

Frequently Asked Questions by Patients

How does SENSUS work?

SENSUS stimulates nerves with electrical current, which blocks pain signals from reaching the brain.

How often can I use SENSUS?

You may start a therapy session whenever you need pain relief. However, it is best to wait one hour between sessions.

How long does it take to start getting pain relief, and how long does it last when a therapy session is over?

Pain relief usually starts within 15 minutes and may last up to an hour after a session is over. It's important to know that everyone is different, so it's not possible to give exact times for when you'll start to feel relief and how long you'll feel relief after a session is over.

Why do I have to configure SENSUS before I start using it?

The configuration process "customizes" SENSUS to you. Instead of a "one size fits all" approach, the configuration process helps SENSUS determine the necessary intensity to meet your unique needs for pain relief.

Do I need to configure SENSUS more than once?

If your pain relief has diminished, you may want to go through the configuration process again.

If I am not getting adequate pain relief despite configuring the device again, what should I do?

There are many factors that contribute to pain relief. You should discuss this with your doctor.

When should I manually decrease the intensity?

If the stimulation feels uncomfortable, you can decrease it by briefly pressing the button. However, it is important that the intensity feels strong, so you should decrease it as little as possible.

When should I manually increase the intensity?

If the stimulation is not strong enough, you can increase it by pressing and holding the button down. In order to get pain relief, the intensity must feel strong, but it should be comfortable.

What should I do if therapy stings or feels uncomfortable?

Turn off the device by pressing the button 4 times. Remove the device and inspect the electrode. If the gel is dry, then hydrate the electrode (See Chapter 7 of the User Manual). If your skin is dry then consider using skin moisturizer (see Chapter 8 of the User Manual). Place the device and electrode back on your leg, making sure that there is complete contact between the electrode and the skin. If the discomfort persists then replace the electrode.

I've noticed that as time goes by during a therapy session, I don't feel the stimulation as much as at the beginning. Is that normal?

Yes, for some people the feeling of the stimulation may decrease during the therapy session.

How often do I need to change the electrode?

On the electrode liner, there's a sticker for you to write the date of when you first use the electrode. The electrode should be changed 2 weeks from this date. You may want to write the change date on a calendar as a reminder.

When would I need to change the electrode more frequently than every two weeks?

The electrode should be replaced prior to two weeks if stimulation becomes painful despite hydrating the electrode gel pads and positioning the device so that the entire electrode is making smooth contact with the skin.

If you see a blinking red light when you start a therapy session, first make sure that the plastic liner is removed from the electrode, that the electrode is making smooth, continuous contact with your leg, and that the electrode is held securely in place by the device and straps. If the red light is still blinking after trying multiple times to start a therapy session, the electrode should be replaced.

I left my device and electrodes outside in very cold or hot temperatures. What should I do?

You should allow the device and electrodes to reach a normal room temperature before attempting to use them. If you attempt to use them and they don't work, you should call your supplier.

If I'm taking medication for my pain, can I reduce or stop taking it if I am getting relief from SENSUS?

Only your doctor can decide whether changes to your medications are appropriate.

Can I use SENSUS while sleeping?

You may use it to help you fall asleep and to keep pain under control while sleeping. Your device will continue to operate automatically overnight while you sleep. Its unique activity monitoring feature means SENSUS detects when you are sleeping and decreases the intensity to minimize sleep disruption.

Can I use the device while I'm showering, bathing or swimming?

No.

If I accidentally drop the device in water, what should I do?

Remove it from the water, and dry it off as quickly as possible. If you try to use your device and it doesn't work, call your supplier.

Do I have to be still while a therapy session is in process?

No.

If the battery isn't charged, and I need to use SENSUS, do I have to wait for the battery to fully charge?

It takes about three hours to fully charge an empty battery. If you can't wait three hours, you can try to use SENSUS sooner. Remove the charging cable from SENSUS and press the button. If the light flashes green once, there's enough charge for at least one therapy session. If the light flashes red, you can charge the device for approximately 20 minutes to provide enough charge for one therapy session.

The User Manual says that battery life after a full charge is about 20-40 hours. Why is there such a large range, and is there anything I can do to lengthen the amount of time my battery will last?

The life of the battery depends on how hard SENSUS has to work to deliver the intensity needed to give you pain relief. The harder it works, the shorter the battery life. One factor that you may be able to control is the dryness of your skin. The drier your skin, the harder SENSUS has to work. If you have dry skin, you may want to consider using a light moisturizing lotion as listed in Chapter 8 of the User Manual.

Removing the electrode is uncomfortable. Is there anything I can do to make removal more comfortable?

If the discomfort is coming from the electrode gel pulling hair, you may want to consider shaving the area where the electrode is attached to your leg. You should also make sure to grip both the electrode backing and gel when you remove it. It is also easier to remove the electrode if you unsnap the device from the electrode before you start to peel it off.

Can I place SENSUS anywhere other than on my lower legs to address pain elsewhere?

No.

Are there any reasons why I shouldn't use SENSUS?

See the User Manual (Appendix G) for precautions, adverse reactions, indications, contraindications and warnings. If you are concerned about using SENSUS you should discuss its use with your doctor.