

Taking Care Of Your New Custom TLSO

Your new TLSO (thoracic-lumbo-sacral orthosis) has been designed and fabricated for you alone. It is truly “one-of-a-kind” and deserves special attention and care....just like you do!

Your TLSO is constructed from a combination of high quality materials and each requires slightly different care.

Plastic Shell

Requires periodic cleaning with a mild soap and warm water solution and clean wash cloth. Avoid heavy abrasive scrubbing pads or aggressive cleaners. Regularly look and feel for sharp plastic edges which may dig into the skin. If found, mark area with a pen or “Sharpie” style marker and schedule an appointment to have your TLSO adjusted.

Liner

Clean often with rubbing alcohol and a soft cloth. This will dry quickly and will disinfect the surfaces contacting your body.

Velcro straps

Inspect often for wear. If a strap breaks, frays or loses “stickiness”, the TLSO should NOT be worn.

Chafes or D-rings

Clean as needed with warm soap and water. If chafe or D-ring is missing, it should be replaced immediately.

For replacements or adjustments to any of the products listed above, please contact our office.

Donning, Doffing And Skin Care

- Closely follow the wear schedule given by your practitioner and/or physician. Be sure you know if you should wear your TLSO at night.
- Shower/bathe frequently.
- Wear snug-fitting socks, made of a “breathable” material, under your orthoses.
- Wear your TLSO as tightly as possible. A loose fit may lead to skin breakdown.
- Pay close attention to red or pink areas of the skin where orthotic pressure may be high. Skin should return to a “normal” color within 30 minutes of removing your TLSO.
- Any skin breakdown resulting in a blister or open sore should be reported to your practitioner immediately and the TLSO not worn again until you are instructed to do so.

Our goal is to provide you with a quality device requiring little or no maintenance/repair, however, simple fit adjustments are not uncommon for a custom device. Thank you for the confidence you have placed in us by allowing us to provide this device for you or your loved one.

HOURS BY APPOINTMENT

Please build up to wearing your orthosis per the schedule provided by your clinician.

Recommended Wearing Schedule:

_____ Consult prescribing physician

_____ As Follows: _____

Warranty Policy

The warranty period for custom orthoses is 90 days from the date of service for workmanship and materials. The warranty is void if the device has been adjusted, repaired, or altered by anyone other than an employee of Transcend Orthotics & Prosthetics, or if the device or any of its parts have been subjected to misuse, negligence, or accident. Non-custom, off-the-shelf items may come with a manufacturer's warranty.

Adjustments or minor repairs performed by the Transcend O&P practitioner within the warranty period will be made at no charge. There may be a charge for time and labor for repairs or replacements to orthotic devices provided after 90 days from the date of delivery. Our labor charge is \$100.00 per hour.

If there is a problem with the orthosis, it is in the patient's best interest to communicate with the Transcend O&P office or practitioner in a timely manner. This will allow the practitioner to resolve the problem as efficiently and as quickly as possible. Failure to contact the treating practitioner, or infrequent or non-use of the device may result in the patient's need to be re-evaluated for appropriateness and fit of the device. This situation does not absolve patient from responsibility for payment.