



6689 Peachtree Industrial Blvd., Suite A, Peachtree Corners, GA 30092 · (770) 991-4417

ORTHOTIC BRACING

PC-INS-004 · Rev 1.0 · Effective 08/14/2026 · Approved: A.B. Harvard · Product insert to PC-FRM-007 — provide together with the packet

Knee · back · ankle · wrist · shoulder and other prefabricated and custom-fitted orthoses

What this equipment does

An orthotic brace supports, stabilizes, protects or offloads a joint or part of your spine so that it can heal, or so you can move with less pain.

How your equipment reaches you

Fitted to you in person by trained Range of Motion, Inc. staff, at our Peachtree Corners location or at your home, depending on the brace. Prefabricated braces requiring no fitting adjustment may be shipped to you by common carrier.

How you are instructed on safe and effective use

Provided in person at the time of fitting. Staff will show you how to put the brace on and take it off, how tight it should be, how many hours per day your physician ordered it, how to check your skin underneath, and how to clean it. You will be asked to put the brace on yourself before you leave. If your brace was shipped to you, we will telephone you to walk through fitting, wear schedule and skin checks. Call (770) 991-4417 at any time for more help, at no charge.

Medicare requires us to document that you were instructed on the safe and effective use of this item — that is why we ask you to sign the acknowledgment page in your packet. If you ever feel you were not adequately instructed, tell us: we will re-instruct you at no charge and correct our record.

Rental or purchase

Purchase. Orthotic braces are purchased items, not rentals. Custom-fitted braces are made or adjusted specifically for you and cannot be returned once fitted unless they are defective or unsuitable.

Warranty

Covered by the manufacturer's warranty against defects in materials and workmanship, typically six months to one year depending on the brace. Straps, pads and liners are wear items and are generally not covered by warranty; call us and we will tell you the cost of replacements.

Returns, pickup and exchanges

Call (770) 991-4417 if the brace is substandard or unsuitable for you. We accept those returns at no charge. Because braces are fitted to your body, tell us promptly — within the first few days of wear — if the fit is wrong, so we can adjust or replace it.

Using this equipment safely

- Wear the brace only for the hours per day your physician ordered.
- Check your skin every time you remove the brace. Redness that does not fade within 20 minutes, blisters or open areas mean the brace needs adjustment — stop wearing it and call us.
- Wear a clean, dry sock or liner under the brace where one is provided.
- Do not modify, trim, heat or bend the brace yourself.
- Loosen the brace if you develop numbness, tingling, or increasing pain, and call your physician.

Questions or problems

Call (770) 991-4417. Our office is open Monday–Friday 9:00 AM–5:00 PM Eastern, and a technician is available 24 hours a day for urgent equipment problems. Call 911 for a life-threatening emergency, and your physician for medical questions. Your rights, our complaint process, and how to report a concern to The Joint Commission, Medicare or the State of Georgia are in the Patient Care & Compliance Information Packet provided with this insert and at www.rangeofmotion.us.

Controlled document PC-INS-004 Rev 1.0 — issued from the ROM-DCMS master register. Product insert to PC-FRM-007 Rev 1.0; not to be distributed alone. Related standards: 42 C.F.R. § 424.57(c) Supplier Standards #5, #6, #12, #14, #15; JC RI, PC, EQ. Clinical safety content is general information and does not replace the manufacturer's instructions for use or your physician's directions.