

## Rescue Motion

Even in the most severe patients, the Ermi program can **Rescue Motion** that has been lost after an injury or surgery. A recently published paper showed treatment results for over 11,000 knee patients treated with the Ermi program. A subset of those patients were catastrophic patients who had less than 60 degrees of knee flexion after undergoing a normal course of physical therapy. Without the Ermi program, these patients were likely headed to another surgery or prolonged physical therapy with minimal gains. In these catastrophic patients, the Ermi program was successful in reaching over 102 degrees of knee flexion after treatment on average. This means that the majority of patients using the Ermi program can avoid the risks and costs of surgery and can regain the ability to perform their normal activities.

## Services

### Patient Instruction Services

- Ermi works in partnership with the treating physician and physical therapist to develop the optimal treatment plan for each patient.
- This hands-on approach encourages treatment success by ensuring the patient has the appropriate device(s), treatment protocol, and sufficient training.
- Ermi provides the individual education for each patient which removes the burden of training from clinicians and staff which more time for seeing patients.
- The Ermi representative will:
  - deliver the device(s)
  - set up the device(s) in the location chosen by the patient
  - make appropriate adjustments to fit the patient
  - provide training to the patient based on the patient's specific needs and on the instructions of the treating physician
    - This training will generally include features and benefits of the device, a demonstration of the use of the device, and monitoring of the patient while they are using the device.
  - provide written instructions and videos are also provided to the patient
- This education allows the patient to quickly learn how to use the device.
- Will this knowledge, patients get off to a good start which can improve compliance and outcomes.

### Insurance Processing

- The Ermi team also supports patients by verifying insurance benefits, pre-certifying and authorizing coverage, working with doctors and physical therapists to document medical necessity, and determining whether Ermi devices are appropriate for treatment.
  - Supports prompt processing of claims.
  - Removes workload from treating clinics.
  - Helps promote communication between clinicians, Ermi, and payors.

## Customer Service

- Verifies the patient understands how to use the device
- Ensures the patient is comfortable
- Answers patient questions
- Measures usage and encourages compliance
- Gathers indications of usage benefits
- Increases patient satisfaction
- Reduces time clinicians spend supporting patients