



HippO™

Quick Reference Questions

Q: How do I order a HippO?

A: Measure your patient (1. Hip, 2. Waist, 3. Mid Thigh). Using the size charts found on the top of our HippO Order Form page, select the proper size HippO. To order, call 800-613-8852, fax an HippO Order Form to 888-440-1217, or email the Order Form to orders@hopeortho.com (on www.hopeortho.com/“Contact Us”).

Q: Do I need to specify “right” or “left” when I order?

A: No need! The HippO is a fully universal brace; left/right, male/female – it fits any body style. And all connecting hardware is on both sides of the brace so you can quickly and easily connect the joint to either side.

Q: Can I order an extra set of padding with the brace?

A: Absolutely. In fact, many Orthotists do just that to allow the patient to continuously wear the brace. They can wash one set and let it air-dry as they wear the other.

Q: How many wrenches do I need with the HippO?

A: One! That’s right; the HippO is carefully engineered so every adjustment screw uses the same size wrench. Of course, that wrench is provided with every brace.

Q: Why did I get a tape measure with my last HippO?

A: Because we send one with every HippO! We know you can always use a tape measure, so we send one with every HippO hip abduction brace we sell.

Indications:

Q: For what pathologies is the HippO indicated?

A: hip dislocation, post-surgical (especially hip revision surgery)

Size:

Q: How do I know what size to order?

A: Refer to the “Size Charts” on the top of the HippO™ Ordering Guide page in the “HippO” tab of the HOPE Orthopedic catalog.

Q: How many sizes are there?

A: Six sizes of pelvic girdle (SM, MD, LG, XL, XX, and 3X) and five sizes of thigh cuff (SM, MD, LG, XL, and XX) are available.

Q: How adjustable is the HippO?

A: Every component is fully adjustable for various body types and shapes. The joint is fully adjustable for both abduction and for flexion/extension Range Of Motion.



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Accessories:

Q: What options are available with the HippO?

A: 1.) Padding – pelvic and thigh padding; 2.) Alternate joint bars (short, long, or x-long – these are in 2” increments); 3.) shim kit (to provide 1” more clearance for the joint); 4) Posterior pelvic panels: You may order a larger panel if the patient is between sizes.

Fitting:

Q: Can I mix sizes?

A: Yes, you may order different sizes of pelvic and thigh components. For example, you may order a Large pelvic section with a Medium thigh cuff. And although the hip joint is universally sized, you can choose from four different lengths of joint bars (short – 4.3”, standard – 6.3”, long – 8.3”, and x-long – 10.3”). Any of these joint bars may be used as the upper or lower bar.

Stocking Program:

Q: What is the NeverOut Program?

A: You get a complete stocking kit and then NDA shipping for the price of ground on every order! This unique program allows you to purchase a complete stock of HippO braces for only three payments of ~\$300 each – then receive a replacement brace with NDA shipping every time you use one. The stocking kit includes three alternate length joint bars, two joints, and shim kit (you may customize your stocking kit).

Customer Service:

Q: How late can I order?

A: Next Day Air orders placed by 7:30PM EST (and sometimes later) will ship the same day. Most ground orders placed by 6:00 PM EST will ship the same day.

Q: Do you offer shipping subsidies on the Hippo?

A: Yes, as with the OrthoLux, HippO hip abduction orthosis NDA orders to the continental US are only \$20 each. (This is for full braces, not parts or accessories.) And, as with any product from HOPE Orthopedic, if you are more than three days away from us (Orlando) by ground, we ship “3-for-G” (3-day shipping for the price of ground).

Q: Do you accept credit cards?

A: Yes. We accept MC, VISA, DISCOVER and AMEX.