

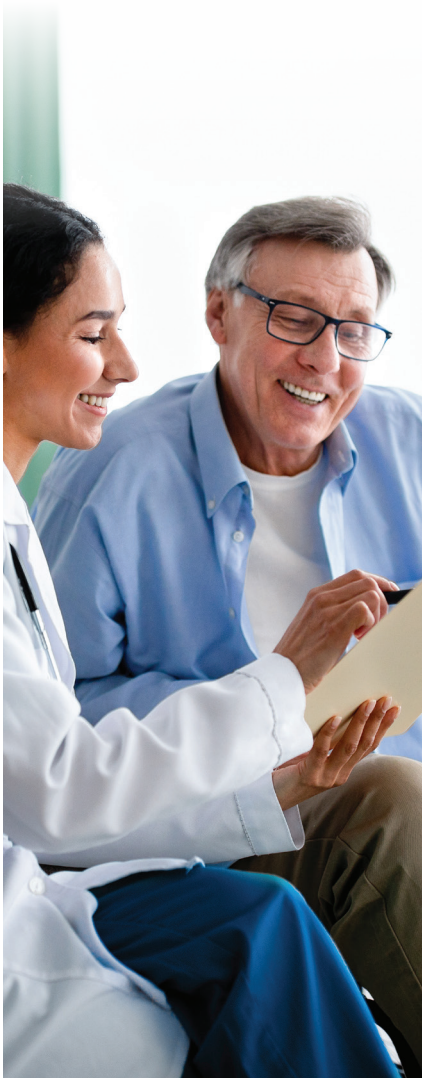


Upgraid by 

# Upgraid by

## Welcome to the Healing Program Designed for You

Upgraid by mend closes the gap between you and your surgeon. Our care team works as part of your surgeon’s office. We are here to help you prepare for surgery and keep a close watch on your recovery after surgery. In partnership with your surgeon, we have created a program unique to your total joint replacement journey. This program is not like any other healthcare experience.



### WHAT’S IN YOUR KIT?



1x Joint Replacement  
Preserves muscle volume after joint replacement surgery which leads to faster recovery.



1x Repair + Recover: Daily  
Promotes functional improvements in muscle so you can get back to your routine, promote bone health, and improve tissue strength.\*



1x Protein Cheat Sheet  
Fuel your recovery with protein! This cheat sheet will guide you to nutritious choices for a speedy post-surgery journey.



1x Pain Chart  
Use this pain chart to help us better understand and help coach you through post-operative pain.



1x Wellness Tracker or Scale  
For your doctor to monitor you before and after surgery.  
**Not included in all kits. Based on program eligibility.**

We’re dedicated to supporting your healing journey every step of the way. Feel free to text your Care Team member directly with any questions or concerns – we’re here for you.

It’s important to remember if you are having a medical emergency, please seek emergency care or call 911. For non-emergencies, you may contact your surgeon’s office 24 hours per day, 7 days per week.

### WHAT CAN YOU EXPECT?



#### Experience Targeted Nutrition at Its Core

Nutrition is one of the most important parts of a successful surgery. We will coach you to make sure what is on your plate combined with our medical food supplements, made just for patients having joint replacement surgery, meets your body’s nutritional needs to support healing - before and after surgery.



#### Navigation + Coaching

There is a lot to keep track of before and after surgery. Our care team will provide you important daily reminders and to-dos before surgery. We will make sure you know what to expect and how to recognize potential problems.



#### Readiness + Recovery Monitoring\*

We will monitor your progress on nutrition and building physical strength before surgery. After surgery, we will monitor your progress for your surgeon and help keep you on the fast track to recovery.



#### Easy, Convenient Access To Your Care Team\*

When you have a question about a big surgery or your health, getting your questions answered is as easy as sending a text message.

#### HAVE A QUESTION? TEXT US!

Monday - Friday 8AM - 5PM  
Saturday - Sunday CLOSED

*If you send a message after 3PM, you may receive your response the next business day.*

\*These are examples of health monitoring technology that your care team may direct for use to enhance your care. Please defer to your care team and physician on how and when to use specific health monitoring technology.

† These statements have not been evaluated by the Food and Drug Administration. This product is not intended to diagnose, treat, cure or prevent any disease.

welcome to a better care experience

# The “Upgraid” to Total Joint Surgery

Your Care Team will stay connected with you throughout your entire care journey, following the timeline outlined below.

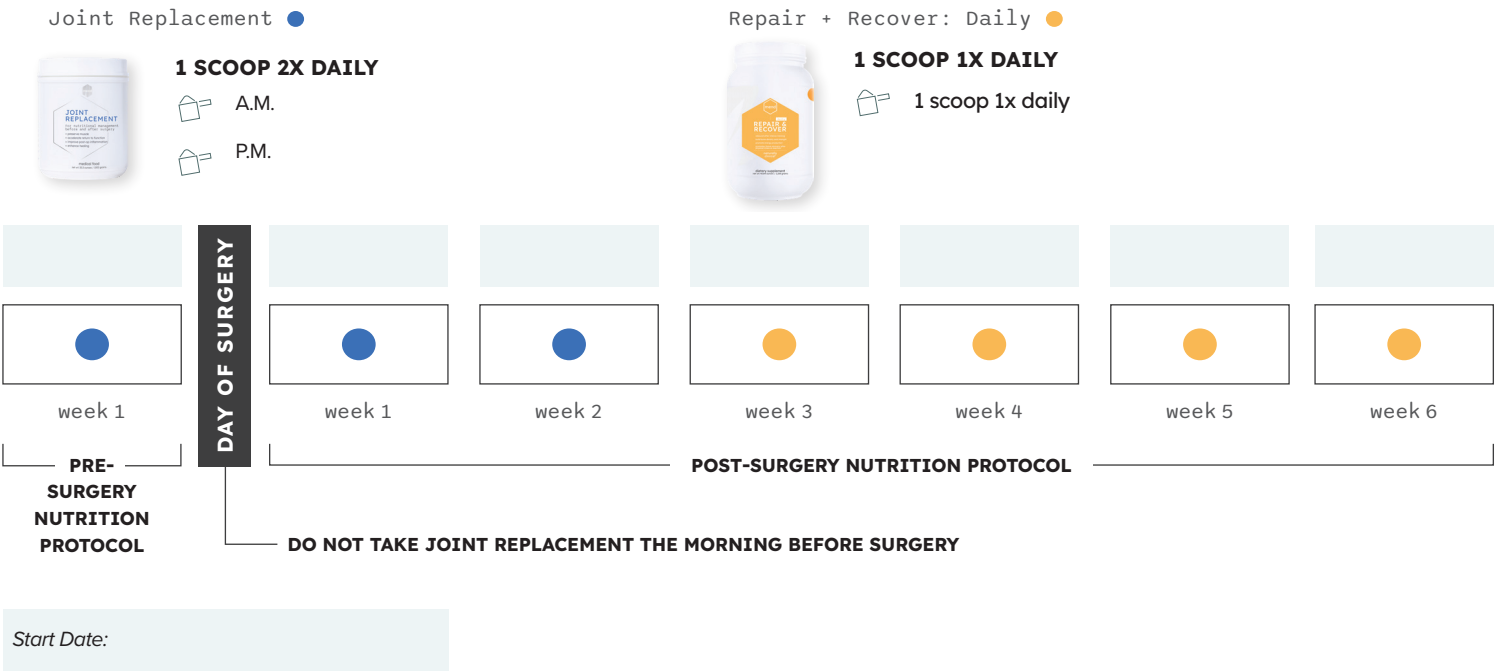


## PRE + POST SURGERY TIMELINE

12-5 WEEKS BEFORE	4-1 WEEKS BEFORE	WEEK OF SURGERY	2-3 WEEKS AFTER	4-8 WEEKS AFTER	9-12 WEEKS AFTER
<div><div></div><div>Calls with Care Team member</div></div> <div><div></div><div>Chat with your Dietician if applicable</div></div> <div><div></div><div>Surveys</div></div>	<div><div></div><div>Calls with Care Team member</div></div> <div><div></div><div>Chat with your Dietician if applicable</div></div> <div><div></div><div>Surveys</div></div> <div><div></div><div>Start pre nutrition protocol 1 week before</div></div>	<div><div></div><div>Call with Care Team member 3-6 days after surgery</div></div> <div><div></div><div>Start post nutrition protocol 1 day after surgery</div></div> <div><div></div><div>TIP: If your surgery is in the morning, begin your post-nutrition protocol that evening</div></div>	<div><div></div><div>Chat with your Dietician if applicable</div></div> <div><div></div><div>Survey</div></div> <div><div></div><div>Continue nutrition protocol</div></div>	<div><div></div><div>Call with Care Team member</div></div> <div><div></div><div>Chat with your Dietician if applicable</div></div> <div><div></div><div>Survey</div></div> <div><div></div><div>Continue nutrition protocol ends at week 6</div></div>	<div><div></div><div>Call with Care Team member</div></div> <div><div></div><div>Chat with your Dietician if applicable</div></div> <div><div></div><div>Survey</div></div> <div><div></div><div>Program Graduation</div></div>
<div>Call Reminder</div> <div><div>Date</div><div>Time</div></div> <div><div></div><div></div></div>	<div>Call Reminder</div> <div><div>Date</div><div>Time</div></div> <div><div></div><div></div></div>	<div>Call Reminder</div> <div><div>Date</div><div>Time</div></div> <div><div></div><div></div></div>	<div>Call Reminder</div> <div><div>Date</div><div>Time</div></div> <div><div></div><div></div></div>	<div>Call Reminder</div> <div><div>Date</div><div>Time</div></div> <div><div></div><div></div></div>	<div>Call Reminder</div> <div><div>Date</div><div>Time</div></div> <div><div></div><div></div></div>

## PRE + POST NUTRITION PROTOCOL

All weeks are measured in 7 day increments



week 1

week 1

week 2

week 3

week 4

week 5

week 6

PRE-SURGERY NUTRITION PROTOCOL

DAY OF SURGERY

POST-SURGERY NUTRITION PROTOCOL

DO NOT TAKE JOINT REPLACEMENT THE MORNING BEFORE SURGERY

Start Date:

### BE PREPARED

What your doctor has the team monitor so you can achieve your best possible outcome.

- ✔ Nutrition, with a close eye on protein, hydration, and targeted nutrition supplements and medical foods.
- ✔ Your surgery preparation.
- ✔ Home-based exercises or physical activity.
- ✔ Pain scores.
- ✔ Your recovery progress at home.
- ✔ Functional measures, how much trouble you have moving around and participating in activities before surgery compared to after surgery.

### NEVER MISS A TEXT

Add our number to your contacts **866.229.1694**

Note: This number accepts texts only. Your care team will give you their direct phone number.

### DECODE THE ICONS

What those key symbols mean for you.

- Call with Care Team member include a video or phone call.
- Chats with your Registered Dietician include a video or phone call.
- Each survey will take about 3-5 minutes. They include getting to know you, your joint health, and information your surgeon would like to know during your recovery.
- Pre + Post nutrition protocol.

YOU WILL RECEIVE DAILY TEXT MESSAGES FROM YOUR CARE TEAM MEMBER IN ADDITION TO THE SCHEDULED CALLS.



Put your mend in a smoothie, scan the QR code for delicious recipes!  
Mend Joint Replacement is a medical food intended for use under medical supervision.

SEE BACKSIDE FOR WHATS IN YOUR KIT

