



FREQUENTLY ASKED QUESTIONS

Please direct patients to the following resources for more information or if requiring assistance with ordering:

- www.emnortho.com
- Info@emnhealth.com
- 1-800-619-0783

General Product Information

What is the Ortho Nutrition Bundle?

The Ortho Nutrition Bundle contains clinical-grade protein and carbohydrate supplements that maintain muscle, support wound healing, and improve your recovery experience. Patients that are supported by nutrition during the time before and after surgery often have better results.

What does the Ortho Nutrition Bundle contain?

The Ortho Nutrition Bundle contains:

- 56 servings (4-week supply) of clinical-grade protein - ISolution® (taken twice daily)
- 2 servings of complex carbohydrate - PREcovery®
- 1 shaker bottle
- A patient education booklet

What flavors are available?

The protein supplement (ISolution®) in the Ortho Nutrition Bundle is currently available in 2 flavors:

1. Vanilla Bean
2. Decaf Cold Brew (Coffee)

The carbohydrate supplement (PREcovery®) is citrus flavor for all bundles, regardless of which flavor is selected for ISolution®.

What is ISolution®?

ISolution® is a clinical grade whey protein isolate supplements designed to support the high protein needs of orthopedic patients. ISolution® supports improvements in muscle mass, strength and function, and improves the wound healing process.

What is PREcovery®?

PREcovery® is a preoperative oral carbohydrate supplement designed to prepare the body for surgery. PREcovery® ensures your body is in a fed and hydrated state for surgery which reduces surgical stress, improves well-being and helps patients bounce back from surgery faster.

When do I start taking my supplements?

The nutrition program typically starts 14 days before the scheduled surgery date.

Patients purchasing from a DME or hospital office should pick up their Ortho Nutrition Bundle at least 14 days before their surgery date. We recommend purchasing when booked for surgery. If purchasing online (www.emnortho.com), patients should consider allowing time for the product to be delivered before the program is scheduled to begin.

What if my surgery is in less than 2 weeks? Can I still participate?

Yes! This bundle is still effective if you start within 2 weeks of your surgery date. Simply start the program as soon as you can and use any additional product at the end of the program.

For example, the program typically begins two weeks prior to surgery and continues 2 weeks after surgery. However, if you were to start 1 week prior to surgery, you would then continue 3 weeks after surgery.

General Product Information Continued

What makes this better than other products?

The program and products contained in the Ortho Nutrition Bundle were designed specifically to support the needs of patients undergoing orthopedic surgery, like yourself! They contain the highest-quality ingredients available, backed by the most recent scientific literature, and are approved by your doctor.

How is ISOLution® different than Boost / Ensure / Other products?

Unlike Boost and Ensure, the composition of ISOLution® was designed specifically for the orthopedic surgery patient. ISOLution® contains a higher-quality protein, more protein, more leucine, and less sugar than Boost and Ensure products.

Are ISOLution® and PREcovery® sweetened?

ISOLution® Decaf Cold Brew and Vanilla Bean are lightly sweetened with organic coconut sugar. Coconut sugar has a low glycemic index and is minimally processed. PREcovery® has no added sugar.

What type of protein is used in ISOLution®?

ISOLution® contains whey protein isolate as the sole source of protein. The whey protein isolate in ISOLution® has market leading purity, an exceptional amino acid profile and is rapidly digestible, making it the ideal protein source for older persons.

How much protein is recommended per meal?

To ensure muscles respond maximally to the protein ingested, approximately 25-30 grams of protein per meal, containing 2.5-2.8 grams of leucine is required. ISOLution® has 26 grams of protein containing 4 grams of leucine.

What is leucine? Why is it important?

Leucine is an essential amino acid that must be consumed through diet. Research shows that having enough leucine in the protein you consume is essential to its ability to stimulate muscle growth. ISOLution® contains 4 grams of leucine per serving.

Where is the protein in ISOLution® sourced from?

The whey protein isolate in ISOLution® is sourced from New Zealand grass-fed, pasture-raised cows.

Is there a plant-based or vegan version?

There is not currently a plant-based version of the Ortho Nutrition Bundle, but we are working hard to make one available. Check back with us in the future if you are getting another surgery.

Ordering And Payment Information

How do I order online?

Go to the website www.emnortho.com and click "order" near the top right of the screen. You will then be prompted to enter a code, which can be found at the bottom of your patient handout. Next, you will be asked to select a flavor, enter a shipping address, and provide payment information. Alternatively, orders can be placed over the phone by calling 1-800-619-0783 (toll free).

How long does delivery take if I order online?

Product typically arrives within 1-5 business days depending on the shipping option selected at checkout.

Does insurance cover the Ortho Nutrition Bundle?

Medicaid / Medicare insurance does not cover this product. However, Health Spending Account (HSA) or Free Spending Account (FSA) credit cards are accepted if ordering through our website platform (www.emnortho.com). A letter of medical necessity may be required (ask your doctor about this letter if it is requested by your provider after you have purchased).

How can I pay for this?

Out of pocket

A wide array of payment methods are accepted on our e-commerce platform including all major credit cards, PayPal Checkout, and Google and Apple Pay.

Installments with Klarna

Klarna allows customers to spread the cost into 4 equal, bi-weekly, interest-free payments. Only available on e-commerce platform.

FSA and HSA Cards

While nutrition is not typically covered by insurance, EMN is working towards accepting FSA and HSA payments accompanied by a letter of medical necessity.

Safety Information (Contraindications & Precautions)

I have type 2 diabetes. Can I use the Ortho Nutrition Bundle?

Individuals with Type 2 Diabetes can use the Ortho Nutrition Bundle.

I have type 1 diabetes. Can I use the Ortho Nutrition Bundle?

Individuals with Type 1 Diabetes should not use the Ortho Nutrition Bundle.

I have kidney disease. Can I use the Ortho Nutrition Bundle?

Depending on the stage of kidney disease, patients may be asked to limit their protein intake. These individuals should consult their healthcare practitioner before using the Ortho Nutrition Bundle.

I'm on _____ medication. Can I use the Ortho Nutrition Bundle?

Patients should continue use of prescribed medications while using products from the Ortho Nutrition Bundle.

Should I continue taking my vitamins while using the Ortho Nutrition Bundle?

The Ortho Nutrition Bundle may be used in addition to your regular vitamin routine.

I'm allergic / sensitive to _____. Can I use the Ortho Nutrition Bundle?

Patients with a milk or dairy allergy should not use the Ortho Nutrition Bundle (lactose intolerance is OK, but allergy is a contraindication). Allergy or sensitivity to soy and corn are also contraindications.

All products in the Ortho Nutrition Bundle are gluten and lactose-free.

Contraindication List:

- Type 1 diabetes
- End-stage kidney disease
- Allergy to dairy/milk, soy, corn, or other ingredients listed in the product
- Disorder of delayed gastric emptying (gastroparesis, gastrointestinal blockage)

Are high protein diets safe?

In healthy individuals, high protein diets have been shown to be safe.

Concern #1: Kidney Health and Function

- Research demonstrates that high protein intake does not adversely influence kidney health and function in healthy adults (glomerular filtration rate and blood markers of kidney health).

Concern #2: Bone Health

- Current evidence shows no adverse effects of high protein intake on bone health.

Concern #3: Liver Health and Cholesterol

- Consuming a high protein diet over 4-months had no effect on blood lipids or markers of hepatic function.

Directions of Use Information

Is ISolution® a meal replacement?

ISolution® is not a recommended sole source of nutrition or meal replacement and is best used to supplement a well-balanced diet.

When should I take ISolution®?

It is recommended to take each serving of ISolution® between regular mealtimes, with one serving taken in the morning. You could also have one serving of ISolution® as a beverage alongside breakfast.

What can I mix ISolution® with?

ISolution® can be mixed in a variety of ways. The easiest is to add the package to water or milk (dairy, almond, oat, etc) and shake in the provided bottle. ISolution® can also be added to your favorite smoothie recipe. You can also combine ISolution® with water or milk and ice cubes in a blender to make a frozen treat.

When do I take PREcovery®?

Individually, mix and consume 2 packets of PREcovery® the evening before surgery. It is recommended to consume both servings over approximately a 2-hour period.

On the day of surgery, be sure to follow your doctor's specific instructions for eating and drinking.

Directions of Use Information Continued

What can I mix PREcovery® with?

PREcovery® is to be mixed in water only. This is to ensure safety.

How quickly should I drink both servings of PREcovery® the night before surgery?

It is recommended to consume both servings of PREcovery® over a 2-hour period the night before surgery.



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Additional questions?

www.emnortho.com

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