

The COVID-19 Pandemic has brought up some serious concerns about how to safely train and demonstrate surgical techniques and products using the Osso VR platform. [The World Health Organization \(WHO\) has outlined basic protective measures](#): Wash hands frequently, avoid touching your eyes, nose, and mouth, practice good respiratory hygiene, and maintain the recommended distance from other people.

We take this very seriously, and have compiled some of the most frequently asked questions around practical hygiene recommendations for your convenience. For any question or inquiry that arises not addressed here, please contact us immediately by emailing [support@ossovr.com](mailto:support@ossovr.com). We will respond quickly to get you what you need during this health crisis and beyond. *And please always follow the advice of your care providers and local authorities for this matter during this rapidly evolving situation.*

---

### Should we train with VR at all during this COVID-19 pandemic?

Due to travel restrictions, conferences canceling, and education events getting postponed, sending a VR training unit to your surgeon, sales rep, or other trainees is a way to avoid exposing yourself and others to the virus through community spreading. It is important to follow the following steps:

- **Wash or sanitize your hands before and after training in VR.** Wash your hands and/or use hand sanitizer before and after use and cleaning hardware.
- **Sanitize the headset and controllers before and after each use.** According to the CDC, the coronavirus has an envelope structure which antimicrobial sanitizers can neutralize. You should ensure that the headset and controllers have been wiped down with antimicrobial wipes before and after each use. Oculus recommends non-alcohol based sanitizers, however we have found in practice that this does not seem to have any negative consequences. If you are not sure it's been wiped down prior to use, be sure to do it yourself. For extra protection, you may also use nitrile gloves while cleaning your headset and dispose of gloves after each use. Follow this link to a [CDC resource](#) that provides more details on effective sanitizers and sanitization practices for COVID-19.

**If I order new hardware, has it been disinfected?**

Yes, our managed hardware service includes a sanitizing step prior to shipping out the hardware. Anything inside the cardboard box you receive has been wiped down and sanitized.

**Do you recommend any additional supplies or specific products for safe use?**

Based on what is currently known we believe taking the above measures will protect against coronavirus. Please keep in mind this is a rapidly evolving situation and to always follow guidance from local healthcare authorities and your providers.

If you are curious about further steps you can take to mitigate risk, here are three additional things you can try:

- 1. Disposable VR Masks.** Disposable covers such as these are perfect at keeping your headset clean and protected for all of those who use it. Each mask is single-use. It is fitted over the ears and across the eyes before placing a headset on and ensures that everyone gets a fresh VR experience every time, plus they're pretty affordable. [Here is one you can try \(click here\)](#).
- 2. Non-porous Face-foam.** After-market faceplates are available that are non-porous and easier to wipe than the standard face-foam that comes with your hardware. [Here is one you can try \(click here\)](#).
- 3. Sanitizing Stations.** A company named [CleanBox](#) has a solution that disinfects and dries headsets, one at a time. This is the most costly of these extra options, but we wanted you to be aware of this as you are evaluating your hygiene plan.