

PATIENT GUIDE TO EXTRACORPOREAL SHOCK WAVE TREATMENTS (ESWT) WITH DORNIER EPOS ULTRA

Welcome

Thank you for selecting the Shockwave Specialists of the Carolinas, LLC. We welcome you as our patient and our guest. Your comfort and satisfaction, as well as, your swift recovery are our first concerns.

Your procedure will be performed in a safe and comfortable environment, and our trained staff will provide skilled personal care in making your experience as comfortable and pleasant as possible.

Thanks to the marvelous technology of Shockwave Specialists and our unique system of delivery, your treatment, as well as recovery, will only take a short time.

This booklet is designed to help you understand our program and your role as our patient. If you have further questions after reading the booklet, we are available Monday through Friday from 8:30 a.m. until 5:00 p.m..

Please Call:

Local: (704) 897-1024

Toll Free: (866) 863-1836

What is Shock Wave Treatment

Shock wave treatment was originally developed by Dornier MedTech to break up kidney stones in the body. The FDA approved the treatment in the early 1980's and today is the standard treatment of choice for urinary stones.

An important benefit of this treatment is that it's delivered outside the body (extracorporeally) so many of the risks associated with surgery are eliminated. The shock waves actually stimulate or trigger the body's own repair mechanisms. Doctors around the world, especially in Europe, have successfully used this same shock wave technology since the early 1990's.

Before Your Treatment

After your physician has scheduled your procedure, the following can be expected:

- We ask that you call our office at your convenience to verify information such as your address and insurance.
- After the completion of your treatment a responsible person will be able to drive you home.
- Consent forms must be signed before the procedure can be performed. If you are under the age of 18, a parent or legal guardian must accompany you to sign the consent forms and provide all necessary medical information.
- Your total treatment time, from admission to discharge, should be complete within two hours. You will return home the same day.

Medical Precautions

- If you are taking anticoagulants such as Coumadin, Aspirin, Plavix, Ticlid, etc., you should discuss this with your physician.
- The Epos Ultra has not been used to treat patients with the following:
 - > Conditions other than plantar fasciitis that could be possible causes of heel pain
 - > A pacemaker or who have a history of active heart disease
 - > An infection in the area to be treated
 - > A history of current or recent therapy that compromises tissue healing
 - > Pregnant
 - > Problems with circulation or bleeding
 - > Diseases or disorders of the nerves
 - > Diseases or disorders of bone structure
 - > A heel or ankle fracture
 - > Diseases or disorders of blood vessels
 - > Plantar fascial rupture
 - > A history or documented evidence of immune system deficiencies (autoimmune disease)

What to do the Night Before

- Do not drink any alcoholic beverages the day before or the day of your procedure.
- Get a good night's sleep.

The Morning of Your Treatment

- Take any medications as directed by your physician.
- You may have a light breakfast or lunch prior to your treatment.
- Wear loose, comfortable clothing, such as a warm-up suit and low-heeled shoes. Consider wearing shorts or pants that can be pulled up above the knee without restricting the blood flow to your lower leg.
- Leave all your valuables at home.
- You will be instructed to arrive at the office early to allow ample time for proper evaluation and preparation.

Bring with You: 1) Your insurance card or policy,
2) A family member or responsible person age 18 or older.

The Day of Your Procedure

- Make sure you have no open wounds on or around the area to be treated.
- Be at your doctor's office 45 minutes before your procedure is scheduled.
- You will be asked to sign a general consent for treatment and for the release of information to your insurance company if you have not done so already.
- Your family member or responsible adult will be made comfortable in the waiting area.
- An assistant will prepare you for your procedure by reviewing step-by-step instructions of the procedure
- After the procedure, you may recover for 20-30 minutes before being discharged home.
- Each patient's discharge time may vary slightly.
- Written discharge instructions will be given and reviewed with you by the physician's assistant.
- You will be able to walk to your car to be driven home by your family member or the responsible adult that has accompanied you.

During Your Treatment

Treatment with the Epos Ultra? is quite simple:

- To begin the procedure you will be comfortably positioned on the treatment table, most likely on your stomach.
- An ultrasound monitor will be used to confirm the exact location of the tissue to be treated.
- You may or may not receive a mild sedative to help you relax during the procedure. You may also be given an injection of numbing medicine around your ankle area on both sides, causing your foot to “go to sleep.” Your doctor will determine the best course of action for your care and will instruct you about the specifics during your assessment prior to the procedure.
- Your foot will be placed against the shock wave applicator and the tissue to be treated will be centered over the applicator. (The applicator looks like a water filled balloon). It will then direct a series of impulses to the treatment area, lasting approximately 20 minutes.
- The only thing you will feel is a tapping sensation where the applicator touches your skin and there will be a clicking sound from the unit. Each impulse lasts only a fraction of a second.

After Your Treatment

The effectiveness of the treatment may not be evident for several weeks after the treatment and you may not experience pain relief for several weeks following the procedure.

Your physician may prescribe medication for discomfort or special conditions depending on your medical history and condition. Your physician will give you full instructions for monitoring your progress.

If questions arise after discharge, contact your physician’s office directly. You may experience some aftereffects, which may include:

- > Bruising
- > Numbness
- > Redness
- > Tingling sensation
- > Pain

When to Call Your Doctor

Should your pain increase, you do not respond to the medication prescribed after your treatment, or you have concerns after the procedure, call your doctor or whoever is on call for him.

Insurance and Financial Arrangements

The Shockwave Specialists Center wants to make your means of payment as uncomplicated as possible. To do so, we have developed these basic guidelines:

1. Insurance will be accepted and credit allowed according to the benefits and coverage of your insurance policy.
2. Insurance will be filed as a courtesy to you.
3. We require that you bring your insurance card or policy with you the day of your procedure.
4. You will be notified before your procedure of any expected payment. If insurance credit cannot be allowed based on your policy limitations or you do not have insurance, you will be expected to pay for all services. Arrangement should be made with Shockwave Specialists of the Carolinas for payments. We will accept cash and personal checks.
5. If insurance Pre-Certification is required, it will be done by Shockwave Specialists. Shockwave Specialists also will verify benefits at the time they receive your information. It is the patient’s responsibility to notify Shockwave of any changes in your insurance coverage from the date they notify you that you have been approved. If you fail to notify Shockwave of these changes, you will be responsible for any additional charges from your insurance company.

Our Service Areas

Asheboro	Durham	High Point	Moorehead City	Shelby
Asheville	Eden	Huntersville	Mooresville	Winston-Salem
Burlington	Gastonia	Lenoir	New Bern	Wrightsville
Cary	Greensboro	Madison	Raleigh	
Charlotte	Greenville	Matthews	Reidsville	Danville, VA
Clayton	Hickory	Monroe	Rocky Mount	Martinsville, VA

A Word of Thanks

The Shockwave Specialistia Center would like to thank you for selecting the Dornier Epos Ultra® treatment. We appreciate your comments or suggestions if you feel there is anything we may do in the future to make our procedure more comfortable for you and other patients.

Shockwave Specialists of the Carolinas, LLC

Thank you for allowing Shockwave Specialists of the Carolinas to participate in your care. Our staff is dedicated to providing you with quality, cost effective service. Our patients are our business and we are dedicated to providing the best service to you.

Office Hours

The Shockwave Specialists Center is open Monday thru Friday 8:30 a.m. to 5:00 p.m. You may reach the office by calling (704) 897-1024 or toll free (866) 863-1836. If you are unable to call during business hours, please leave a message on the voice mail system and someone from our office will return your call as soon as possible.

Patient Concerns

The Shockwave Specialists Center is committed to our patients and is interested in your comments or complaints about the service you receive. Any and all complaints can be made to any branch employee without fear of reprisal or discontinuation of service to you in the future. Once documented, you will receive a response from the process improvement director within 10 days of the receipt of the complaint.

Cancellations

If there are circumstances beyond your control that necessitate cancellation of your procedure, please notify your physician's office as soon as possible. The procedures are scheduled to minimize the wait time for our patients, and it is imperative that we stay on time.