

Questions patients frequently ask about EXOGEN treatment

Can I use EXOGEN treatment more than once per day?

Patients in clinical studies applied the device for one treatment period of 20 minutes each day. The safety and effectiveness of the EXOGEN device when used for more than one daily 20-minute treatment period has not been studied. Consult your doctor for specific usage.

Can EXOGEN treatment be used on children?

EXOGEN is approved for use in patients that are skeletally mature and has not been studied in patients lacking skeletal maturity. However your surgeon may deem it medically appropriate to use EXOGEN in pediatric patients.

I have a cardiac pacemaker, can I still use the EXOGEN system?

It is recommended that your physician advise the patient using EXOGEN ultrasound or other persons in close proximity during treatment to be evaluated by the attending cardiologist or physician before starting treatment. The EXOGEN ultrasound device emits a small amount of electromagnetic interference (EMI) primarily through the coiled cord (no EMI is emitted from the actual transducer). The pacemaker manufacturer is responsible to ensure that their device is not susceptible to EMI. The EXOGEN ultrasound device has been tested to ensure that it complies with the medical standard for EMI emissions. It is recommended that the cord not be draped over the location of the pacemaker during treatment with EXOGEN.

Can the EXOGEN device work through clothing?

No. Ultrasound cannot travel through air and thus requires a coupling gel (provided with the unit). Skin contact and gel is required with use of the EXOGEN system. If you have additional questions about using the EXOGEN device, please contact the Clinical Therapies service center, 1-800-836-4080, option #2.

When should I stop using my EXOGEN unit?

You should use your EXOGEN device until the fracture has healed, as determined by your physician.


Does the transducer have to be over the fracture sight?

Yes, placement is important when using the EXOGEN device so the transducer head should be placed over the fracture site or as instructed by your physician. Please contact your physician or EXOGEN specialist with any questions regarding placement.

How does the EXOGEN device need to be stored in regards to temperature?

Always store your EXOGEN device at room temperature. It should not be too cold or too hot (32 -122° F with best operating temperature between 50-104° F). It is recommended that you store the device in the black tote provided with your unit.

How do you know that the EXOGEN device is actually working?

The unit is functioning properly if the numbers are counting down. If at any time the device stops functioning properly, an attention signal  will appear on the screen. You will not hear or feel anything during actual treatment with EXOGEN. If you have additional questions about using the EXOGEN device, please contact the Clinical Therapies service center, 1-800-836-4080, option #2.

How long does the battery last? Can I change the battery myself?

The EXOGEN device is powered by a non-replaceable, non-rechargeable lithium battery pack with that delivers a minimum of 150 treatments of 20 minutes each. Most devices last much longer than 150 treatments. If your EXOGEN device requires a battery service before your fracture is healed, please contact the Clinical Therapies service center at 1-800-836-4080, option #2.

What do I do when I am done with my EXOGEN device?

The EXOGEN device is a federally regulated device for use only by the patient to whom it is prescribed, and is therefore yours to keep once your treatment is complete. If at the completion of treatment you would like to ship the device back to Smith & Nephew, Inc. for proper disposal, we will dispose of it in an environmentally responsible manner on your behalf. Contact the Clinical Therapies service center for shipping information 1-800-836-4080, option #2.

I think something is wrong with my EXOGEN device.

What do I do?

First consult your User manual for common troubleshooting (p. 16-17). If you need additional help, contact the Clinical Therapies service center at 1-800-836-4080, option #2.

Biologics & Spine

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