Your First Therapy Session

DELTA MEDICAL GROUP

- Ensure the unit is fully charged before usage, the device should be fully charged within an hour and a half. The charger can be plugged into the left upper side of the unit just like a cell phone.
- Attach transducer cable to main blue unit by connecting to the device socket on top of the unit.
- Align the shapes appropriately before pushing in to attach.
- Place the transducer (brass colored circular plate) on the area you are treating and affix in place with either the included sticky tabs or the Incrediwear Wrap (sent separately).



PainShield Frequently Asked Questions

Please reach us at Questions@DMG.Health
if you cannot find an answer to your question

Why was I prescribed PainShield?

PainShield is a first in its class personal use ultrasound device that both reduces pain and improves healing outcomes in a wide range of soft tissue and tendinopathic injuries. You have been prescribed this device to provide the benefits of ultrasound therapy in your home.

How long will it take to get my PainShield?

Our team has partnered with your clinical team to try and help reduce delays in delivery, however, we are unable to provide an estimate on how long it may take for the VA to process your order. Once your order is received from the VA, we process and ship to your address on file within 48 hours.

How often should I use PainShield?

The 90kHz ultrasound produced by PainShield works best with longer duration, frequently administered therapy sessions. A full charge will provide a 6.5 hour therapy session and is the minimum daily recommended use.

Your clinical team has established a protocol of no less than 30 days of therapy. You will be provided appropriate supplies to allow for up to 120 days of therapy and are encouraged to commit to the full term for maximum benefit.

What does PainShield Therapy feel like?

PainShield does not have much of a sensation at all. Patients will either feel a slight warmth or nothing at all and this is completely normal. Most patients generally expect a sensation similar to a TENS unit, however ultrasound work differently. Trust that if the device is powered on with an active transducer it is working.

How long will it be until I see results?

The short answer is that it depends on the your unique condition and its severity. We have seen patients experience improvement after just 2-3 days of use, while other patients began feeling significant benefits from the device after 2 weeks of continuous use. It is important to set your expectations on the long term healing benefits of ultrasound therapy. Per your providers plan of care commit to at least 30 days of daily use to ensure a positive response.

How do I know where to place the ultrasound transducer/head/patch?

Simple, just place it where you have pain and always slightly adjacent (not directly over) to any recent surgical sites. Never place the transducer over an open wound or directly above a pacemaker.

When should I conduct my therapy sessions?

Whenever it is convenient for you. PainShield is designed to be safe to use day or night and can even be worn while sleeping. It will automatically shut off after the pre-programmed 6.5 (3-3.5 for Plus) hour cycle.

One full session is the daily minimum commitment, however, the more you use the device the sooner you will experience results.

How long will my PainShield last?

The PainShield main body is considered Durable Medical Equipment and will last for years to come.

The transducer/head/patch will need to be replaced every 30-45 days of use. Your VA bundle comes with 4 transducers/heads/patches and will provide at least 120 days of therapy.

What if I want to use my PainShield for longer?

The VA can re-supply you with another round of transducers/heads/patches if you exhaust your initial supply as many times as needed.

How will I know when to replace my transducer/head/patch?

You should replace the transducer/head/patch after 45 days of use. The ultrasound waves being generated by PainShield may also produce a soothing and mild heat when applied. When your transducer/head/patch stops producing that warmth, no longer provide the same results or an error message appears it's time to plug in a replacement. Simply swap out and start a new session.

Can you utilize PainShield while leaving it plugged into the charger?

No, PainShield will not turn on if you have it plugged into the charger.

What if I need to talk to someone regarding my device?

You have a dedicated representative with multiple years of training and experience in the medical device field available to you. They will be reaching out to you directly once tracking shows your PainShield has been delivered. You can also reach out to them prior to thier call by scanning the QR code below and requesting a call back.

Looking for more resources?

Scan the QR Code for quick start guides, instructional videos and to schedule your virtual in service.