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JOBST® CONFIDENCE

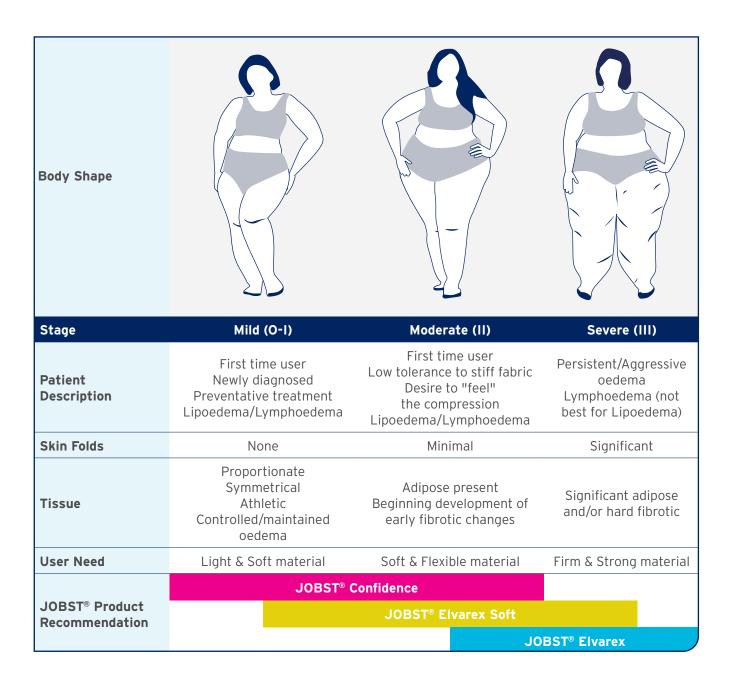
The Next Generation of Made-to-measure Flat-knit Compression Garments for patients with mild to moderate lymphoedema and lipoedema





JOBST® FLAT KNIT DECISION TABLE

JOBST® Confidence / JOBST® Elvarex Soft / JOBST® Elvarex



WHERE STYLE AND COMFORT MEET

Every patient is unique and their compression garments should mirror their individuality. With JOBST Confidence, your patients can customise their garments, ensuring both medical support and a reflection of their style.

DESIGN OPTIONS



NEW! Decorative seams Silver, Gold, Multi colour



Deco line



Initials



Floral waistband (5 cm)



NEW! Motivational prints Keep moving

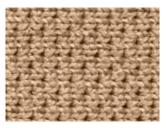


NEW! Motivational prints Empower yourself



NEW! Motivational prints Feel good

COLOURS



Beige



Caramel



NEW! Hazelnut



Black



Jeans Heather



Anthracite Heather



Red Heather



NEW! Cranberry

COMPRESSION CLASSES

Upper limb Lower limb

CCL 1 CCL 1

CCL 2

CCL 2

CCL 3

Available Styles



CG1 Arm Sleeve

AG1 Arm Sleeve with gauntlet





JOBST CONFIDENCE - INSPIRE YOUR PATIENTS' CONFIDENCE WITH COMFORT AND STYLE

At JOBST, we want to help your patients find their inner confidence through comfort and style. This is why JOBST Confidence compression garments are designed to help individuals with lipoedema* or Lymphoedema live life to the fullest.

As well as providing your patients with the support they need to manage their condition, JOBST Confidence can be personalised with a range of new design features. Now your patients can benefit from more comfort and style, giving them the confidence they need to believe in themselves - whatever they do.

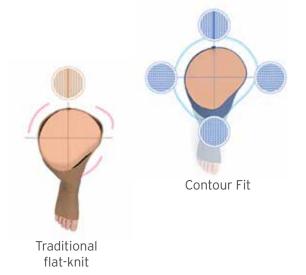
THE TECHNOLOGY BEHIND OUR COMFORT

CONTOUR FIT TECHNOLOGY

Unlike traditional flat-knit, Contour Fit adapts the fit of the garment at four positions of the limb instead of one. This creates a garment that truly replicates the unique contours of the body. Special Contour Points show where the garment has been individually tailored to allow your patients to move freely.

ADVANCED MOISTURE MANAGEMENT

JOBST Confidence garments are designed with an advanced moisture management system where a unique material construction and yarn composition is integrated to offer optimal moisture management. High-performance fabrics wick away moisture to keep the skin dry and your patients feeling comfortable all day long.



JOBST® CONFIDENCE - DESIGNED FOR SUPERIOR COMFORT

Having a comfortable garment is vital as it means that your patient is more likely to wear their garment regularly, which is important for effective treatment. JOBST Confidence offers besides its unique design, options that are also designed to make it more comfortable.



A DEDICATED DESIGN FOR MEN

All panty styles are also available with an ergonomic seam placement that follows the natural shape of men's bodies. The fly option, specifically designed for men, has an improved fit and is designed for higher wearing comfort.

PANTY DESIGN FOR COMFORTABLE FIT

Our panty styles feature an ergonomic seam placement that better follows the natural shape of lymphoedema and lipoedema patients' bodies. This can help reduce discomfort and restriction in their daily lives.



COMFORT OPTIONS

Functional Zones are designed to enable greater mobility around the elbow, knee and ankle.



Functional zone knee*



Functional zone elbow*



NEW! Comfort waistband



Slant toe



Hallux valgus closed toe



Hallux valgus open toe

CRAFTED FOR CONFIDENCE



JOBST® ELVAREX RANGE

JOBST® ELVAREX

A range of fabrics for patients with mild to severe lymphoedema. JOBST® Elvarex garments offer high elasticity and tensile strength to ensure you achieve consistent and reliable results.



- Shape memory: a unique feature to Elvarex, enabling patients to maximise limb containment particularly during exercise
- Unique stitch pattern with an open and wide mesh structure, provides high air permeability and breathability
- High working to resting pressure ratio, guarantees effective mobilization of oedema and improves lymph drainage
- Coarse knitted loops ensures the garment lies flat over skin folds
- Robust yarn formula provides a firm hold especially important for more stubborn and rebound oedema



JOBST® Elvarex Soft Seamless

JOBST® Elvarex Soft fabric, seamfree for the hands and feet

Constructed entirely without a seam, these unique custom-fit, flat-knit garments provide unrivalled patient comfort during wear. The perfect anatomical fit guarantees even, uninterrupted and consistent compression for optimum oedema management, even in critical areas, such as the fingers and the ball of the foot. The real advantage of this innovation is that the garments are especially comfortable to wear.

JOBST® Elvarex Soft

The unique knitted fabric contains a soft textured yarn which creates an extremely smooth fabric surface and makes the inside of the seam particularly soft. This combination of skin-protecting softness and excellent breathability makes the garments particularly well suited for patients with dry, sensitive or fragile skin.

JOBST® Elvarex

For over 70 years, JOBST® Elvarex has been a recognised standard of therapy providing reliable flat-knitted, graduated compression garments for the treatment of lymphoedema and chronic oedema. JOBST® Elvarex is a time-proven classic and seen as the absolute specialist amongst flat-knitted compression garments.

JOBST® Elvarex Plus

JOBST® Elvarex fabric, seam free for the hands and feet

JOBST® Elvarex Plus has succeeded in adapting the inner strength of the JOBST® Elvarex material to the skin's sensory perception and the complex movements of the hands and feet. With the unique 3D knitting technology, the custom-fit, flat-knit, seamless compression garments reproduce each body shape accurately and fit like a second skin.







Giving you options with gripping new ideas

At the heart of our brand is the desire to provide advanced solutions for all patients.

SoftFit™ technology is a unique system of silicone yarns, knitted into the band of our compression garments. This provides a more gentle, seamless friction on the skin with less reported cutting in and slipping down, even when moving about.

Stage 0

Stage 1

Stage 2

Stage 3

Latent: A sub clinical state where swelling is not evident despite impaired lymph transport. This stage may exist for months or years before oedema becomes evident.

Mild: This represents early onset of the condition where there is accumulation of tissue fluid that subsides with limb elevation. This oedema may be pitting at this stage. Moderate: Limb elevation alone rarely reduces swelling and pitting may manifest. There may or may not be pitting as tissue fibrosis is more evident. **Severe:** The tissue is hard (fibrotic) and pitting is absent. Skin changes such as thickening, hyperpigmentation, increased skin folds, fat deposits and warty overgrowths develop.

Grip band with



Knitted grip band

Silicone band

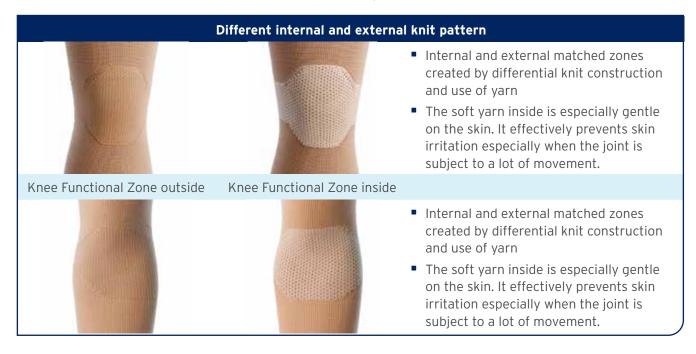


Staging according to International Society of Lymphology (ISL). Each band is available and suitable for all stages. The table serves only as a recommendation.

FUNCTIONAL ZONES FOR IMPROVED CONFORMABILITY

Superior flat knit technology

Unique and innovative because of sophisticated, technically superior flat-knit technology: JOBST® Elvarex®, with the functional zones for knee and elbow combine comfort with more freedom of movement as well as medical efficacy.



More comfort and more freedom of movement



Lower Extremities



Functional Zone 'Top Comfort Zone'

Features and benefits

- Anatomically-adapted functional zone on the upper leg with special combined double-effect zone for improved comfort and compression.
- The 'Top Comfort Zone' consists of two components:
 - a) Elevated upper leg section in the front (higher in the front, sloping down wedge-shaped in the back) for improved individual fit from the groin to the buttocks.
 - Fabric shaped to extend higher on the outside for improved grip and fit and to prevent the formation of circular constrictions and congestion in this area.
- Particularly well-suited for customised management of patients with oedema who have large leg volumes, unusually shaped upper legs and/or 'drooping' buttocks.

Notes and tips for ordering

- Top Comfort Zone is available in all compression levels and length types: AG, AG-HT, AT Pressure panty Elvarex (full compression), Bermuda, Capri pants. NOT AVAILABLE for chap style AG-T.
- Check the box 'Top Comfort Zone'.
- Enter the length measurements of a-G and a-K. The individual shape and height of the Top Comfort Zone is determined by these length measurements and is calculated automatically taking into consideration the corresponding circumference measurement.



Functional Zone 'T-Heel'

Features and benefits

- Special knitting construction for improved fit at the heel and instep, promoting optimal patient compliance.
- Supports an even medical compression pressure in this critical, high-movement joint and reduces the pressure at the instep.
- Recommended for patients with oedema, in particular, in stage II and elephantiasis patients.

Notes and tips for ordering

- The T-Heel version is available in compression level 30-50mmHg.
- Check the field 'T-Heel available 30-50mmHg' under 'Options'.



Upper Extremities



Functional Zone 'Bias top end'

Features and benefits

- Special shaping of the armsleeve in the area of the upper arm (outer edge slanted upwards in the direction of the shoulder joint).
- This gives an anatomically adapted compression effect right up to the base of the shoulder joint.

Notes and tips for ordering

- The functional zone is available in all compression classes (20-40mmHg).
- Under 'Armsleeve without hand' tick field 'CG1 bias top end' or under 'Single piece, hand/arm' tick field 'AG1 arm with hand, bias top end'.

JOBST® ELVAREX® CUSTOM FABRICS, COMPRESSION LEVELS AND STYLES

	JOBST® Elvarex®	JOBST® Elvarex® Soft	JOBST® Elvarex® Soft Seamless	JOBST® Elvarex Plus		
Indicated for	Moderate to severe Lymphoedema/ Lipoedema, especially with skin folds	Mild to moderate Lymphoedema/Lipoedema	Mild to moderate Lymphoedema/ Lipoedema	Mild to severe Lymphoedema/ Lipoedema, especially patients who need ergonomically shaped toe caps or gloves without seams		
Performance attributes	Unique stitch pattern, enabling the custom made garment to lie fly over skin folds and allows air to pass, enhancing wearing comfort. Structured surface demonstrates good heat transfer and micro massage effect, especially during movement.	Fabric contains soft textured yarn creating a smooth fabric surface making the inside of the seam particularly soft. Specifically designed for patients with sensitive, dry or fragile skin. The structured surface demonstrates good heat transfer and micro massage effect.	Constructed entirely without a seam, a unique custom-fit, flat- knit garment. The structured surface demonstrates good heat transfer and micro massage effect.	Unique 3D knitting technology allows seamless compression garments that reproduce each body shape accurately and allows a high freedom of movement. The structured surface demonstrates good heat transfer and micro massage effect.		
Compression levels Upper Limb	CLL 1 CCL 2 CCL 2 Forte	CLL 1 CCL 2	CLL 1 CCL 2	CLL 1 CCL 2		
Compression levels Lower Limb	CLL 1 CCL 2 CCL 3 CCL 3 Forte CCL 4 CCL 4 Super	CLL 1 CCL 2 CCL 3	CLL 1 CCL 2	CLL 1 CCL 2		
Styles	Knee High Thigh High Panty Hose Capri Bermuda Chaps Toe pieces Gloves Gauntlets Armsleeves Combined garments and segments	Knee High Thigh High Panty Hose Capri Bermuda Chaps Armsleeves	Toe pieces Gloves Gauntlets	Toe pieces Gloves Gauntlets		



ELVAREX® IN LYMPHOEDEMA THERAPY

The options displayed represent just an extract of the JOBST® Elvarex assortment. Each style can be combined individually. For further information on the JOBST® Elvarex assortment please refer to the current JOBST® product information.

Styles and options lower extremities

MOST FREQUENT STYLES











AD Knee High

AG Thigh High

AG-T Thigh High with waist attachment (chap style)

AG-HT Elvarex® one leg panty (Single leg with body bandage and leg extension)

AI Elvarex® Panty (Thigh High with body bandage)

Elvarex® Capri

MOST FREQUENT OPTIONS







Slip form (outside higher)



Silicone dotted band on top



Silicone dotted band inside



3/4 silicone dotted band inside

Width of the silicone dotted band: 2.5 cm or 5.0 cm



Silicone band pieces



Silicone vertical strips



Foot cap with toes



Zipper option

Open and closed toe are available

Colours - Lower Extremities											
	Beige	Caramel ⁺	Bronze ⁺	Dark Brown	Black	Dark Blue	Grey	Cranberry	Ruby Red	Pine Green	Yellow
Elvarex®											
Elvarex® Plus											
Elvarex® Soft											

⁺ New colour for Elvarex and Elvarex Plus

Styles and options upper extremities

MOST FREQUENT STYLES



Glove



Glove to elbow



Armsleeve with bias top end



Without fingers, with thumb*



With fingers, with thumb*



Armsleeve with silk pocket



Armsleeve with shoulder cap (eg. bra attachment with Velcro)



One-piece armsleeve and glove



With zipper



With pocket

MOST FREQUENT OPTIONS FOR ARMSLEEVES



Silicone dotted band on top



Silicone dotted band inside



3/4 silicone dotted band inside



With shoulder cap and bra attachment with Velcro



With shoulder cap and strap

Coloui	Colours - Upper Extremities												
	Beige	Caramel++	Bronze+	Hazelnut+++	Dark Brown	Black	Dark Blue	Grey	Cranberry	Macchiato	Rub Red	Pine Green	Yellow
Elvarex®													
Elvarex® Plus													
Elvarex® Soft													

^{*}New Colour for Elvarex and Elvarex Plus ***Replacing Macchiato for Elvarex and Elvarex Plus *** Previously known as Caramel

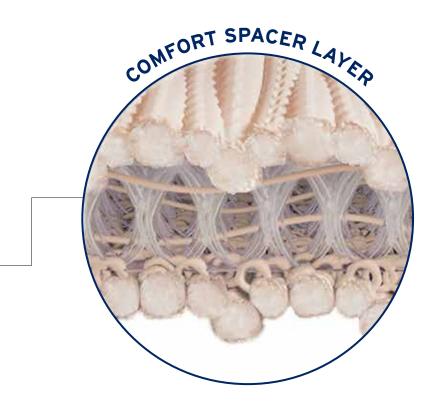
^{*}Individual length of the fingers and the thumb is variable

JOBST® RELAX



SMART DESIGN FOR A BETTER NIGHT'S SLEEP, THANKS TO BREATHABLE COMPRESSION TECHNOLOGY

JOBST® Relax is a **night compression garment** to complement patients' recommended day-time lymphoedema therapy. Designed to maintain oedema reduction and **counteract fluid accumulation at night**, your patients will feel the difference and sleep more easily thanks to its lightweight and breathable features.



Provides cushioning and can adapt to various sleeping positions. Made with Coolmax® Air Technology.

High **performance and results** enhanced by the **Comfort Spacer Layer**

One of the special features that sets JOBST® Relax apart from other night compression garments is its Comfort Spacer Layer, created with a special knitting technique that delivers the right balance between fabric thickness, cushioning and breathability.

A combination of monofilaments and moisture-managing yarns creates a lightweight garment, meaning that heat and perspiration are likely to be transferred much more effectively from the surface of the skin. The flexible material also promotes freedom of movement during sleep as the flat-knit properties make it less likely to wrinkle into skin folds and cause constriction.



JOBST® RELAX

Our assortment for a relaxing night routine

Compression Classes Colors

AG1 CG1 AD AG

CCL 1: 15-20 mmHg

AD AG

CCL 2: 20-30 mmHg







Beige

Optional

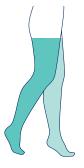


Zipper for knee high only

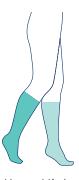
Anti-Slip



Pad on sole to help prevent slipping



Thigh High



Knee High



Arm Sleeve with Gauntlet



Arm Sleeve

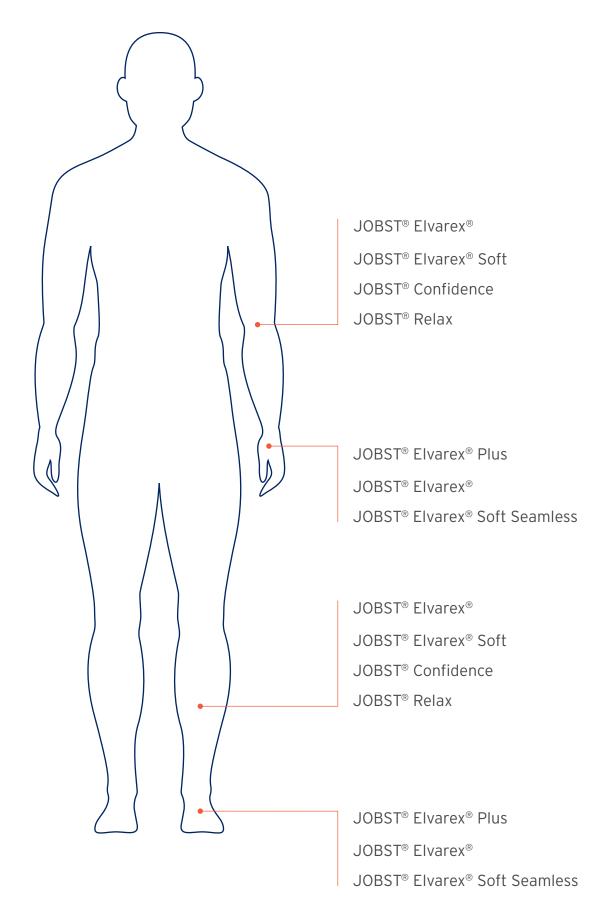
Leg Sleeves include integrated anti-slip velour pad on the sole to prevent slipping.

JOBST® GENERAL INFORMATION





OVERVIEW OF JOBST®MADE-TO-MEASURE FLAT-KNIT GARMENTS



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INTRODUCTION

Purpose of this document

- Measuring a flat-knit garment can be quite challenging as there are many aspects that need to be considered during the process.
- Being your trusted partner in compression therapy, we would like to ease the process of measuring and give as much support as possible.
- The goal is to come close to a standardized measuring for JOBST® flat-knit garments, in order to create compression hosiery that will have the best possible fit straight from the beginning.

When using this document, please keep in mind

- This booklet is a guide to measuring for JOBST® made-to-measure flat-knit compression garments and must be used as a guide only.

 Please use alongside the JOBST® order forms or the JOBST® e-shop.
- **Note:** this Measuring Standard does not replace any formal training on treatment of lymphatic and venous diseases or lipedema.

How to use this document

- Our JOBST® Measuring Standards have been developed as an interactive PDF, which you can use on any digital device.
- Using this document in full-screen mode enables you to interactively click through the slides, following the links while clicking on the respective buttons.
- Clicking on the footer, you will always be able to go back to the table of contents or the tension matrix.

JOBST® MEASURING STANDARD

General information

- The limb should be decongested before measuring for a compression garment and edema reduced through multi-layer lymphedema bandaging or JOBST® FarrowWrap® compression system.
- The best time to measure a patient for a compression garment is in the morning, or after a therapy session.
- Measure hands, feet, fingers and toes accurately to the nearest millimetre.
- Photo documentation is helpful in difficult cases.
- Documentation of body measurements (no tension) and order measurements are important in order to track changes of the edema.
- Do not measure into skin folds but place the measuring tape over the top of the skin fold.

BEFORE YOU GET STARTED

JOBST® MEASURING CARD

The measuring card is a measurement aid developed exclusively for arm sleeves, gloves and toe caps. The card allows finger and toe lengths to be determined very easily and precisely. Moreover, the measurement aid is used for positioning measurement point G on the arm.

JOBST® MEASURING BOARD

A measuring board is recommended for accurately measuring the lower extremities. It is particularly convenient to take combined length and circumference measurements without marking the patient's skin.

JOBST® ORDER FORM OR JOBST® ESHOP

In order to note down the measurements and place the order, please have either an order form or the JOBST® eShop prepared.

JOBST® MEASURING TAPES

Measuring tapes of different widths are recommended for taking measurements, depending on which areas of the extremities are being measured:

- A 0.5 cm wide measuring tape or appropriate finger / toe tape is used to ensure measurements to the nearest millimetre in the hand and foot areas.
- A regular JOBST® measuring tape to measure the remaining circumference and length measurements (feet, legs, possibly abdomen, hand and arm).

JOBST® SKIN PENCIL

A skin pencil is recommended for marking the measurement points.

Our JOBST® skin pencils are particularly skin-compatible and are easy to remove from the skin due to their fat solubility.

JOBST® FOAM PAD

The foam pad is a measuring aid developed for measuring length K.

The pad allows accurate measurement to be taken for point K. It is placed in between the groin area.

JOBST® ELASTIC BELT

The elastic belt helps the patient find the best position for themselves and delivers a secured position for the measurement. It aids in the measurement of circumference and length at point H and T, especially for JOBST® Confidence panty (AT) garment.

JOBST® TAPE CLIPPER

The tape clipper is used on a measuring tape. This is needed for taking rise measurement for JOBST® Confidence panty (AT) garment.

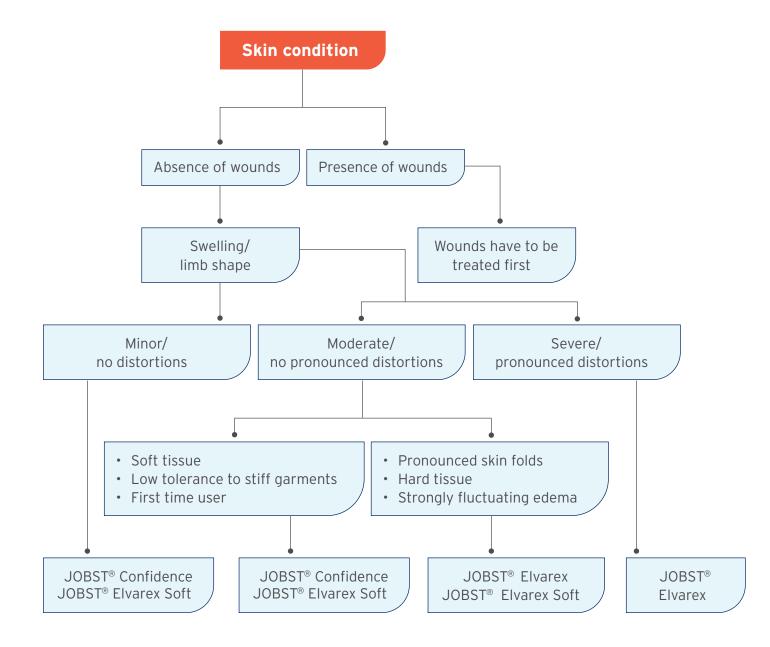
JOBST® ESHOP





HOW TO CHOOSE BETWEEN JOBST® ELVAREX AND JOBST® CONFIDENCE IN PATIENTS WITH LYMPHEDEMA*

Decision tree



^{*} Developed by Essity based on technical features of the products; individual patient needs and conditions must be taken into consideration

TENSION MATRIX

In order to measure for an optimal fit of our flat-knit garments, circumferential measurements should be carried out under different levels of tension.

As shown here, the tension can range from O (lay on measurement) to +++ (maximum tension).

Measuring for JOBST® flat-knit garments involves tensions 0 to ++ pull.

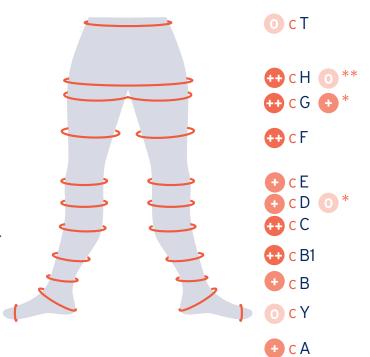
The maximum tension of +++ is shown here to give you an indication and is actually not used while measuring patients.

- Lay on Measurement
- Pull until first resistance
- Pull until second resistance
- **Maximum tension**

JOBST® FLAT-KNIT LOWER EXTREMITIES

Overview of tension per measuring point

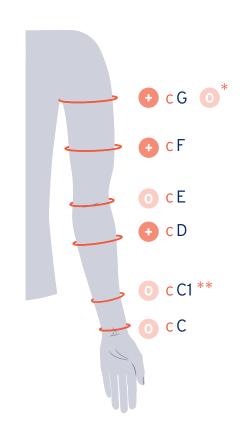
- For each of the circumferential measurements required for a JOBST[®] flat-knit garment, a specific tension level will be used.
- The graphic shows you the overall picture and includes the tension matrix icons next to the measuring point.
- Additionally, you will find the amount of tension to be used for every circumferential measuring point in the step-by-step measuring instruction on the following slides.
- This tension matrix is valid for all JOBST® flat-knit garments and shall be applied for lymphedema and lipedema patients.
- Please note that the **pain tolerance** of the patient must be taken into account.



JOBST® FLAT-KNIT UPPER EXTREMITIES

Overview of tension per measuring point

- For each of the circumferential measurements required for a JOBST® flat-knit garment, a specific tension level will be used.
- The graphic shows you the overall picture and includes the tension matrix icons next to the measuring point.
- Additionally, you will find the amount of tension to be used for every circumferential measuring point in the step-by-step measuring instructions on the following slides.
- This tension matrix is valid for all JOBST® flat-knit garments and shall be applied for lymphedema and lipedema patients.
- Please note that the pain tolerance of the patient must be taken into account.



* With silicone band & straight ending ** for JOBST® Confidence

JOBST® ELVAREX LOWER EXTREMITIES

At a glance

POPULAR STYLES



COMPRESSION CLASSES



POPULAR OPTIONS



JOBST® ELVAREX SOFT LOWER EXTREMITIES

At a glance

POPULAR STYLES



COMPRESSION CLASSES



POPULAR OPTIONS



JOBST® CONFIDENCE LOWER EXTREMITIES

At a glance

POPULAR STYLES











Knee High

AG Thigh High

AT Panty

B1T/BT Leggings

CT Capri

Bermuda

COMPRESSION CLASSES











Slant Foot



Functional Zone Knee

JOBST® RELAX LOWER EXTREMITIES

At a glance

POPULAR STYLES





This garment has been developed to be soft and comfortable to the skin while sleeping or relaxing, forgoing the usage of a top band. It is not constructed for a lot of movement, especially strong bending of the knees. As a consequence the garment might move from its original position. If needed, adjust before and after sleeping. Furthermore, some patients might experience a slight volume reduction during the night and find the garment loose in the morning.

COMPRESSION CLASSES

CCL 1

MEASURING FOR JOBST® LOWER EXTREMITIES

General

Please keep in mind:

- Medial measurements are taken on the inside of the limb; lateral measurements on the outside.
- Proximal refers to points closer to the head; distal closer to the feet.



When the patient is in a supine position:

- Position patient carefully on the measuring board.
- The foot must be flat on the board.
- The heel must be as close to the board as possible.
- If a measuring board is not available, make sure that the position of the foot is flexed and that the measuring tape is kept in a straight line from heel to pubic bone.

MEASURING FOR JOBST® LOWER EXTREMITIES

Measuring the foot

- First, measure the foot lengths with the patient standing. Mark all length measuring points on the foot.
- · The toe can be open or closed.

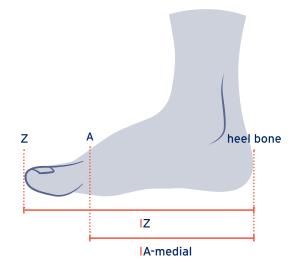


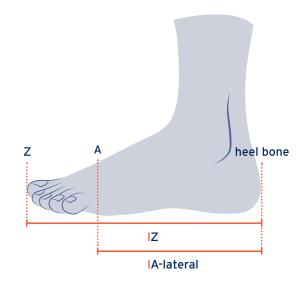


- · Please note that a slant foot offers the best anatomical fit.
- Please keep in mind that you can also measure for a slant foot with closed toe.

Lengths of foot (A, Z)

- Open toe straight foot: First measure the medial length from the back of the heel, to just under the base of the big toe. Continue with the lateral length from the back of the heel to just under the base of the small toe. Take the measurement in between to define length A.
- Open toe slant foot: First measure the medial length from the back of the heel, to just under the base of the big toe. Continue with the lateral length from the back of the heel to just under the base of the small toe. Note both measurements down.
- Closed toe: Also measure the total foot length from the back of the heel to the end of the longest digit on the medial side.
- Please note that for JOBST® Relax, only medial length A is taken (IA-medial).



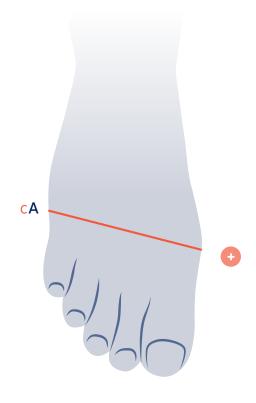


A Circumference

- This measurement is taken with the patient standing.
- Measure circumference A at the base of the toes at the widest part of the foot.



• If measuring is done in lying position, please apply 0 tension.



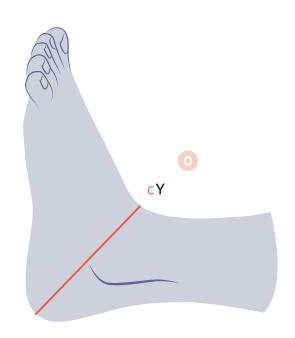
MEASURING FOR JOBST® LOWER EXTREMITIES

Y Circumference

- · Position the patient in a supine position.
- Y circumference is taken around the heel to the front crease, at maximal dorsal flexion.



 If there are deep skin folds or irregular contours, measure cY more towards proximal.



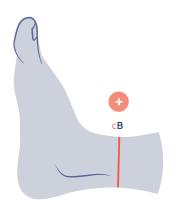
MEASURING FOR JOBST® LOWER EXTREMITIES

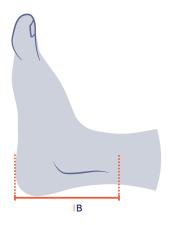
B Circumference and Length

- Circumference B is measured just above the malleoli, at the narrowest part of the ankle.
- Length B is measured where the B circumference is taken.
- For JOBST® Relax, if cB is below 20 cm, cB should be measured with 0 tension.



 If the limb definition is unclear, we recommend taking the measurement 10 cm from the heel.



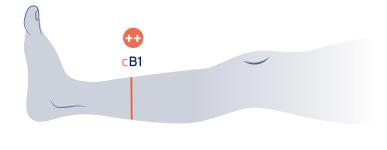


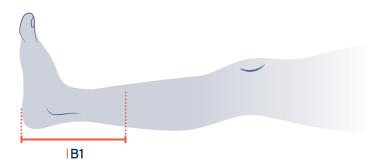
B1 Circumference and Length

- Circumference B1 is measured at the insertion of the Achilles tendon into the calf muscle.
- Length B1 is measured where the B1 circumference is taken.



 If you cannot feel the Achilles tendon, measure B1 at the midway point of length D.



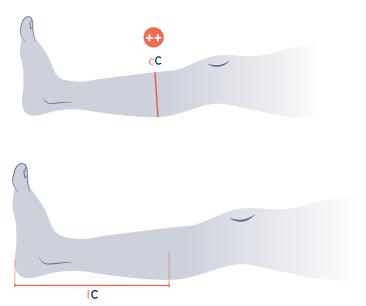


C Circumference and Length

- This is an anchor-point for an AD garment (knee-high).
- Circumference C is measured at the greatest calf circumference.
- Length C is measured where C circumference is taken.
- For CT (Capri Style) if one may wish, the end point of the garment may be measured a little lower than the actual point C. But, the circumference has to be measured at exact point C.



 When calf circumference is unclear, C is located in-between B1 and D.

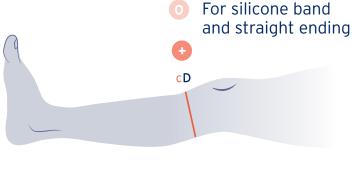


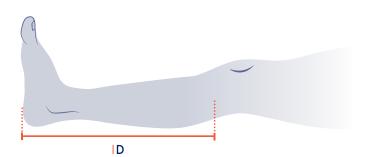
D Circumference and Length

- Circumference D is measured two fingers below patella at pre-patellar bursa.
- Length D is measured where circumference D is taken.



 If the patella is hard to feel, measure two fingers below the knee crease on the medial side (length).

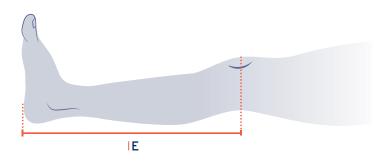




MEASURING FOR JOBST® LOWER EXTREMITIES

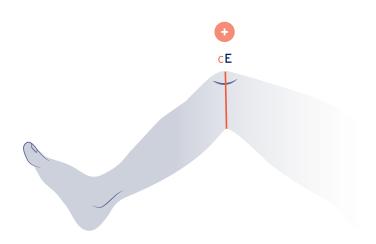
E Length

- E length is measured across the middle of the patella.
- The leg must be extended and flat against the measuring board, with the foot in the correct flexed position (90 degree towards the board) and the heel as close to the board as possible.



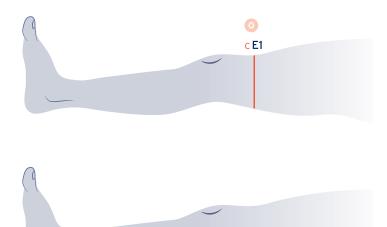
E Circumference

- Circumference E is measured over the middle of the patella.
- The leg must be flexed (30-45 degrees).
- This allows comfort and range of movement while wearing the garment.



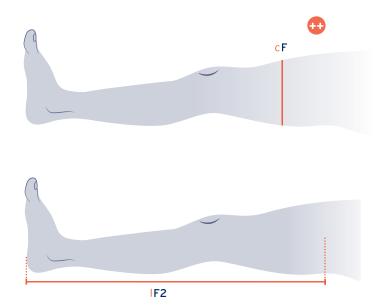
E1 Circumference and E1 length for Bermuda

- Point E1 is required for Bermuda style.
- Circumference E1 measured at approx 5 cm above point E.
- Length E1 is measured where circumference E1 is taken.



F Circumference and Length

- · Circumference F is located mid-thigh.
- This is the anchor point which holds the garment in place for AG (thighhigh) and AT (tights).
- Length F is measured where circumference F is taken.
- For AG-HT one legged panty, point F
 of the shorter leg (non compression
 leg) should be measured with 0
 tension. Also, length F of non compression leg can differ from
 length F of compression leg.
- For JOBST® Relax, if needed, slightly more tension can be used.



MEASURING FOR JOBST® LOWER EXTREMITIES

G Circumference and Length

- Measure point G with the patient standing.
- Circumference G is measured at the widest part of the thigh.
- Length G is measured up to the gluteal fold.
- Length and circumference may be taken at different points depending on limb shape.
- For AG-HT one legged panty, point G of the shorter leg (non compression leg) should be measured with 0 tension.
- For JOBST® Relax, if needed, slightly more tension can be used.



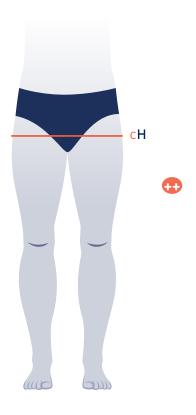
K Length

- Measure point K with the patient standing.
- Place the JOBST® foam pad in between the groin area.
- Now measure the length K from floor to the upper edge of the foam pad in a straight line.
- This measurement is essential for JOBST® Confidence AG garments and all AT flatknit garments.
- Length K is not necessary for JOBST® Elvarex and JOBST® Elvarex Soft AG garment, unless you want to order a top comfort zone for JOBST® Elvarex.



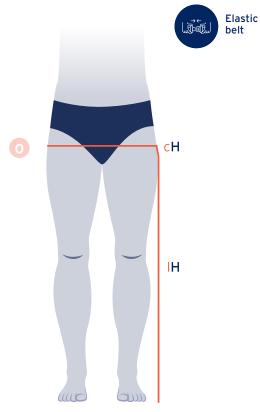
H Circumference for JOBST® Elvarex and Elvarex Soft

• H circumference is measured over the widest part of the buttocks area.



H Circumference and Length for JOBST® Confidence

- You need to use an elastic belt to define and secure point H. Then, use a measuring tape and measure the circumference at the upper edge of the belt.
- Length H is measured at the side of the leg, from the feet up to the upper edge of the belt. Measure along the contour of the hip at the upper part.



MEASURING FOR JOBST® LOWER EXTREMITIES

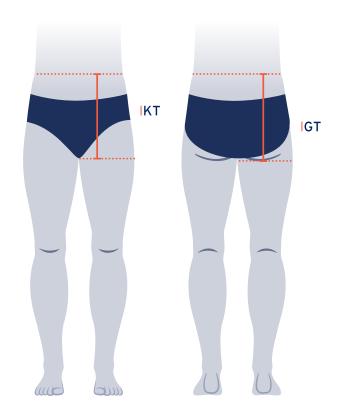
Body bandage for JOBST® Elvarex and Elvarex Soft

How to measure GT (back length) and KT (front length)

- K to T: Measure length point T from eye-line of pubic bone to waist, pulling tape tension on any contours.
- G to T: Measure from gluteal crease to T, pulling tape tension on contours.

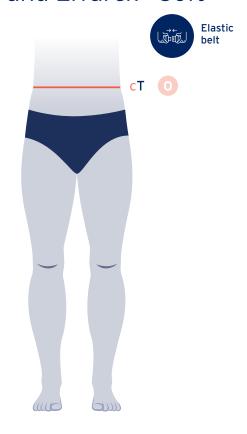


 If the belly of the patient is heavy, kindly ask your patient to flatten the belly with their hands when measuring length. This creates a 'lift'-effect.



T Circumference for JOBST® Elvarex® and Elvarex® Soft

- Point T is located at the waist and indicates the end of the garment.
- To measure the circumference at point T, place the elastic belt comfortably around the waist and measure the circumference along the upper edge of the belt.

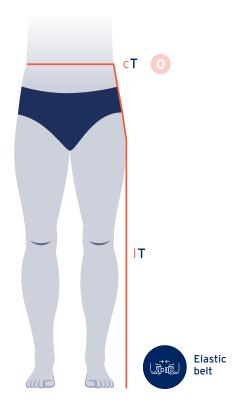


T Circumference and T Length for JOBST® Confidence

- Point T is located at the waist and indicates the end of the garment.
- To measure the circumference at point T, place the elastic belt comfortably around the waist and measure the circumference along the upper edge of the belt.
- Length T is measured at the side of the leg from the feet to the upper edge of the belt, following the contour from G to T.



- For an optimum fit, find the natural waistline, consider support point such as the smallest circumference, skin crease etc.
- For men with bigger abdomen, measure below the belly and higher at the centre back.



Rise measurement TT (L) and K3 (L1) for JOBST® Confidence

TT (L) and K3 (L1) need to be measured in one go using the JOBST tape clipper and the elastic belt

Measuring length TT (L):

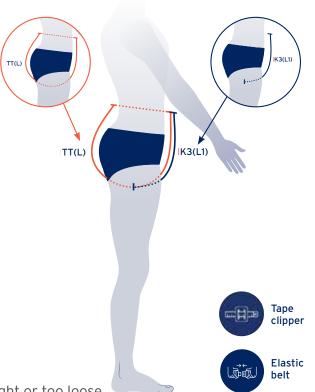
- Place the elastic belt comfortably around the waist.
- Place the tape with clipper at the middle of the belt at the front side of the body.
- Gently extend the tape between the legs, through the crotch to the middle of the belt at the back side of the body. This is length TT (L).

Measuring length K3 (L1):

 Slide the tape clipper from the top of the waistband front side to the middle point between the legs. Take the measuring tape away.
 The number at the clipper is length K3 (L1).



- Avoid either securing the tape too tight or too loose.
- For men, the tape should be placed in the groin, beside the genitals and not on top of genitals.



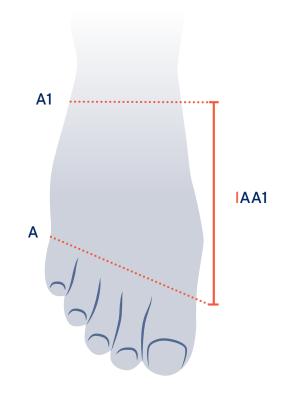
JOBST® ELVAREX TOE CAP

A-A1 Length

- Measure the foot lengths with the patient standing.
 Mark all length measuring points on the foot.
- The length is measured from A to A1.
- This length is taken for the lateral side and the medial side.
- · These measurements will differ.



- It is recommended to have a length difference between medial and lateral of at least 2 cm.
- For a better anatomical fit, the recommended medial length is at least 8 cm.

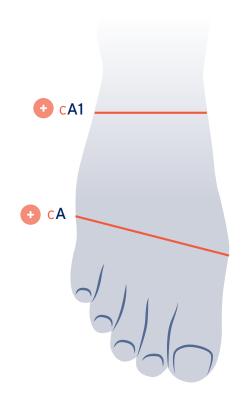


A-A1 Circumference

- This measurement is taken with the patient standing.
- A is measured at the base of the toes or the widest part of the foot.
- A1 is measured at the end of the toe cap.



- When the toe cap and leg garment are worn together, it's recommended to order a slant foot to avoid pain on the bones and callus growth.
- When the compression class of the leg garment and the toecap are the same, add 1cm to cA and cA1 to avoid double compression.

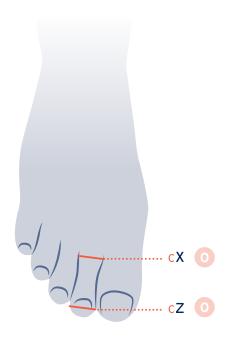


X and Z digit Circumferences

- Measure circumference X at the base of the toe.
- Measure circumference Z at the end of the toe.
- The X should not be less than the Z measurement.
- · These measurements are taken without tension.



• It is easier to measure this circumference using a small measuring tape.

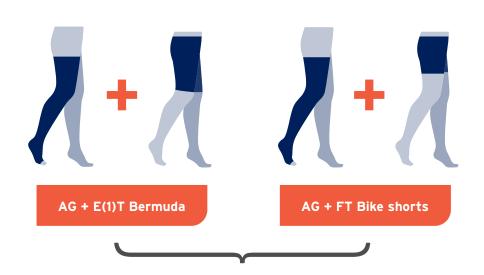


JOBST® ELVAREX®/SOFT/CONFIDENCE LOWER EXTREMITIES

Overlapping garment instructions



Add 2-3 cm skin tension to Capri/Leggings at the points of overlap.



Add 2-3 cm skin tension to Bermuda/Bike at the points of overlap.

• In case of patients with severe oedema, you **may not** add extra measurements.

JOBST® ELVAREX® LOWER EXTREMITIES

Donning & Doffing videos

TIPS FOR EASY APPLICATION





TIPS FOR EASY REMOVAL





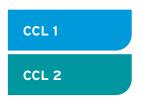
JOBST® ELVAREX® UPPER EXTREMITIES

At a glance

POPULAR STYLES



COMPRESSION CLASSES



POPULAR OPTIONS



JOBST® ELVAREX SOFT UPPER EXTREMITIES

At a glance

POPULAR STYLES



CG1 Armsleeve

COMPRESSION CLASSES

CCL 2

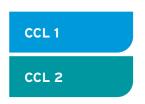
JOBST® CONFIDENCE UPPER EXTREMITIES

At a glance

POPULAR STYLES



COMPRESSION CLASSES



POPULAR OPTIONS



JOBST® RELAX UPPER EXTREMITIES

At a glance

POPULAR STYLES







CG1 Armsleeve

This garment has been developed to be soft and comfortable to the skin while sleeping or relaxing, forgoing the usage of a top band. It is not constructed for a lot of movement, especially strong bending of the knees. As a consequence the garment might move from its original position. If needed, adjust before and after sleeping. Furthermore, some patients might experience a slight volume reduction during the night and find the garment loose in the morning.

COMPRESSION CLASSES

CCL 1

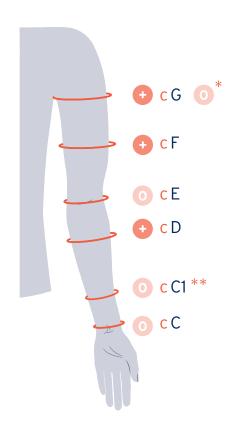
MEASURING FOR JOBST® UPPER EXTREMITIES

General

Position the patient:

- Preferably on a chair, beside a table or bench. The arm lays on the surface and has a bent elbow as shown in the image below.
- First, mark ALL measuring points with a skin pencil.
- After that, proceed with measuring all circumferences. Then continue with measuring all lengths.





C Circumference

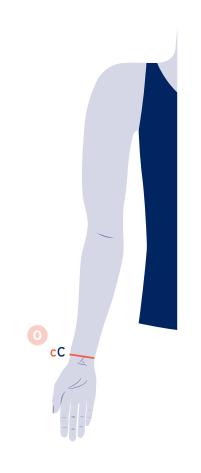
- · Ask the patient to flex the hand towards inner wrist.
- · At second crease, mark point C using a skin pencil.
- Ask the patient to lay the hand flat on the table (palm down) and measure circumference C around the wrist bone.

Note: the circumference is not taken at the exact position of the length mark.



When measuring for JOBST Elvarex and JOBST Elvarex Soft, please keep in mind:

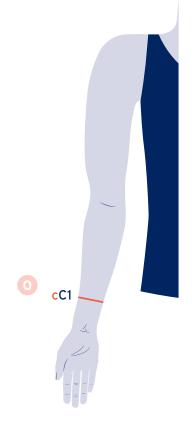
- If proximal from C is bigger, always take the biggest circumference.
- If circumference is between 15 and 18 cm, add 1 cm to the measurement taken.
- If circumference is < 15 cm, add 2 cm to the measurement taken.



^{*} with silicone band & straight ending ** for JOBST Confidence

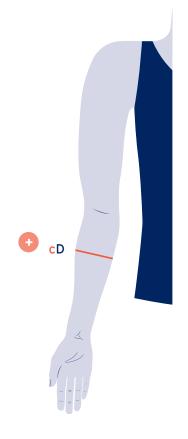
C Circumference

- Point C1 is located 5-7 cm above wrist.
- Measure C1 circumference.



D Circumference

- · Point D is located in the middle third of the forearm, typically as the forearm starts to flare.
- Measure D circumference here.



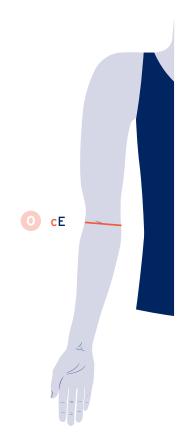
MEASURING FOR JOBST® UPPER EXTREMITIES

E Circumference

- At the elbow crease, mark point E.
- Measure E circumference with the elbow flexed to ensure enough width for movement (45°).

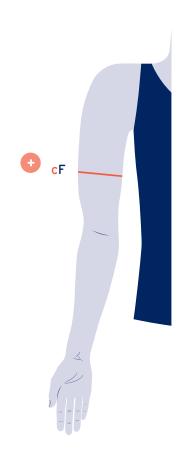


• If the tissue from proximal E is bigger, take the bigger circumference.



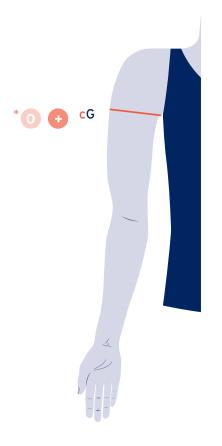
F Circumference

- At mid upper arm, mark point F. This is 1/2 way between landmark E and G.
- This is the anchor point which holds the garment in place.
- Measure F circumference here.
- For JOBST Relax, if needed, slightly more tension can be used.



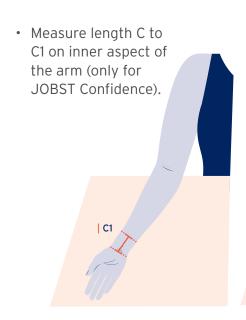
G Circumference

- Use the measuring card to define point G.
 Ask the patient to comfortably place it high in the axilla.
- Fold the measuring card horizontally over the arm and mark point G. This should be level with the axilla.
- Measure G circumference.
- For JOBST Relax, if needed, slightly more tension can be used.



CC1, CD, CE Length

Now, continue with taking the length measurements as contoured measures**



- Measure length C to D on inner aspect of the arm.

 I D

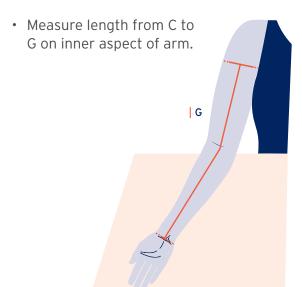
^{*} with silicone band & straight ending.

^{**} A contoured measure is when you fix the tape measure with your finger before moving to the next measure point. Be sure to press down at each point.

MEASURING FOR JOBST® UPPER EXTREMITIES

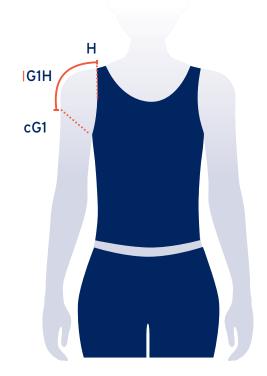
CF, CG Length

Now, continue with taking the length measurements as contoured measures**



Shoulder Cap for bra loop or body strap

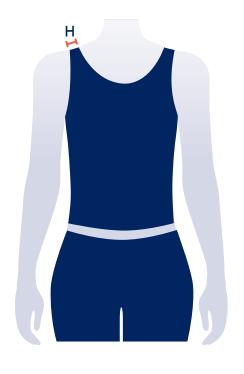
- Measure the length from point G1 to outer aspect of bra strap point H.
- Apply the measuring tape firmly over the contour of the shoulder.



^{**} A contoured measure is when you fix the tape measure with your finger before moving to the next measure point. Be sure to press down at each point.

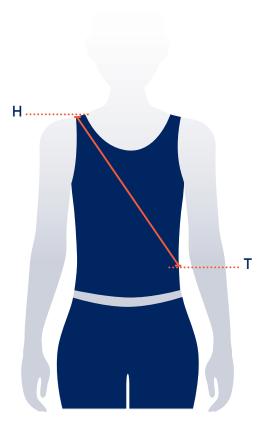
Shoulder Cap for bra loop or body strap

- Measure the width of the bra strap for the VELCRO brand hook and loop fastener system.
- A minimum 2.5 cm strap width is recommended, to be effective.



Body strap

 Measure from the shoulder (H) across the body (T) and then around the back of the body back up to the shoulder (T)

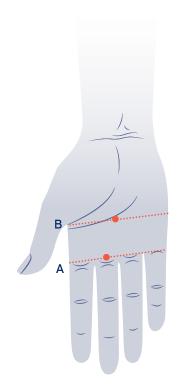


MEASURING FOR JOBST®

GLOVES AND GAUNTLETS

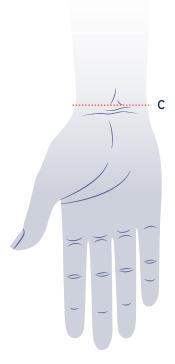
Defining measuring points A and B

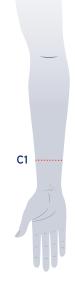
- · Place the hand flat on the table, palm up.
- Use the JOBST measuring card to identify point A.
- Place the measuring card in line with the base of the 5th and index finger. Just below the middle finger, mark point A.
- After this, slide the card up, towards the thumb, and position the card in to the thumb web space.
- At middle of the hand mark point B.



Defining measuring points C and C1

- Ask the patient to flex the hand towards inner aspect of wrist.
- · At second crease, mark point C.
- Point C1 is the ending point of the glove and should be located at least 5 cm from C.



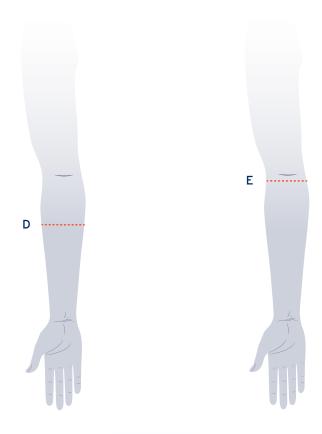




 The maximum ending point is at 20,5 cm proximal from point A.

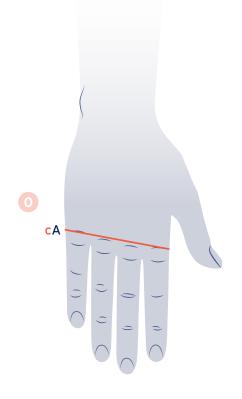
Defining measuring points D and E (long glove, long gauntlet)

- Point D is located in the middle third of the forearm between point C and E.
- Point E is located 1 cm distal of the elbow crease.
- Point E is the ending point of the glove.



A Circumference

- Place the hand flat on a table (palm down).
- Ask the patient to apply pressure through to hand.
- Measure A circumference.

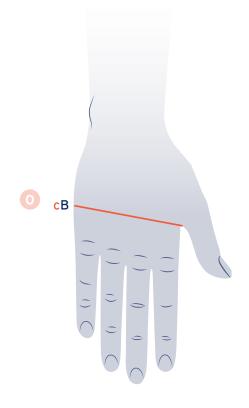


MEASURING FOR JOBST®

GLOVES AND GAUNTLETS

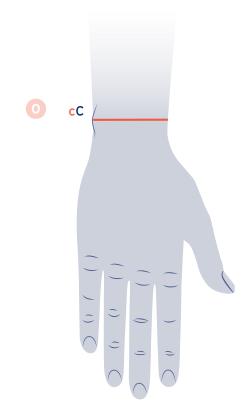
B Circumference

- Place the hand flat on a table (palm down).
- Ask the patient to apply pressure through to hand.
- Measure B circumference.



C Circumference

- Place the hand flat on a table (palm down).
- Measure circumference C around the wrist bone.

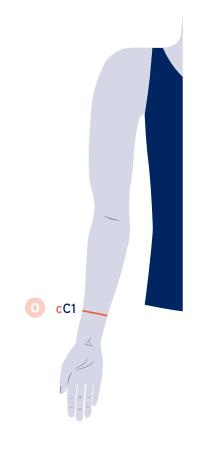




 If the glove is worn together with an armsleeve, you will have an overlap and should add 1 cm to C.

C1 Circumference

• Measure C1 circumference.

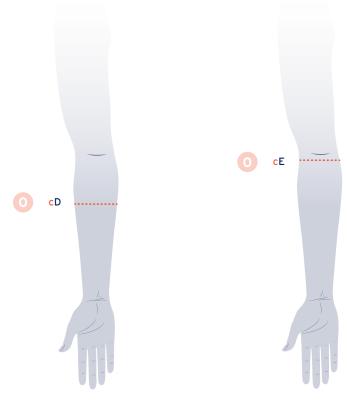




 If the glove is worn together with an armsleeve, you will have an overlap and should add 1 cm to C1.

D and E Circumference (long glove and long gauntlet)

- Measure D circumference.
- Measure E circumference 1 cm below the elbow crease.

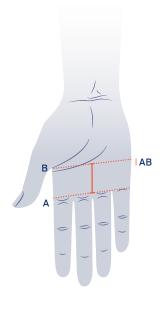


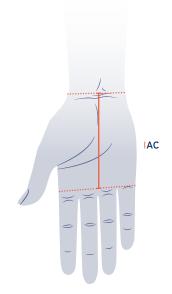
MEASURING FOR JOBST®

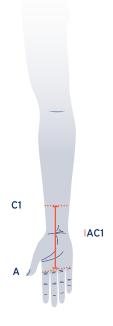
GLOVES AND GAUNTLETS

AB, AC, AC1 Length

- Measure length AB on inner aspect of the palm.
- Measure length AC on inner aspect of the hand.
- Measure length AC1 on inner aspect of the hand and arm.

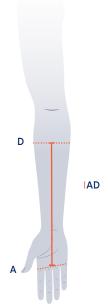


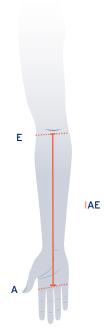




AD, AE Length (long glove, long gauntlet)

 Measure length AD and length AE on inner aspect of the hand and arm.



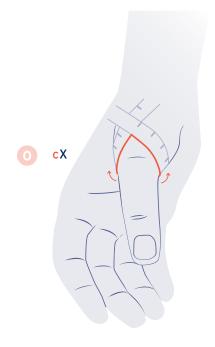




 For JOBST Relax gauntlet, add 1 cm to measured lengths AB and AC.

Thumb Circumference

 Measure the thumb circumference using a relaxed figure-8 measurement, at the base of the joint of the thumb (MCP).



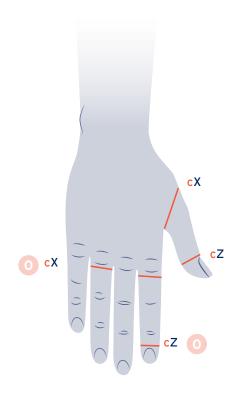
MCP - Metacarpophalangeal

X and Z digit Circumferences

- Measure X circumference at the base of the finger.
- Measure Z circumference at the point of the desired finger length.
- The X circumference should not be less than the Z circumference.



- When the desired finger length is less then 1.5 cm, use circumference X for Z
- Please note that the minimum finger length is 1 cm.
- Please avoid an ending on the joint.



MEASURING FOR JOBST®

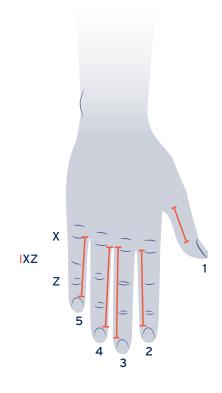
GLOVES AND GAUNTLETS

Digit Length

- Measure the finger length using the JOBST measuring card.
- Place the measuring card between the fingers and measure the length on the side which is closest to the middle finger.
- Measure up to the nailbed to avoid swelling at the end.



- A garment with long fingers is advised if there is swelling in the fingers.
- Please note that the minimum finger length is 1 cm.



JOBST® CONFIDENCE UPPER EXTREMITIES

Donning & Doffing videos

TIPS FOR EASY APPLICATION





TIPS FOR EASY REMOVAL





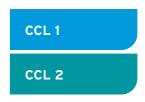
JOBST® ELVAREX® PLUS AND JOBST® ELVAREX SOFT SEAMLESS

At a glance





COMPRESSION CLASSES



WASH AND CARE INFORMATION

Please remind the user to keep in mind the following:



Washing the garments every day, or every other day, is important for hygiene and to maintain the elasticity and performance of the garment.



There are a few things to keep in mind when washing the garments:

- Wash the garments together with garments of the same colour.
- A laundry net can protect the garments from damage.
- · Wash the garments at the temperature indicated in the Instructions For Use, please refer to the washing label.
- Choose a gentle wash cycle.
- Do not use a brightener or fabric softener.



How to dry garments after washing:

Garments should not be dried in the sunlight as this harms the fabric.



What else should be kept in mind?

- Long fingernails and jewellery can damage the fabric when putting garments on or off.
- Do not use body lotions or greasy skin care ointments when wearing the garments.
- When any loose threads or loops are noticed, they shall not be cut off this can cause holes or ladders in the garments. Instead, the medical supply store shall be contacted to get a professional repair, when possible.



In addition, always advise to follow the Instructions For Use for the respective garments because they can differ from product to product.



JOBST® CONFIDENCE

The correct measuring technique for compression garments with anatomically shaped panty part

Check out the video on JOBST Confidence measurement



www.jobst.com/measuring-instructionsfor-jobst-confidence-panty/

JOBST® Confidence is a flat-knit compression garment for patients with mild to moderate lymphedema and lipedema without pronounced skin folds or shape distortions. In order for the garment to exert its optimal compression pressure, precise measuring is necessary for an accurate fit. Please find below the measurement instructions to be used together with JOBST® Global Measurement Guide.

Please always
use the JOBST
measuring aids
to measure our
JOBST Confidence
garments*



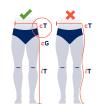
Measure length IK

- Place the JOBST foam pad as far as comfortably possible into the crotch, between the legs.
- Measure perpendicularly from the floor to the top edge of the foam pad.



Measure length IT

- Place the belt at the desired waist place (approx belly button)
- Length T should be measured perpendicularly from the floor to point G. And then, following the contour from G to T.
- In other words, measuring tape should be placed in a straight line from floor to the hips and shall follow the contours from hip to the upper edge of the belt.



Measure length IH

- Put the belt around the widest part of the buttocks
- Measure perpendicularly from the bottom to the top edge of the belt



Measure length TT/K3

- Place the measuring tape with tape slider on the upper edge of the belt.
- The measuring tape shall now pass through the gluteal cleft (and not on buttocks) - to the upper edge of the belt on back. This is length TT.
- The patient slides the tape slider to the centre of the crotch.
- Remove the tape from patient's body. The measurement read at the tape slider position is length K3.



Measure circumference cT

- The measuring belt should be at the waist and around the hips in a straight line form
- Too high on the belly part or too low at the back results in an inaccurate fit



^{*} You have not yet received a measuring aid tool kit? - Please contact your JOBST sales representative.

JOBST® Confidence garments should not be pulled up too high! Please use the size of the woven-inn logo as reference.



JOBST® Logo approx 3cm long



JOBST® Logo > 3cm long



WHICH PATIENTS ARE SUITABLE FOR JOBST® CONFIDENCE?*

JOBST Confidence is suitable for patients who ...

- · ... have mild to moderate lymphoedema and Lipoedema without pronounced skin folds or shape distortions.
- ullet ... have fragile or tender to touch skin.
- · ... seek comfort and are new to flat-knit compression.
- · ... are sporty and active.

JOBST Confidence is not suitable for patients who ...

- ... want to feel a strong pressure.
- · ... hide their belly or have body shaping trousers.
- ... have considerably different circumferences in one limb, if you wish to have two legged panty.
- · ... have belly overhangs.
- · ... have large adipose tissue lobules.

Note: In theses cases, possibly JOBST® Elvarex or JOBST® Elvarex Soft may be

Measuring points	Minimum/Maximum Measurement	Notes
Circumferences		
cG	max. 90cm	We recommend using JOBST Elvarex or JOBST Elvarex Soft for larger circumferences
сН	up to 140cm	We recommend using JOBST Elvarex or JOBST Elvarex Soft for larger circumferences.
Length		
IB	min. 7cm	A shorter length is unrealistic.
TT	max. 100cm	We recommend using JOBST Elvarex or JOBST Elvarex Soft for larger length measurements.
K3	max. 45cm	K3 must always be less than TT and must not exceed 45% of the total length (TT).
Length btw two points		
IG to IK	up to 4cm	Longer measurements than 6cm to 7cm are uncommon and may result in more material on the leg and therefore wrinkling.
IK to IH	approx 10cm, min 4cm	Usual length is between 4cm - 12cm.
IH to IT	min. 7cm	The waist band needs about 4cm to 5cm. At least 2cm of knitted fabric must also be added.

^{*} This recommendation is to help healthcare professionals to navigate through JOBST flat-knit assortment and choose a suitable product for patients based on material properties as well as the indications and precautions in the Instructions for Use. For further information please read the Instructions for Use.

CUSTOM GARMENT MEASURING VIDEOS

Elvarex® Custom Garments





AD



AG



PANTY



TOE CAP



GLOVE



CG1



Confidence Custom Garments





AD



AG



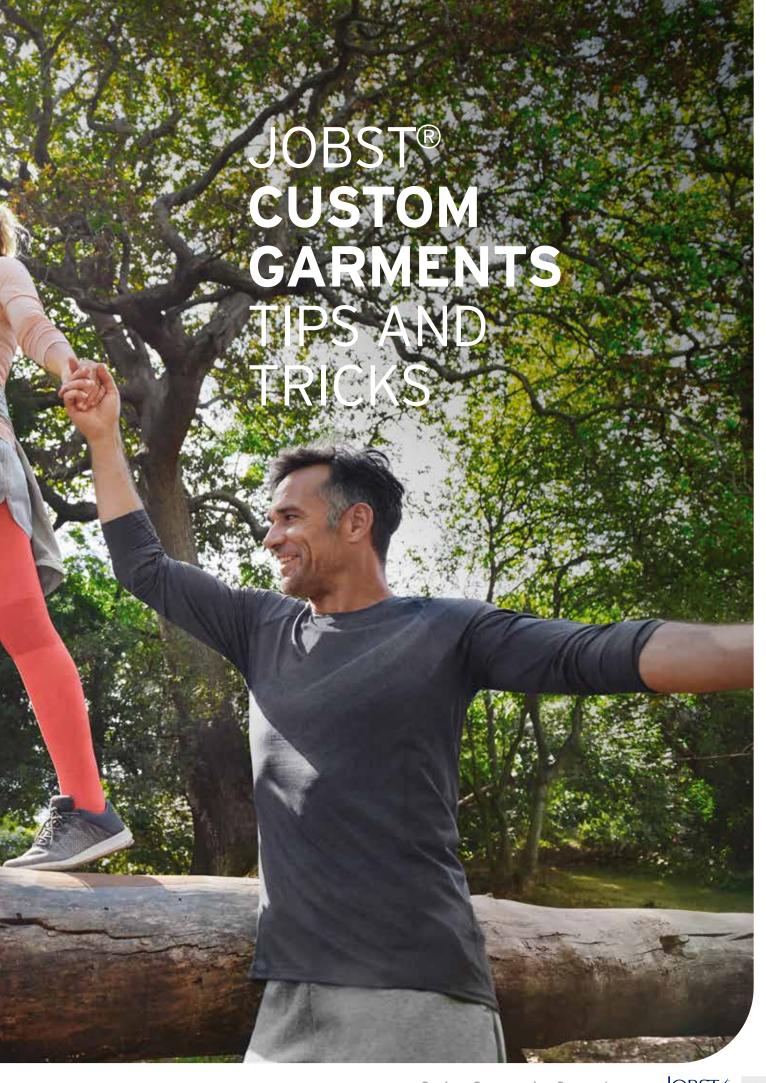
PANTY



CG1







GENITAL OPTIONS

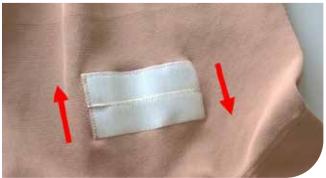
Managing Gravity

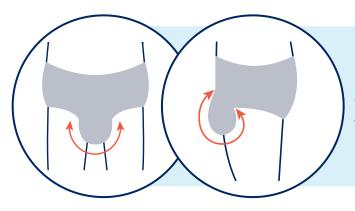
- Because of the challenges of genitals being in a gravity dependent position, adding in a vertical support can assist in added 'lift' and support.
- This can be included into the Elvarex garment to support against gravity.
- With the inclusion of multiple levels of Velcro, a patient can vary the amount of vertical lift depending on the time of day or level of refill.
- The standard way to measure the genital strap is to measure from the perineum seam, up to the midpoint of the trunk. The velcro is placed in the middle of the front of the pants - standard is 2 strips however you can have up to 3 pieces.
- Genital strap measure the length and width of the strap and insert into the comments box.

· Only available in Elvarex

 A standard male pouch is 12 cm medial to lateral and anterior to posterior.
 Should a larger pouch be required, please document in the comments section of the order form. Note: 48 cm is the maximum size and can be dependent on the circumference of the panty.

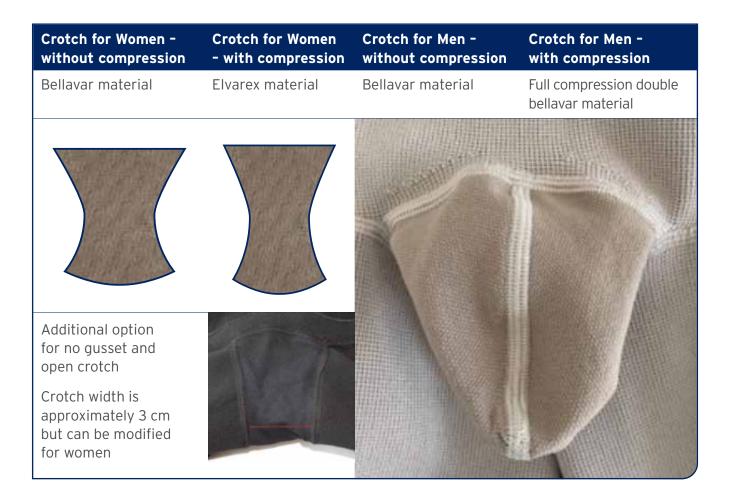




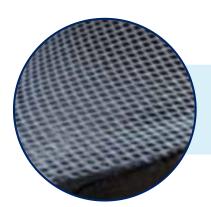


Measure around the scrotum from left side to right side, then measure from the base of the penis anteriorly, to where the scrotum connects to the perineum posteriorly.

Gussets



- Bellavar is the standard gusset for females. Should you require Elvarex fabric gussets, please request in the comments. Note, 3 cm is the standard width gusset.
- Bellavar is the standard gusset for males. Note: Elvarex is not available for male gussets and the standard gusset is 12 cm for males.



You can also have the crotch in a net material

- Only available for the female crotch.
- It does not offer compression.

Stoma

Option 1

Measuring instructions

- 1. Measure from side seam to side seam rather than from the midline.
- 2. Measure the distance from the top waist band down to the stoma opening location.
- 3. Document the diameter of the opening, note the average is approximately 4.5 cm. Be mindful not to make the opening excessive as it will increase in diameter with donning.

Option 2

If documenting the location is complex, the garment can be donned by the patient and the location of the stoma documented with chalk markings on the garment. The garment can then be shipped back to Emmerich, Germany for post production alteration.



Stumps

Plate Finish The preferred option

- Suitable for rounded, tapered stumps.
- Plate is made from Elvarex fabric with a soft internal lining.
- Measure the true A-G and A-F lengths (or lower if below knee amputation).
- It is recommended that 2 cm is accounted for in the overall length as the plate will provide some stretch and length characteristics.
- Take the circumference of F at the narrowest part of the stump where the convergence commences.



Straight Edge Finish

- Suitable for stumps with a more straight edge appearance.
- Note not suitable for more tapered shapes as can result in a 'dog ear' appearance.

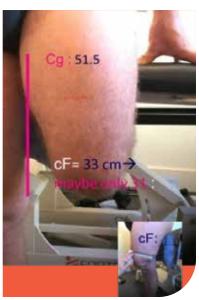




For Upper Limb stumps

For upper limb garments, measure the same as a lower limb garment but account for approximately 1.5 cm in stretch and length from the plate.



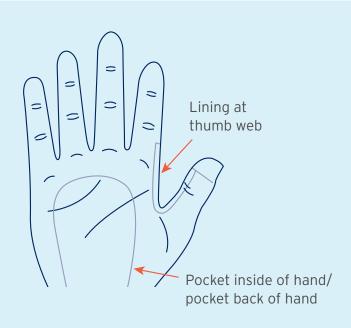




Lining options

Please see the attached images for possible locations regarding the placement of lining. It is possible to request additional locations and the production team will be able to offer advice if technically feasible (based on material, size and placement).

Note: lining must be at least 1 cm away from seams and the ends of garments for adequate fixation and optimal outcome.



Silicone patches, strips, dots

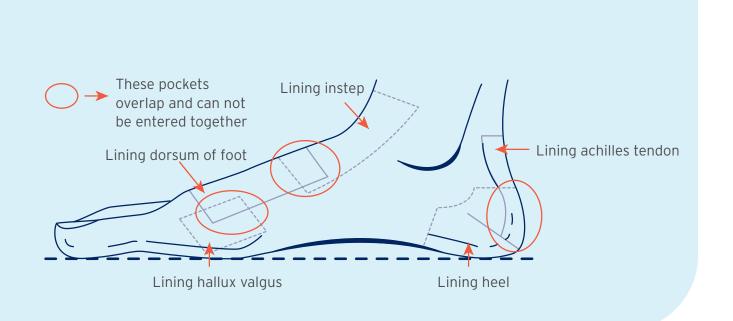
- Standard: 5 cm and 2.5 cm dotted waistban.
- Patches: Standard are 5cm x 5cm.
- · Strips: available in the following lengths, 10 cm, 12 cm, 15 cm, 20 cm and 25 cm.
- · Only available in Elvarex and Elvarex Soft.

Zippers

Are only available for Elvarex fabric garments.

- · Note: zippers are not possible through knee or elbow joints, in the foot section of garments or in toe pieces.
- · Not available for toe caps or foot part of a garment.







Dear Customer

Thank you for choosing JOBST®, the medical compression garment that incorporates gradient compression for the management of venous and lymphatic diseases.

Care Instructions

- JOBST® compression garments should, if possible, be washed daily, or at least every other day.
- · Please use a regular mild detergent.
- Do not use laundry additives such as fabric softener, optical brightener or stain remover
- · Rinse your garment well.
- Roll up the wet compression garment in a towel after washing and press out excess moisture.
- · Do not wring.
- Do not dry the compression garment on a radiator/heater or in direct sunlight.
- For tumble dryer compatibility please check your compression stocking's product label.
- Silicone band care- when needed, hand wash silicone band to remove excess creams, lotions hair and other foreign material.

Special notes

- Caution: Long fingernails and jewellery may damage the garments when putting them on.
- Please use rubber gloves or a donning aid.
- Do not bring the compression garments into contact with greasy ointments, body lotions or similar substances unless recommended by JOBST.®
- Loose threads or loops should not be cut off, since this may cause holes or runs to form in the garment.
- Intended to be used by a single patient only.

QUICK GUIDE FOR TROUBLE SHOOTING

As soon as you receive your garments, please inspect them, and try them on.

Sometimes there can be a short adjustment period with your new garments, whether they are your first or you have been wearing them for years.

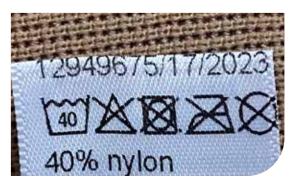
If you feel that the fit is not exactly right, please continue to wear your garment as prescribed for a period of 2 weeks and follow these trouble shooting ideas.

- Garment should be washed every day, or at least every other day, at 40°C.
- If the garment feels too loose, wash in hot water up to 60°C.
- If the garment feels too tight, continue to wash as per the general care instructions.
- After 2 weeks, if the fit still does not feel right, please contact your therapist for review.

Take a photo of the front and back of the tags on all the garments and follow the guidelines on which photos to take



Front tag image shows the schema numbers, patient's name (removed here for privacy) and style of garment.



Back tag image shows the schema numbers and date of production.

Take a photo of the garment/s on you as per below



If your limb goes blue or you experience pain or pins and needles whilst wearing your garment, please remove and advise your therapist straight away.

Email the photos directly to your therapist, or send them in a text message.

The garments need to be assessed by the factory within 4 weeks of you receiving them.



FREE OF CHARGE GUIDELINES FOR CUSTOM GARMENTS

Customer enquiries on Custom Garments are managed by the Customer Service Team.

- The Customer or Clinical Sales Specialist (CSS) is requested to send photographic evidence via email showing the affected area on the garment to the Customer Service Team at -Jobstcs.AU@essity.com
- 2. Customer Service sends the information to the manufacturer for assessment
- 3. Once reviewed, a decision is made whether or not to resupply the product.
- 4. Customer service will then notify the Customer/CSS of the outcome.
- 5. Once the patient has received the FOC replacement, the incorrect garment must be returned to Essity, either via the CSS or via mail.
- 5. Complaints must be received within 4 weeks of the garment being delivered

Please use the Custom-Made photography guides for all complaints

If the garment is too long:

Please measure the total length as well as the segment you feel is too long.

If the garment is too wide:

Please measure the width of the garment.

(These must be done off the patient to check the knitted dimensions and not on the patient)

If it's simply a colour or wrong compression level, the tag photo is enough.

Order Placement and Customer Service

Please complete the relevant measurement form and order form. Latest forms can be found at www.jobst.com.au.

Services Provided

- Order placements
- Delivery information
- Measuring assistance
- Warranty claims
- Request order/measurement forms
- Patient brochures

A dedicated Customer Service team are available to assist with your inquiries or requests.

Order Placement and Contact Details

L6, 211 Wellington Road, Mulgrave, Victoria, Australia, 3170

JOBST® Custom Made Australia

T 1300 998 810 jobstcs.au@essity.com

JOBST® Custom Made New Zealand

T +64 8 508 998 810 jobstcs.nz@essity.com