

Happy Brace Co. Cold Therapy FAQ's:

Happy Brace Co. has been providing cold therapy options to Ottawa Valley patients for almost 10 years. We want to help you make an informed choice, and so during this time we have collected the following answers to our most frequently asked questions.

1. " WHAT ARE MY OPTIONS? "

You can purchase, or rent a device.

- A. You can **PURCHASE** a "**VPulse Lite**" cold - compression device.
This includes the associated cold-compression pad / cuff (hip / knee / shoulder / ankle).
No tax is charged with proof of prescription. Shipping is free, paid for by Happy Brace.
Device and pad have a 90 day manufacturer warrantee.
- B. You can **RENT** a "**Game Ready**" cold - compression device and pad / cuff.
Rental period is 16 days. No tax is charged with proof of prescription.
Rental is shipped to you for free a few days prior to your surgery date via FedEx, with free return shipping waybill included.
- C. You can **PURCHASE** a "**KODIAK**" **cold therapy only** device.
This includes the associated cold therapy pad / cuff (hip / knee / shoulder / ankle).
No tax is charged with proof of prescription.
Shipping is free, paid for by Happy Brace.
Device and pad have a 90 day manufacturer warrantee.

2. "How far in advance of my surgery should I make an appointment or come to Happy Brace to arrange for my rental or purchase? "

No in person appointment or visit is required to Happy Brace Co. to purchase or rent a device.
Happy Brace has created a system to save you time and hassle.
All pads / cuffs are " one size fits all ", so no measurements are required.
We can take all of your information including payment over the phone or e-mail, and arrange for delivery of your device directly to you.
Receipts and quotes can be e-mailed to you for your convenience.

3. "My insurance requires a written quote. What information do you need from me in order to send me one? "

Providing a written quote is quite common. All insurance companies request this.
Your quote will contain all the appropriate language and descriptions your insurance provider requires.

We require :
Your Insurance Provider name
Your Name & mailing address,
Phone number & E-mail address,
Surgeon's name, Type of surgery, Date of surgery.

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4. " My insurance company wants to know if the unit is considered a Cryo-Cuff or Cryotherapy? "

A "Cryo-Cuff" Is a brand name for a 10 year old, **non motorized device** without compression. It was the first device of its' kind and so insurance companies tend to categorize all cold therapy under this term. All three product options offered by Happy Brace are currently considered a " cryocuff " by your insurance provider, although they do much more than a " Cryo-Cuff" actually does, and work much differently.

5. How far in advance of my surgery should I finalize my rental agreement or purchase?

Preparing for surgery can be stressful. We strongly suggest you organize your rental or purchase as far in advance as possible to avoid any unforeseen delays. If possible, we kindly ask that you give us at the very **least** one week's notice to arrange for delivery of your unit. Once you have provided payment, your shipment takes about 2 business days to arrive. Rentals will arrive a day or two before your scheduled surgery date.

6. " Is this worth it !? It seems like a lot..."

Yes, it is worth it ! One of our own brace fitters had his knee operated a few years ago, and on occasion will still use his cold therapy when he overdoes it and his knee starts to bother him. We have many, many patients comment to us " I wish I would have known about this device and used it when I had my first surgery "...

7. Will ADP or OHIP cover this for reimbursement ?

Sadly, generally speaking, no. We have not found that ADP will reimburse for purchase or rental of a device. OHIP will not cover it.

8. What if I don't rent or purchase this device? Will I be ok? Will my surgeon still perform my surgery?

Yes, you will be fine if you do not rent or purchase a device, and your surgery will still be performed. With that said, if you **do** rent or purchase a device, you will rehab faster, get back to function faster, sleep better, take less medication, and you will be doing more than someone who does **not** use this therapy, at the 3 month mark.

9. I want to proceed with buying / renting a device, what do I do next?

You can contact the Happy Brace Co. by phone or email to proceed with placing your order for rental or purchase.

613-491-2300

or

customerservice@happybraceco.com



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