



SRT
PROSTHETICS
& ORTHOTICS

Helping Amputees Live Life Without Limitations

New Patient Packet
www.SRTProsthetics.com





SRT
PROSTHETICS
& ORTHOTICS

Helping Amputees Nationwide Return to Normal, Happy Lives

Truly understanding what an amputee goes through in life drives the philosophy of our company. Here, it's about providing innovative prosthetic technology, one-on-one personal attention and nurturing guidance.

Who We Are

SRT (Superior Rehabilitation Techniques) was founded in 2002 in Fort Wayne, IN. We now have 8 locations across Indiana, Wisconsin, and Kentucky. In 2008, SRT received the Better Business Bureau's Torch Award for Ethics in the Marketplace.

At SRT, we are focused on the whole body and not just the missing limb. With a team approach of dedicated medical professionals, we are driven to achieve successful patient outcomes. Our team of certified prosthetist, physical and occupational therapists, patient liaisons, lab technicians and office support staff are all focused on helping you achieve your goals and desires.

OUR PURPOSE

We truly believe that the challenges you face every day can be overcome with attention to detail, care, compassion, faith and the correct guidance. When the SRT staff connects with you and becomes emotionally invested in your well-being, the level of care and commitment only grows. Our ultimate goal is to help you achieve the highest level of comfort and mobility allowing you to return to a normal, healthy and happy life.

WHAT IS A CERTIFIED PROSTHETIST?

A certified prosthetist is a health care professional specifically educated and trained to manage comprehensive prosthetic patient care. They will evaluate, measure, create and fit the prosthesis (or new leg) to you. They will continue to follow you through your journey to monitor your comfort and activities.

Timeline of Events

Below is an overview of our process to provide you with the best care possible.

Thank you for trusting us with your Prosthetic care. The info below outlines our process and the participation between you, your physician, and the SRT team. We look forward to serving you.

1. Consultation: Pre-op or 1–3 Days Post-op

- You will meet with one of our patient navigators or prosthetists. This might be done before surgery or after surgery while you are in the hospital or rehab facility. We will review the process, go through this folder and answer any questions you may have. It is an opportunity to get to know each other and for you to talk about your goals, desires and concerns post-amputation.

2. Complete a Face-to-Face Visit with Your Physician: 2–6 Weeks Post-op

- A visit with your provider (doctor, nurse practitioner or physician assistant) is required by insurance carriers to consider coverage for your prosthetic device. This is often accomplished at the 2 or 6 week post-op appointment with your surgeon.
- Please notify our staff when this appointment is scheduled. We MUST know before the appointment so we can have the necessary documentation to that physician's office.

3. Initial Evaluation: 2–4 Weeks Post-op

- This appointment allows for one of our prosthetists to begin a journey with you to ensure future success. This is usually done in our office after the amputation and the prosthetist will work with you to develop a plan of care specific to your prosthetic (new leg) requirements. Measurements are taken and the types of devices will be discussed with you. An order or script is needed from your doctor for this appointment.

4. Insurance Prior Authorization

- Most insurance carriers require prior authorization so once we receive the completed documentation from your physician's office, we will submit all required documentation to your insurance for prior authorization.
- After paperwork is submitted to insurance, the authorization may take 10-15 days.

5. Fabrication of Prosthetic Device: 6–8 Weeks Post-op

- We must have approval from insurance and approval from physician to proceed.
- Your limb volume should have stabilized. Therefore, wearing your shrinker as indicated is important.
- The exact process may vary depending on device. You may be able to receive your prosthetic limb in the same day. Other methods require multiple appointments for casting, fitting, follow up and then final delivery.

6. **Delivery of New Prosthesis**

- This is the beginning and not the end. Your prosthetist will optimize the fit of your prosthesis, analyze your gait and will discuss many things such as how to put prosthesis on and take off, the wear schedule, continuing with physical/occupational therapy and other items you are going home with.

7. **Follow-Up**

- After the delivery appointment, you will have a series of follow-up appointments that will ensure the ongoing fit and alignment of your new prosthesis. We will work hand-in-hand with you, your physician and your physical or occupational therapist to help you reach your goals.

***There is never any charge for your consultation or initial evaluation appointments. No charge will occur until your device is delivered to you.**

Thanks for your participation in achieving a positive outcome in your prosthetic care.



Lower Extremity Prosthesis



Liner

Fits over the residual limb and provides a layer between your skin and the socket. It adds cushion and provides a better fit for your socket.

Sock

Worn over the liner and under the socket. Helps manage volume changes in the residual-limb so the socket continues to fit well throughout the day. Socks come in different thicknesses called plies.

Socket

A rigid, lightweight outer frame that provides structural integrity and safety. A well-made socket provides comfort and control and will prevent skin irritation. The socket is custom designed and fit to each person.

Sleeve

May be used with a below knee prosthesis. Helps secure the prosthesis onto the leg.

Knee

For above knee prosthesis only. Allows for knee movement.

Pylon

Used to adjust length and angle of prosthesis.

Ankle/Foot

Provides structure, comfort and stability.

Foot Shell

Silicone cover that fits over the inner foot structure. Provides a life-like foot that fits in any shoe or sandal.



Peer Mentoring

At SRT, we believe in focusing on the whole person, not just the part that is missing. We are proud to offer a free mentoring program for any amputee and their friends and family. It is important for the patient to surround themselves with people who will support and challenge them while being compassionate and understanding. SRT's Patient Navigators, are available to you before and after amputation to guide you through the process. They are amputees themselves and understand the feelings, emotions and process the amputation involves.



Mark White – Patient Navigator

Mark.white@srtpo.net

Mobile: 317.995.6838

In 2016, Mark became a below knee amputee when he was involved in a motorcycle accident and suffered a severe laceration to his lower leg. He wanted to return to his active lifestyle and what he loved to do which is riding and racing motorcycles. He chose to have his leg amputated to have a better chance of reaching this goal.

Since becoming an amputee, Mark has wanted to help others facing

what he has been through.

He knows that having another amputee to talk to is a huge resource. He wants to give back to the community and help as many amputees as possible.

Mark offers free peer counseling to anyone facing an amputation or living with limb loss. He invites patient's family, friends or loved ones to join as well.



John Arnold – Certified Prosthetist & Patient Navigator

John.arnold@srtpo.net

Mobile: 765.416.2041

In 2002, John became an above knee amputee due to a motorcycle accident. He is a native of Fort Wayne and began working at SRT in 2006. After receiving his bachelor's degree from IPFW, he earned his Certificate in Prosthetics from Northwestern in 2010. Working in multiple markets for SRT since, he has returned to the Fort Wayne office to help serve his community.

His goal in life is to help the next person get back the quality of life they yearn for. As a Patient Navigator, he wants to get to know you and your goals and help see you through each step. He is available to meet with you for a free consultation either in person or by phone.

In his free time, John is active with hunting, fishing, golfing, woodworking and spending time with his family.



Physical and Occupational Therapy



MEET OUR THERAPY TEAM

Renee Van Veld, PT, DPT

Renee has over 20 years of experience as a physical therapist treating patients with lower extremity amputations and now serves as SRT's Lower Extremity Clinical and Education Specialist. She provides free peer-to-peer education and training to physical therapists in the community who treat this specialized population. Renee is also available to join you in your appointment with the certified prosthetist to further evaluate you and your therapy needs.



Brooke O'Steen, OTR

With over a decade of occupational therapy experience, Brooke serves as SRT's Upper Extremity Clinical Specialist. She provides education to therapists, medical professionals and patients. She is excellent in brainstorming and problem solving to help you in any challenges with daily living and with specific activities and hobbies.

Therapy Stages

THERAPY STAGE 1: PREPARING FOR PROSTHESIS

This stage begins immediately after surgery until you get your prosthesis. This stage is very important because it will help you achieve success when using your new prosthetic leg.

- Use of shrinker to manage swelling – promotes healing and help manage pain.
- Avoiding joint stiffness – promotes full movement in a joint for better success down the road.
- General stretching/strengthening – leads to better initial use of your prothesis.
- How to be safely independent – this will decrease the possibility of injury which could delay your progress.

THERAPY STAGE 2: LEARNING TO USE YOUR NEW PROSTHESIS

This stage begins after you receive your prosthesis.

- Putting on your new prosthesis.
- Learning how to walk with your new prosthetic leg.
- Improve your balance to decrease risk of falling.
- Continue to improve flexibility and strengthening to make it easier to use prosthesis.
- Learning to live your daily life.
- Review of assistive devices if necessary. Decreasing your need for walker or cane.

**“Believe you can and
you’re halfway there.”**

Theodore Roosevelt



What to Expect: General FAQ

Q: What is phantom pain?

A: Phantom pain sensations are described as perceptions that an individual experiences relating to a limb or an organ that is not physically part of the body. As many as 80% of amputees experience some kind of “phantom” sensation in their amputated limbs.

Q: Is there treatment for phantom pain?

A: The most common approaches for treatment are medication, mirror treatment, stump stimulation and cognitive therapies.

Q: When will I get a prosthesis?

A: Generally, you should be ready for prosthetic measurements and fitting 4–8 weeks after surgery, when

the wound has healed and the tissue swelling is decreased. This process can be easily attained with guided exercise and rehabilitation. During this stage, your medical team also will be concerned with maintaining proper shape of the residual limb, as well as increasing overall strength and function.

Q: What if the prosthesis doesn't fit right?

A: Follow-up is as important as the initial fitting. You will need to make several visits for adjustments with your prosthetist as well as training with a therapist. They can help with pressure areas, and problem solve issues, leading you to regain the skills needed to adapt to life after limb loss. Tell your prosthetist if the

prosthesis is uncomfortable, too loose or too tight. Ask questions about things you need or want to do. Communicate honestly about your needs. The more you communicate with your prosthetist and therapist, the better you will be able to succeed with a prosthesis.

Q: How long will it last?

A: Depending on your age, activity level and growth, the prosthesis can last anywhere from several months to several years. In the early stages after limb loss, many changes occur in the residual limb that can lead to shrinking of the limb. This may require socket changes, the addition of liners or even a different device. Later on, increased activity level and desire for additional function can

necessitate a change in the prosthesis or its parts. Once you are comfortably adjusted and functioning at the desired level of activity, the prosthesis may need only minor repairs or maintenance and can last for an average of three years.

Q: Does Medicare or private insurance typically pay for a prosthesis?

A: Medicare, Medicaid and most private insurance carriers will provide coverage for a prosthesis. Letters and prior authorization can be obtained from private insurance carriers to help the patient understand his or her financial obligation in advance. When possible, patients should establish a “contact person” in the insurance company to help them fully understand their coverage. When considering reimbursement, it is also important for the patient to communicate to the prosthetist any vocational, leisure and athletic goals along with any pertinent medical history such as skin breakdown, weight loss or gain or any changes in overall health. This information will help the prosthetist communicate with the insurance company the medical necessity for a new prosthesis.

Q: What can I do to prepare myself for a prosthesis?

A: There is a lot you can and must

do to be able to use a prosthesis and use it well. The top priorities are:

- Working through the feelings about losing a limb and deciding how to rebuild your life after amputation.
 - Exercising to build the muscles needed for balance and walking.
 - Preparing and taking care of your residual limb to attain a proper, sound shape for the prosthesis.
 - Learning proper body positioning and strengthening, to maintain tone and prevent contractures.
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Q: What if my device breaks or I need replacement items (liners, sleeves, etc)?

A: You can simply call into our office and let them know what kind of problem you are having. You may need to schedule an appointment with your prosthetist. There is no charge for speaking with him/her but they can help determine what you may need or if there are repairs that need done to your prosthesis.

Q: When or how long should I wear my shrinker?

A: The use of a shrinker is critical in the shaping and to control swelling of the residual limb. Your physician will decide when you should start wearing the shrinker. It should be worn for 23 hours a day (only

removing to bathe) until you receive your prosthesis. Many amputees continue to wear their shrinker when they are not wearing their prosthesis.

Q: Why do I need to visit an Amputee Clinic?

A: Visiting an Amputee Clinic provides you access to a medical team and a comprehensive evaluation by several clinicians: a physician, a prosthetist and occasionally a physical therapist or occupational therapist. YOU are a member of this team and your concerns and goals will be discussed. It will also provide you with all the required documentation in order for us to gain authorization from your insurance.

Q: Do you collect outcomes and/or research?

A: Yes! SRT proudly participates in a national initiative to help improve treatment for amputees. We collect data about our patients’ progress at certain intervals in their care. We can show you the progress in a measurable way by your participation. We appreciate your involvement in this research.

Insurance and Authorization

Comprehensive Acute Rehabilitation Empowerment Program

Insurance

SRT is in-network with hundreds of insurance companies. A complete list can be found on our website at www.srtprosthetics.com. You can also simply call our office or inquire at your consultation. There is never any charge for a consultation or evaluation.

PEACE OF MIND

SRT prides itself on having one of the most experienced, professional and transparent Insurance and Authorization departments in the industry. We never want you to have any financial surprises so we work hard at gathering all the required documentation that your insurance needs to give us the approval to deliver your prosthesis. You will have a clear picture of any out of pocket costs you may have.

LIMB LOSS STATISTICS

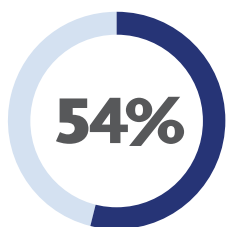
2,000,000

There are nearly **2 million** people in the US living with limb loss.

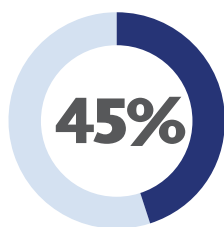
185,000

185,000 new amputations are performed each year in the US.

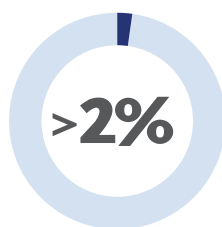
The Main Causes For Limb Loss:



VASCULAR DISEASE
including diabetes and peripheral arterial disease



TRAUMA



CANCER

Additional Information

SOCIAL MEDIA

Follow us on social media (@srtprosthetics) for success stories, tips and tricks, and general information.

We are on instagram, facebook, and twitter!

VIDEO LIBRARY

By using the camera on a smart phone, you can use these QR codes to access a variety of vidoes on prosthetic wear, care and many other helpful tips and tricks.

Above-Knee Prosthetic Videos



Below-Knee Prosthetic Videos



Tips & Tricks Videos



AMPUTEE COALITION

The Amputee Coalition is a powerful tool for you - from resources to events and everything in between.

Their mission is to reach out to and empower people affected by limb loss to achieve their full potential through education, support and advocacy and to promote limb loss prevention. We suggest you check out their website: www.amputee-coalition.org!

Delivering Value Along the Entire Care Continuum

We offer specialized programs and services that provide excellent patient care and financial outcomes for our healthcare partners and their patients.

- Complete Hospital Services Program
- Post-acute Care Coordination
- 24/7/365 Service
- Peer Visitor and Patient Support Groups
- Mobile Office available to visit skilled care, rehab or medical facility!

