



# Frequently Asked Questions (FAQs)

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Welcome to Recupe!

To support your recovery, your care provider has prescribed you Recupe as part of your care plan. Recupe is a program that includes a mobile app and wearable sensor that helps guide you through your home exercises and other care instructions. Recupe allows you and your care provider to see how you are recovering between visits, so that you can get the best care. You can easily get started on Recupe.

This instructional video shows you how to set up the Recupe - [Recupe Setup video](#).

If you need additional help, you can call your Recupe Coach at (669) 288-6588 Ext 2.

You can also email us at [support@plethy.com](mailto:support@plethy.com).

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## Tell me about Recupe and your company.

Plethy was founded by a team of technology, medical device industry leaders and a surgeon. Our mission is to enable musculoskeletal recovery at home through patient engagement.

Plethy Recupe is amazingly simple to use for patients and injured employees and is fully supported by a care manager who supports patients throughout their episode of care.

You can learn more at [www.plethy.com/about-plethy/](http://www.plethy.com/about-plethy/). Please feel to reach our leadership team at [info@plethy.com](mailto:info@plethy.com).

## What is Recupe? My doctor did not tell me anything about this.

Recupe is a recovery program that your doctor uses. This is one of the many things they told you at the doctor's office. Your doctor uses this program to enable you to manage your care at home. This program not only easily guides you on what you need to do at home, but also provides your doctor and care team insights into how you are recovering.

## Is this program covered by my insurance? What is my co-pay?

Most insurance covers this program. However, each insurance is different, so please contact your insurance directly and ask them about coverage for **"Remote Patient Monitoring"**-service that has been prescribed for you. You can also follow up with the clinic.

## For how long do I need to do this?

A: Every patient's recovery is different depending on the injury and symptoms. However, typically the program will last around 4-months. For some procedures, it will take longer to recover. Your doctor will inform you when the program is completed

## Why should I do this program?

Recovery requires care at home including home exercise program. This enables you to recover well and enables you to go about doing the things you love to do. This program takes the guess work out of what you need to do everyday by delivering a simple to follow program. This is why your doctor has incorporated Recupe into your care program. This program also enables your care team to gain insights into your successful recovery and make adjustments tailored to you.

## How soon after surgery should I get started with the exercises?

This will depend on instructions prescribed by your physician. Typically, you should be able-to begin within 1-2 days.

**I got out of the session by accident and when I went in everything was incomplete, did it lose all my work?**

No, it didn't. You can go into the "R" on the top left of your home screen to see all recorded data, and you can pick off where you left.

If you notice that it has not recorded some of your exercises/reps, please send a note to your Recupe Coach and you'll receive credit for those exercises.

**My sensor is not connecting.**

Please "kill the Recupe" app from your mobile phone by clearing it from the screen as you would for other apps such as the "message" app or "phone" app. Turn your mobile phone off, then on again and open Recupe app. Turn the sensor "on."

If it still does not connect (you don't see the blue light and green light), please contact your Recupe Coach.

If you are using an android phone, please ensure that Location services are enabled.

**My sensor will not stay on for the entire care session.**

It is possible the sensor turns off because its inactive.

Turn the sensor on just before the start of the sensor-based exercise(s). If it still does not stay connected, please contact your Recupe Coach

**I cannot start the exercise.**

Check to see if the sensor is connected and ready (for sensor-based exercises). Wait for the "start" button to illuminate. Then press the "start" button and wait for 3 seconds before commencing the exercise.

**The sensor range of motion numbers seem off today. How do I fix this?**

When the app is ready for an exercise (i.e. start button is illuminated), press "start". Wait for 3 seconds and start your reps. Perform each rep in a smooth motion, bringing the joint back to its starting position, pausing, and then starting the next rep. This will enable the sensor to track your range of motion and count reps accurately. "Pause, Stop, Resume."

## Why do I need to wear the sensor?

The sensor is necessary to track your range of motion for some exercises as well as count the number of reps. By wearing the sensor, you and your doctor and care team will have visibility into your recovery progress.

## I lost my sensor.

Please contact your Recupe Coach to have a replacement sent to you.

## I'm getting too many notifications, how can I shut this off?

Your notifications are to guide and motivate you on your care journey. They serve as reminders and guides. However if you feel that they are intrusive, then you can make adjustments.

You can select "the V arrow" on the top right of the Recupe App, then select "Schedule." Here you find reminders for session alerts and Med/pain management. You choose which alerts to enable.

If you want to turn all notification off, on your mobile device, go to Settings -> Notifications -> Recupe. Here, you can choose to turn all notifications "off" or selectively choose how to have them displayed.

## Do I have to do every exercise every time?

While the goal is to complete all your exercises every time, we realize that is not always possible. The main focus should be to do your best and at least perform the exercises that use the sensor. If there is an exercise that is preventing you from being able to complete your program, let your Recupe Coach know.

(Focus on ROM exercises, if you miss a few, not end of world, do your best)

## What if I miss a few reps?

While the goal is to complete all your exercises every time, we realize that is not always possible. The main focus should be to do your best. Consistently using Recupe sensor and doing your exercises will help you recover

## What if the sensor misses counting a few reps?

Contact your Recupe Coach to let them know. If the sensor misses counting some of your reps, do not worry, Recupe can document that the exercise was completed and reflect that to your care team.

## Can I do some exercises now and some later, rather than doing my program all at once?

Yes, but remember to finish your exercises before the end of your morning or evening session

## Can I do my exercises without using the app?

No, your doctor prescribed Recupe to help keep track of your pain, ROM, and symptoms in-between visits to ensure you have the best recovery. If you complete your exercises without using the app and the sensor, they are unable to monitor changes in your symptoms and track your progress.

## How do I know my data is secure?

Your data is secure. Recupe takes a comprehensive approach to protecting the security and privacy of patient health information (PHI) as mandated by HIPAA (the Health Information Portability and Accountability Act). Our approach covers People, Process (and Policies) and Systems.

## How can I track my progress?

Tap the Recupe “R” logo at the top left-hand side of the Recupe App.

## How do I send a photo of my surgical site?

Select the “V” downward arrow at the top right-hand side of the Recupe App. Select “Surgery Site Picture.” At the bottom of the page, you will find an option to send a surgery site picture. Tap the “camera” icon, take a picture, and use the “send” button to send it to your clinic. You can also upload the photo by selecting “Contact Clinic.”

## How do I upload my PT exercises?

Select the “V” downward arrow at the top right-hand side of the Recupe App. Select “Upload PT Exercises.” Tap the “camera” icon, take a picture, and use the “send” button to send it to your Recupe Coach.

## Where are instructional videos located?

Select the “V” downward arrow at the top right-hand side of the Recupe App. You will find the instructional videos located under “Patient Education.”

## I forgot where to place the sensor. What do I do?

Select the “V” downward arrow at the top right-hand side of the Recupe App. You will find the instructional videos located under “Patient Education.”

## Can I read messages that were sent to me previously?

Yes. Tap the “V” arrow on the top right corner of the Recupe App. Select “Notifications”. Here you will be able to see all the messages that were sent to you.

## I’m worried I’ll do more damage if I perform the exercises. What should I do?

Your physician prescribed Recupe based on your diagnosis to help improve your mobility, pain, symptoms, and function. You might experience discomfort with some exercises, but that does not mean they are causing more harm. The questions at the end of each care session are there to help assess if your program needs to be changed. However, if you experience increased pain or have concerns about your program, let your Recupe Coach know. They can consult our inhouse Recupe PT and notify your MD’s clinic to modify your program.

## I’m going to physical therapy. Do I need to continue to use Recupe?

Yes, Recupe is just one component of your recovery. Your MD prescribed Recupe to help monitor your pain, ROM, and symptoms in-between visits to ensure you have the best care. Recupe works alongside other treatments you might be receiving, such as physical therapy. While you might go to PT for a few days a week for a few weeks, Recupe will be supporting you everyday for months. We will also ensure that the exercises you do are the ones prescribed by your PT. Just take a photo of the exercises your PT prescribed, and they will be integrated into your Recupe care session.

## My physical therapist provided my exercises on another app. Do I need to continue to use Recupe?

Yes, your MD prescribed Recupe to help monitor your pain, ROM, and symptoms in-between visits to ensure you have the best care. If you complete your exercises using another exercise-based app, they aren’t able to monitor your symptoms and track your progress with the sensor. You do not have to perform the exercises twice. Just take a photo of the exercises your PT prescribed, and we will add them inside Recupe for your care sessions.

**Do I need to perform my care sessions on the days I go to physical therapy?**

Yes you can, but not necessary. However, please still record your symptoms, pain level, and that you went to physical therapy on those days in the app.

**What if I miss a care session?**

That is ok. We all miss schedules. Just get going in the program at the next care session.