for some reason, you cannot resolve the problem with your practitioner, ask to talk with the facility manager. If the manager is the same person as your practitioner, please contact Or-Pro's Customer Service Representative. He will discuss your complaint with you and resolve the matter fairly.

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## **Patient Rights**

We are committed to upholding your rights as an orthotic or prosthetic patient. These rights entitle you to:

- Receive appropriate care, treatment and consideration.
- Be treated with dignity and respect.
- Participate actively in decisions regarding your prosthetic and orthotic care.
- Receive full consideration of privacy during care and treatment.
- Be informed about the identity and qualifications of staff members handling your care.
- Receive complete information about your health condition, proposed treatment, and available treatment alternatives.
- Know the cost of prosthetic and orthotic services and products.
- Be educated in the safe and effective use of your orthotic or prosthetic device.

## **Patient Responsibilities**

As an orthotic or prosthetic patient, you're responsibilities include the following:

- Keep all appointments. If you are unable to keep an appointment, you must contact us within 24 hours to reschedule an appointment at the earliest possible time.
  - Inform OrPro of any change in overall health which may affect the wearing of the prosthesis or orthosis.
  - Inform OrPro within thirty (30) days after delivery of the prosthesis or orthosis, if any adjustments are necessary.
  - Failure to fulfill these responsibilities will constitute a waiver by the patient of any claim with respect thereto.
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## Service Policy & Warranty

Our services are provided by qualified professionals dedicated to meeting your individual needs. Patient evaluation, consultation, design, fitting and follow-up adjustments are provided for ninety (90) days at no additional cost to you unless there is a change in your physical condition.

After ninety (90) days, you are responsible for any charges for adjustments or modifications made to your device. Such services may be necessary for reasons such as changes in your physical condition, functional capabilities, or wear and tear or damage to your device.

Your device is warranted to be made to your individual measurements, properly aligned and properly fit, corresponding to your anatomical condition at the time of measurement.

OrPro warrants each *custom device made by OrPro* to be free from defective workmanship and/or parts, under normal service and use, for ninety (90) days from delivery date. OrPro's obligations under this warranty are limited solely to the no-charge repair or replacement of the part or parts determined defective by OrPro. OrPro will accept returns of substandard (less than full quality for the particular item) or unsuitable items (inappropriate for the patient at the time it was fitted and sold).

This warranty *does not apply to items or parts that are not manufactured by OrPro*. Items and parts that are manufactured by outside companies or vendors are warranted for the length of the warranty supplied by that manufacturer. These include, but are not limited to: components or parts not manufactured by OrPro that are used in the assembly of a device custom made by OrPro; items that are custom made by other companies but supplied to the patient by OrPro; or items that are manufactured by other companies but are fit or custom fit to the patient by OrPro.

### **This warranty becomes void immediately, if:**

- The device has been adjusted, repaired or altered by anyone other than an active employee of OrPro.
- The device or any of its parts have been subjected to misuse, negligence or accident.
- Patient fails to fulfill "Patient Responsibilities," as outlined above.

*This warranty does not cover prosthetic skin coverings or adjustments needed due to anatomical or other medical changes, nor does it cover accessories, such as prosthetic socks, straps, etc.*

Any claim whatsoever made by a recipient patient in connection with a prosthetic and/or orthotic device covered under this warranty shall be limited to the amount received by OrPro from the patient for the subject device. Any claim whatsoever made by a reimbursing source/payer in connection with an orthotic device covered under this warranty shall be limited to the amount received by OrPro from such reimbursing source/payer for the subject device.

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# Glossary of Terms

Here are some common terms you might hear when you visit your prosthetist or orthotist. These are simple definitions and not the complete ones used in medical dictionaries.

## **AE or Trans-Humeral**

Above the elbow.

## **AFO**

Ankle-foot orthosis. A device that encompasses the lower leg and foot.

## **AK or Trans-Femoral**

Above the knee.

## **Alignment**

The positioning of each section of a device in relationship to other sections and to the body.

## **Anterior**

The front of a device or the body.

## **Atrophy**

A decrease in the size of a muscle or tissue area, generally as a result of pressure.

## **BE or Trans-Radial**

Below the elbow.

## **Bilateral**

Both sides are affected, as in both legs or both arms.

## **BK or Trans-Tibial**

Below the knee.

## **Body Changes**

Changes which affect the fit or alignment of the prosthesis or orthosis, generally due to weight and body fluid fluctuations, as well as atrophy and shrinkage.

## **Check Socket/Test Socket**

A trial socket, often transparent, made to evaluate comfort and fit prior to final prosthesis design.

## **Cosmesis**

The exterior shape and finish of the device.

## **Cosmetic Cover**

A plastic foam or rubber material, laminate, or stocking that gives a prosthesis a more natural appearance.

## **Distal**

Farther away from a point of reference. The point in a device toward the end or lower portion.

## **Edema**

Swelling of the tissues.

## **Fit**

The way a device contacts your skin and supports the nearby bones and muscles.

## **Function**

How well your body can perform human movements, such as sitting, walking, or grasping. Function also refers to how well an assistive device works and the capabilities it offers the wearer.

## **HKAFO**

Hip-knee-ankle-foot orthosis. A device that encompasses the entire leg, including the hip.

## **Hypertrophy**

Increase in the size of a muscle, generally as a result of excessive exercise of the muscle.

**KAFO**

Knee-ankle-foot orthosis. A device that encompasses the leg.

**Lateral**

Away from the center or mid-line of the body.

**LSO**

Lumbosacral orthosis. A plastic brace that supports the torso from the lower rib cage to the pelvic region. A body jacket that prevents the torso from bending, used commonly after surgery and trauma, or for severe spinal disorders such as scoliosis.

**Medial**

Toward the center or mid-line of the body.

**Occupational Therapy (OT)**

Creative activity prescribed for its effect in promoting physical recovery or rehabilitation, especially to maximize independence and function in daily living.

**Orthosis**

A plastic or metal brace used to straighten and/or support a body part, improve function, or aid recovery.

**Orthotist**

A practitioner who designs, fabricates, and fits orthoses to straighten or support the body or the limbs.

**Physical Therapy (PT)**

The evaluation and treatment of disease, injury, or disability through the use of therapeutic exercises to strengthen muscles, improve range of motion, and decrease pain.

**Prosthesis**

An artificial replacement for a body part.

**Prosthetist**

A practitioner who designs, fabricates, and fits artificial limbs.

**Proximal**

Upper or nearer or closer to a reference point. The point of a device closer to the body.

**Residual Limb**

The portion of the limb remaining after amputation. The stump.

**RGO**

Reciprocating gait orthosis. A special HKAFO that allows paralyzed persons to walk step over step. It is generally used with crutches for balance.

**Shrinkage**

Decrease in the size of an area of the body directly related to the fit of the prosthesis or orthosis.

**Socket**

The portion of a prosthesis that fits around the residual limb and to which prosthetic components are attached.

**Suspension**

Refers to how the orthosis or prosthesis is held on or maintained in position while worn. May include suction, a strap or belt, a wedge, a neoprene sleeve, or other method.

**Terminal Devices**

Devices attached to the wrist unit of an upper extremity prosthesis that provide grasp, release, cosmesis, attachment to tools or sporting equipment, etc.

**TLSO**

Thoracolumbar-sacral orthosis. A molded plastic brace that supports the torso from the upper back to the pelvic region. A body jacket that prevents the torso from bending, used commonly after surgery and trauma, or for severe spinal disorders such as scoliosis.

# Your OrPro Facility

OrPro is a multi-state provider of prosthetic, orthotic and rehabilitation services.

As a locally managed practice, your OrPro facility is a member of your community. Many of our practitioners grew up in the same area where they now practice. They're familiar with local doctors, rehabilitation specialists, and health care facilities. Especially if you're a new wearer of an orthotic or prosthetic device, you'll find that our familiarity with local health care resources smooths the way during your rehabilitation. It's also comforting to know you're among friends.

As a partner in a multi-state company, your OrPro facility is a seasoned health care provider. Our facilities share expert management, systems, and administrative services, which keeps them on the cutting edge business-wise, but holds the line on expenses. These efficiencies are important to you, the consumer. But, as an OrPro patient, you'll see that we don't stint on customer service. You are our top priority.

OrPro practitioners have extensive training in their areas of expertise, beginning with their formal education and certification, and continuing with specialized coursework and conferences. Many are involved in clinical research. All are truly enthusiastic about helping their patients.

As our patient, your opinions about our clinical care and customer service really matter to us. That's why we ask you to fill out a patient satisfaction survey after you've received your device. We want to be your orthotist or prosthetist for as long as you need us. So, please let us know how we can best serve and care for you.

# Financial Policy

We are committed to the success of your care. Please understand that payment of your bill is part of this treatment and care. Our office administrators are on staff and available to answer any specific billing questions. The following information is provided as a courtesy to clarify your financial responsibility related to professional services provided by OrPro. This document does not cover all situations and should not be construed to be an all-inclusive listing of all possible situations. If a specific payer contract (including Medicaid, VA and Workers' Compensation) is in conflict with any of the policies below, then the payer contract will supercede the conflicting policies. As part of our commitment of service to you, we will make every attempt to verify your insurance benefits at the time your services are rendered. **However, insurance verification or authorization is not a guarantee of insurance payment.** This only allows our office to provide you with a preliminary estimate of any monies due by the insured at the time of delivery of the device. **Your patient portion is subject to change based on final claim determination by your insurance carrier.**

Your financial responsibility depends on a variety of factors, explained below.

IF YOU HAVE...	YOU ARE RESPONSIBLE FOR ...	OUR STAFF WILL...
<b>Insurance Plan with whom we have a contract (including VA)</b>	<p><u>If the services you receive are covered by the plan:</u> Patient portion (co-pays, deductibles, co-insurance, etc.) on or before date of delivery.</p> <hr/> <p><u>If the services you receive are not covered by the plan:</u> Payment in full on or before date of delivery.</p>	<p>Contact your insurance plan to obtain your eligibility, benefit information and patient portion (co-pays, deductibles, co-insurance, etc.)</p> <p>Submit your insurance claim.</p>
<b>Insurance Plan with whom we are Not Contracted or we are NOT an "In-Network" Provider</b>	Payment in full on or before date of delivery, unless your plan agrees to pay us directly.	<p>Contact your insurance plan to obtain your eligibility and Out-of-Network benefit information.</p> <p>Submit your insurance claim to Medicare, as well as any claims to your secondary insurance.</p>
<b>Medicare Part B</b>	<p><u>If you have Medicare Part B,</u> and have not met your deductible, we ask that it be paid on or before date of delivery.</p> <p><u>If you do not have secondary insurance:</u> Medicare co-insurance amount on or before date of delivery.</p> <p><u>Payment for any services not covered by Medicare</u> on or before date of delivery.</p>	<p>Contact Medicare and secondary insurance plan (if applicable) to obtain your eligibility and benefit information.</p> <p>Submit your insurance claim to Medicare, as well as any claims to your secondary insurance.</p>
<b>Medicaid</b>	<p><u>Depending on each State's Medicaid Program, if the services you receive are covered by Medicaid:</u> patient portion (if applicable) on or before date of delivery.</p> <p>Payment for any services not covered by Medicaid on or before date of delivery.</p>	Contact local Medicaid office to obtain your eligibility, benefit information and patient portion (if applicable) as well as obtain prior authorization (if applicable).
<b>Workers' Comp</b>	<p><u>If the services you receive are covered by the Workers' Comp:</u> patient portion (if applicable) on or before date of delivery.</p> <p>Payment for any services not authorized by Workers' Comp on or before date of delivery.</p>	Call your Workers' Comp plan to obtain your eligibility, benefit information and patient portion (if applicable) as well as obtain prior authorization (if applicable).
<b>No Insurance</b>	Payment in full due on or before date of delivery.	Advise you regarding charges for services provided.