



## Survivor Shop Guidelines

Title: Patient Intake Assessment for Cranial Prosthesis Fitting

Responsibility: Survivor Shop Manager

Equipment: N/A

General Rule: The provider must be notified, within 5 calendar days, if the equipment or services ordered cannot be provided to the patient.

### Procedure

All appointments are set up through Central Scheduling 419-383-5000.

Advise customer to visit registration upon arrival to complete registration for the fitting.

Upon arrival, patient will provide physician order for needed products prior to the fitting or we will have obtained the order from the doctor office.

Assist customer in reviewing styles and types of cranial prosthesis. Explain that you will be covering their head with a nylon stocking.

Apply the stocking and then proceed measuring for the appropriate size. Selecting the correct size is very important for the cranial prosthesis to stay on and not apply too much pressure.

Explain that the cranial prosthesis comes with more hair than less. The reason for this is to allow for trimming and thinning to give a more natural look.

### Point of Emphasis

Insurance coverage will be the patient's responsibility to verify if a covered benefit. The shop will submit billings along with the patient's physician's order. Patients are made aware that if this is not covered, they may receive a bill from UTMC.

Demographic information is required to complete billing process.

This paperwork will become part of their EMR.

This is for sanitary reasons. These are disposed of after each use.

Refer to size chart if needed. The goal is for the prosthesis to fit properly, not too tight, or too loose.

It is imperative that someone with cranial prosthesis cutting experience trims the prosthesis. It can easily be ruined if they do not have experience.

Verbalize, and provide written care and warranty instructions for the cranial prosthesis.

Disinfect measuring tape, chair, counter, brush, mirror and dispose of stocking after fitting is complete.

**Approved by:**

/s/

Chris Kosinski BSN, RN  
Director, The Eleanor N. Dana Cancer Center

9/8/2025

Date

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