



## 1st Day After Implant

Hello,

**Congratulations on continuing your journey towards restoring control and reclaiming your life!**

I'm your Personal Patient Success Specialist. My full-time job is to make sure you understand your new InterStim® implant and help you maximize the benefit you receive from the therapy. If you ever have any questions or concerns with your therapy, please reach out to me immediately and I will take care of you. Most questions can be answered over the phone, but when needed, I've even been known to make house calls to take care of our special ladies!

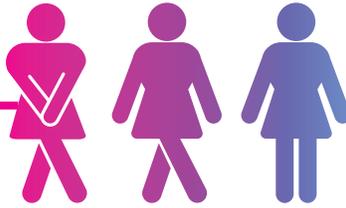
Our recovery room nurses provided you a pamphlet that included post-op medical instructions and frequently asked questions related to your implant, the Samsung remote, and the communicator. Please review that pamphlet if you have any questions about what to do and not do over the next few weeks and beyond. You can also access a digital copy here: <https://drchristaylor.com/cliniceducation/>

Any time you need assistance with your therapy, please call me on my direct line at (870) 577-6757. If I can't answer, I'm likely speaking with another patient, so always leave me a voice message with your name, birth date, and best call back number. I return all calls within 24 hours, but most of the time it's the same business day.

I'm really looking forward to helping you have success with this therapy. I'll be reaching out to you periodically via email and text, especially during these first few weeks, with tips and reminders to help you on this journey. Remember, if you have any questions or concerns, don't hesitate to reach out. If I don't hear from you, I assume you are doing great!

Sincerely,

Patient Success Specialist  
(870) 577-6757  
[support@drchristaylor.com](mailto:support@drchristaylor.com)



## 2nd Day After Implant

Hello,

Over the next few weeks, I'm going to send you some tips to help you better understand your new InterStim® implant and help maximize the benefits you receive from therapy.

Here are the answers to a couple of questions we're frequently asked during the first week:

### Can I Adjust the Level of Stimulation?

- Your stimulation level was programmed (set) by our staff before you left the clinic.
- Don't increase stimulation during 1st week.
- Your Samsung remote and communicator can be used to adjust the stimulation level.
- If symptoms have not improved after one week, you may increase the stimulation.
- Please make sure the Samsung remote and communicator are charged prior to making an adjustment (charger is provided in the white box on day of surgery).
- For additional information, refer to instruction booklet included in white box or call the Patient Success Specialist at (870) 577-6757.
- We can typically help you make an adjustment in just minutes over the phone.

### What is normal stimulation?

- Unlike the test stimulation period, you do not have to feel stimulation with the implant for it to be effective.
- Stimulation should never be uncomfortable or painful. If it hurts, turn it down.
- It's normal to get used to the feeling of stimulation over time. It's even normal to not feel any stimulation at all.
- Stimulation feeling may slightly increase or decrease with body position changes.
- If bladder/bowel symptoms are as good or better than the test stimulation period, further stimulation adjustments shouldn't be necessary.

Please call, text, or email me if you have any questions or concerns. If I don't hear from you, I'll assume you're doing great!

Sincerely,

Patient Success Specialist  
(870) 577-6757  
support@drchristaylor.com



## 7th Day After Implant

Hello,

It's been one week since you made the important decision to continue your journey towards restoring control and reclaiming your life!

How are your symptoms doing? If you are 50% better than baseline and doing as well or better than you did during the test, don't do a thing. Just enjoy your newfound freedom from having to plan your life around a restroom!

If your symptoms aren't 50% better than baseline or you aren't doing as well as you did during the test, it may be time to increase your level of stimulation. If you feel comfortable doing so, you may adjust stimulation yourself by following the instructions we shared with you on the day of implant. Here is a helpful video recapping those steps: <https://drchristaylor.com/for-current-patients/implant-equipment-instructions/> However, if you would like assistance adjusting your stimulation, I am here to help. Please call or text me at (870) 577-6757 or reply to this email and we'll set up a time to help you over the phone. It's usually very simple and takes just a few minutes.

Remember to always have your Samsung remote and communicator charged and available when preparing to make an adjustment. Also, while it's perfectly reasonable to increase or decrease stimulation on your own, we ask that you do not change your program without speaking with us first. If a programming change is required, we can walk you through it over the phone and collect symptom related information from you that helps us make optimal decisions regarding your settings.

Please review your post-op instruction pamphlet if you have any additional questions about what to do and not do over the next few weeks and beyond. You can also access a digital copy here: <https://drchristaylor.com/cliniceducation/>

Please call, text, or email me if you have any questions or concerns. If I don't hear from you, I'll assume you're doing great!

Sincerely,

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(870) 577-6757  
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## 21st Day After Implant

Hello,

I hope you are doing well! I wanted to reach out to you today to provide some answers to some of the frequently asked questions we get from our InterStim® patients.

### When should I contact my Patient Success Specialist?

- If involved in an accident or suffer a fall or other trauma that could affect the implant.
- If symptoms are not doing as well as the test stimulation period for a prolonged period of time (1 week or greater).
- Always have Samsung remote and communicator charged and available when contacting your Patient Success Specialist.
- What should I expect after implant?
- Although most patients are back to doing normal activities within 1 – 2 days after the implant, it's not uncommon for the incision to remain a little tender for a few weeks.
- For some patients, Overactive bladder (OAB) medication may still be necessary to maximize symptom improvement.

### What precautions should I be aware of?

- Inform doctor or medical staff about your implant before undergoing medical procedures or imaging.
- Your implant is full-body 1.5 and 3T MRI eligible.
- Patients must bring their Samsung remote and communicator to the MRI appointment so implant can be placed in MRI mode.
- Visit [www.drchristaylor.com/mri](http://www.drchristaylor.com/mri) for more details.
- Procedures you CANNOT have: Diathermy – deep heat treatment from electromagnetic energy.
- What about other medical procedures?
- Use your Samsung remote and communicator to turn off your implant prior to any medical test, procedure, or surgery. Implant can be turned back on upon completion of test, procedure, or surgery.

### What about airport security?

- You received a temporary medical device card on the day of surgery.
- Carry this card with you at all times in case of medical emergency and while traveling.
- A permanent card will be mailed to you within a few months following the implant.
- At the airport, show your medical device card if required by airport/TSA security.
- Do I need to carry the Samsung remote with me?
- It's not necessary to carry the Samsung remote and communicator with you at all times, but it should be available when you need to make adjustments to the stimulation. When remote and communicator are not in use, they may be powered off and stored.

Remember, if your symptoms aren't 50% better than baseline or you aren't doing as well as you did during the test, it may be time to increase your level of stimulation. If you feel comfortable doing so, you may adjust stimulation yourself by following the instructions we shared with you on the day of implant. Here is a helpful video recapping those steps: <https://drchristaylor.com/for-current-patients/implant-equipment-instructions/> However, if you would like assistance adjusting your stimulation, I am here to help. Please call or text me at (870) 577-6757 or reply to this email and we'll set up a time to help you over the phone. It's usually very simple and takes just a few minutes.

Please call, text, or email me if you have any questions or concerns. If I don't hear from you, I'll assume you're doing great!

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**6 Weeks, 6 Months, 12 Months, 18 Months, 24 Months, 30 Months After Implant**

Hello,

How are you?

I just want to check in with you to see how your symptoms are doing. If you are 50% better than baseline and doing as well or better than you did during the test, don't do a thing. Just keep enjoying not having to plan your life around a restroom!

If your symptoms aren't 50% better than baseline or you aren't doing as well as you did during the test, it may be time to increase your level of stimulation or change your program. If you feel comfortable doing so, you may adjust stimulation yourself by following the instructions we shared with you on the day of implant. Here is a helpful video recapping those steps. However, if you would like assistance adjusting your stimulation or if we need to change the program, I am here to help. Please call or text me at (870) 577-6757 or reply to this email and we'll set up a time to help you over the phone. It's usually very simple and takes just a few minutes.

Remember to always have your Samsung remote and communicator charged and available when preparing to make an adjustment.

Please call, text, or email me if you have any questions or concerns. If I don't hear from you, I'll assume you're doing great!

Sincerely,

Patient Success Specialist

(870) 577-6757

[support@drchristaylor.com](mailto:support@drchristaylor.com)



**48 Months After Implant and every 6 Months Thereafter**

Hello,

How are you?

I just want to check in to see how your symptoms are doing and let you know we'd like to schedule an appointment to check the life of your implant battery.

Because many of our patients achieve symptom improvement at low amplitudes of stimulation, it's not uncommon for our patients to get 5 or more years of battery life. So, beginning 4 years after the date of your implant, our protocol is to check the battery every 6 months or so to ensure it doesn't die, which would cause your symptoms to return.

Please call, text, or email me so we can get you scheduled.

Sincerely,

Patient Success Specialist  
(870) 577-6757  
[support@drchristaylor.com](mailto:support@drchristaylor.com)