



We're here to help when you need us.

Frequently asked questions for patients

Today, we face many challenges. As we monitor the ongoing COVID-19 situation, we want to assure you that the products and services you rely upon will continue to be available to you. From support with reordering V.A.C.® Therapy supplies to **patient education and support resources available 24/7**, we will continue to support wound care patients like you around the world.

Do you have questions? This guide is designed to help answer some questions and scenarios that you may be experiencing during this time.

1

“What should I do if I have questions about my V.A.C.® Therapy treatment?”

- Contact our **Customer Service Hotline** at [800-275-4524](tel:800-275-4524), 24 hours per day, 7 days a week
- Contact the **24/7 Clinical Safety Hotline** at [800-275-4524](tel:800-275-4524), extension 56650
 - Provides clinical guidance for KCI Therapies
 - Staffed with trained clinicians
 - For clinicians and patients
- Contact the **24/7 Technical Safety Hotline** at [800-275-4524](tel:800-275-4524), extension 3
 - Provides technical assistance for KCI products
 - For clinicians and patients
- If you can't connect with your physician, you can also access wound care information using these digital resources:
 - The **MyWoundHealing™ Mobile App** allows you to track your wound's progress, order supplies, and access 24/7 on-demand support. [Download the app today](#)
 - **MyVACTherapy.com** is a website just for V.A.C.® Therapy patients like you. Access patient education materials, watch troubleshooting videos, and more. [Visit website](#)
 - The American College of Surgeons (ACS) **Wound Management Home Skills Program** features helpful guides on managing your wound at home. [Visit website](#)
 - Questions about the ACTIV.A.C.™ Therapy System? View the **patient video** on YouTube. [Watch video](#)

2

*“What if I am unable to get my clinician to re-order supplies?
Can I order them myself?”*

- Download the **MyWoundHealing™ App** to access informative videos and articles, re-order your own supplies, and 24/7 support. [Download the app today](#) or call **800-275-4524**

3

“What if my Home Health Nurse has discontinued V.A.C.® Therapy?”

- Every wound is different, it’s always best to discuss your wound healing options with your dedicated physician. Be sure to contact your physician to discuss the best **Negative Pressure Wound Therapy** (NPWT) or advanced wound care option for you

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“What if I have a leak or an alarm is going off on my V.A.C.® Therapy Unit?”

- Contact your healthcare provider
- Contact the **24/7 Clinical Safety Hotline** at **800-275-4524**, extension 56650
- Download the **MyWoundHealing™ App** to view leak alarm videos and access on-demand support [Download the app today](#)
- Visit **MyVACTherapy.com** to access troubleshooting support. [Visit website](#)

We are committed to working alongside you and your clinical team during this challenging time to ensure you continue to receive the finest care possible. For more information, please contact your health care provider, or call 800-275-4524.

NOTE: Specific indications, contraindications, warnings, precautions, and safety information exist for these products and therapies. Please consult a clinician and product instructions for use prior to application. Rx only.

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