



# Frequently Asked Questions for Hospitals

## **What is Medichill?**

Medichill is a world leading thermal therapy brand that offers medication-free pain relief through the use of its 'Cool Cube' Ice Pad and Ice Wrap technology.

## **What is a Medichill 'Cool Cube' Ice Pad?**

A 'Cool Cube' ice pad is a cell of frozen or chilled gel encapsulated between a soft touch fabric and a synthetic film. Multiple cells form a sheet.

## **What are they made of?**

The fabric and film encapsulate de-hydrated super absorbent polymers within the cell. When hydrated the polymers absorb and retain the water in preparation for freezing or chilling or heating.

## **How do they work?**

Simply hydrate in clean water until the cells are firm to touch (approx 20 mins). Then Freeze, Chill or Heat. It is then ready for a pain relieving application. Hot water hydrates the cell faster. After a period of time evaporation will occur and the cells will flatten out. No need to dispose of sheet, simply repeat the hydration process.

## **What happens when they thaw?**

They stay nice and dry due to the polymer's ability to retain fluid, with no messy puddles of water.

## **How long do they stay frozen?**

A lot depends on the ambient temperature, but as a guide they will stay frozen or at 0°C (32°F) for at least two hours on a 20°C (68°F) day if properly prepared, for example fully hydrated and then frozen for at least two hours prior to use. They are far more effective and last a lot longer than the same volume of ice or a gel ice pack.

## **How long do the sheets last?**

The sheets have an indefinite shelf life. They can be used for years once hydrated and frozen, if steps are taken to keep them clean and unsoiled, like using and storing them in a plastic bag.

## **What happens if I puncture a cell of the sheet?**

No problem. Simply rinse out that cell, you can then continue using the rest of the sheet.

## **Are the contents harmful?**

The contents are completely safe and not harmful, they are non-allergenic, they do not contain ammonium nitrate, propylene glycol, both popular in other ice packs, and also do not contain latex. Please view our Material Safety Data Sheet (MSDS) available on our website.

## **Are they registered with the health authorities?**

Yes, we hold registrations with the FDA (USA), TGA (Australia), CE (Europe), Medsafe (NZ).

## **I have heard the sheets can be cut to smaller sizes, is this correct?**

Absolutely correct. If you cut between the cells you make a smaller ice pack or you can simply slit the sheet to better contour to the body. We recommend cutting to your desired size prior to the hydrating process as it is easier.

## **How do they manage cross-infection concerns?**

This is where the Cool Cubes excel, due to the fact that they are very economical they can be used for single use applications and disposed after use, making them ideal for hospitals and schools.

## **Where can you use Medichill 'Cool Cube' Ice Pads?**

They can be applied to most parts of the body, giving effective and medication-free pain relief for: Soft tissue trauma, sprains, strains, muscle tears and dislocations. Injury rehabilitation. Post surgery rehabilitation. Treatment for stings and bites. Body temperature control. Minor burns and sunburn. Back, neck, migraine and period pain. Nursing mothers pre and post birth. Transportation of medications and bio-medical samples.

## **Does my hospital need an account?**

Absolutely not, hospitals are granted an account automatically and an invoice is sent with the goods.

## **Can we order online?**

Yes all products can be ordered online, you can either pay online by card or you can include a purchase order number for payment on account.

## **Is it possible to get evaluation samples?**

Yes you can, simply contact our Customer Care team on [info@medichill.com.au](mailto:info@medichill.com.au) and provide your details.