

Rental Procedure

Customer asks, “What is a Knee Walker for?”

Patients who have:

- Lower body injury, operation, etc.
- Foot, ankle or lower leg injury/surgery
- Foot/toe ulcers

Why people need a Knee Walker?

- Aids patients who cannot or have limited ability bear weight on their foot or ankle due to injury or recovery from surgery/operation
- Explain why the Knee Walker is a better alternative to crutches or folding walkers
 - Does not cause discomfort or pain in back or underarm from extended use
- Allows the users to maintain an active and mobile lifestyle during recovery
- Helps the 6 to 8-week recovery become more manageable
- Promotes a safe, quick and healthy recovery

Customer asks, “How do I use it?”

See TKW User Guide and NOVAlive TKW training

TKW Sizing

- TKW-12 (Silver)
 - Weight Capacity of 300lbs
 - Height of 4’11” to 6’2”
- TKW-13 (Red)
 - Heavy Duty
 - Weight Capacity of 400lbs
 - Height of 4’11” to 6’2”
- TKW-14 (Blue)
 - Tall/Heavy Duty
 - Weight Capacity of 400lbs
 - Height of 6’2” to 6’8”



Knee Pad Positioning

- Set knee pad in appropriate setting to offset injured leg to accommodate the propelling leg
- Remove the height adjustment screw from the frame and turn pad to desired leg setting
 - Left leg injury: right-side up NOVA logo



- Right leg injury: upside-down NOVA logo (∇ΛON)
- Adjust knee pad to the desired height
- Re-insert height adjustment screw through the frame (and through knee pad post), then hand tighten

Steering Column Height Adjustment

- Remove the triangular adjustment knob by turning counter clockwise
- Adjust the handles to the desired height
- Insert the screw into the hole on the mast and tighten until secure

Operating Knee Walker

- Use opposite of injured leg to propel self
- Brake System
 - To control speed
 - Squeeze handles to slow down and stop
 - To lock/park wheels
 - Push handles downward until it clicks into the locked position
 - Brake Adjustments
 - To Reduce Tension (make brake easier to squeeze or lock)
 - Be sure the brake is in the unlocked position
 - Turn the brake adjustment screw counter clockwise until the desired tension is achieved
 - Test after each 1/2 turn
 - The brake should lock the wheel when in the locked position
 - Screw the locking nut against the brake casing to secure your desired setting
 - To Increase Tension (make the brake engage sooner)
 - Turn the adjustment screw clockwise until the desired tension is achieved
 - Test after each 1/2 turn
 - The brake should lock the wheel when in the locked position
 - Screw the locking nut against the brake casing to secure your desired setting.

Folding the TKW

- Pull the clamp arm up to release the clamp and push the clamp arm forward
- Slide the clamp to the right so that the pin disengages from the mast platform
- Gently guide the steering column downward and position below the seat



Customer asks, “How do I rent a Knee Walker?”

- Customers can rent a Knee Walker weekly or monthly
- Let customer know about costs
 - Rental Rates
 - Weekly - \$
 - Monthly - \$
 - Deposit - \$
 - Deposit will be refunded upon return of rental
 - Late Fee - \$
 - Lost/Damaged Item Fee - Cost of Product
- Major credit card is needed on file
- Customer will need to read and fill out the “Rental Agreement”
 - Customer will also need to read the “NOVA Knee Walker User Guide”
 - Make sure customer reads and fully understands the user guide
 - A copy is given to the customer
 - Original is kept in store on file
- Have customer sign “Rental Log”
- Charge customer deposit and length of rental term
 - Deposits are refunded when rental product is returned inspected
 - Customer will need to come into store or call to extend rental
- Let customer know about additional accessories and recommended recovery products
 - Show customer accessories for purchase (basket, fleece cover and cup holder)
 - Give customer “Knee Walker & Recommended Recovery Products” flyer
- Show customer how to properly use Knee Walker before leaving store
 - See above
 - Ensure customer knows proper usage of Knee Walker

Keys to Having a Successful Rental Program

- Market to local doctors (podiatrists, orthopedic surgeons, etc.) and rehabilitation specialists/therapists
 - Find doctors and therapists through healthgrades.com
 - Promote that Pharmacy provides rentals to patients
 - Inform them about the benefits of using a Knee Walker
 - Educate the importance of related products for their patient’s recovery
- Have a large enough fleet/stock of rentals readily available
- Have a fully accessorized Knee Walker with rental and informational signage on display
- Have a knowledgeable staff to help educate and fit unit to patient
 - Knowledgeable staff member will be able to recommend additional products to aid with recovery
 - NOVAlive training will help employees increase product knowledge

