



Frequently Asked Questions



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FREQUENTLY ASKED QUESTIONS

General

I currently use a portable (hand-held) cryotherapy system and want to switch to CryoDose V or CryoDose H. Which CryoDose product should I use?

CryoDose V offers you excellent options for treating with buds, cones, or both—with no need for any change in technique. Practitioners who treat with a product like Verruca-Freeze® will benefit from CryoDose V and its improved system for cones and buds treatment. And practitioners who only treat with buds will discover many reasons to convert from products like Histofreezer® to CryoDose H. Contact Nuance Medical customer service or your distributor representative for details.

What is the difference between CryoDose V and CryoDose H?

Several key differences. CryoDose V canisters have a touch-sensitive actuator that allows the practitioner to control cryogen discharge. CryoDose V treats by reaching a colder temperature (-70°C) and includes the option to utilize treatment cones as well as buds. CryoDose H's button-style actuator dispenses dimethyl ether (DME) via treatment buds that, once "charged", reach a temperature of -55°C.

How are the CryoDose system products different from the other products on the market?

CryoDose offers better products, with more features and benefits for increased precision than existing portable cryotherapy products. In addition to numerous features and benefits, CryoDose V and CryoDose H offer a 100% satisfaction guarantee. Competitive product comparison charts are available.

How cold do the CryoDose products get?

With proper application, CryoDose V reaches -70°C, the coldest available of all portable canister products. CryoDose H reaches -55°C.

Do you offer sample kits?

No. Here's why. CryoDose is an upgrade from your present system – with numerous enhanced features and benefits. CryoDose was designed with the user in mind, and has noticeable improvements, and no need for any change in technique. We anticipate that you will experience complete satisfaction, and we back that up with a 100% satisfaction guarantee.

Are CryoDose products flammable?

CryoDose V is not flammable. CryoDose H contains propane, and is flammable.

What is the shelf life of CryoDose V? How about CryoDose H?

Five years for CryoDose V. Three years for CryoDose H.

How do I properly store CryoDose products?

Store at room temperature. The products should not be exposed to temperatures exceeding 120°F (48.9°C). Additionally, CryoDose H should not be exposed to direct sunlight.

What is the expiration date and where is it found?

The expiration date is noted on the bottom of each individual canister.

Are there any special handling precautions for the aerosol?

Refer to the enclosed Instruction Manual and Directions for Use for CryoDose V and CryoDose H, respectively.

Is the reimbursement the same as the current cryotherapy product that I use?

Yes. CPT codes are included in each kit. You may also contact customer service or your distributor representative and we will provide detailed information.

Why isn't the CryoDose V trigger discharging cryogen?

Be sure you have removed the safety tab on top of the actuator. Then gently squeeze the trigger to control the amount of cryogen discharged.

Is an SDS (Safety Data Sheet), previously called MSDS (Material Safety Data Sheet) available?

Yes. SDS sheets are shipped with each Kit and replacement canister, and are available on the website and upon request.

Are CryoDose products shipped as HAZMAT?

No. CryoDose V and CryoDose H products are shipped under ORM-D (consumer commodity) standard UPS ground.

How do I re-order?

Contact your medical supply distributor representative.

Do I have to buy a new kit each time I reorder?

No. Both CryoDose V and CryoDose H offer you options. You may choose to order an entirely new Kit. Canisters, cones, and buds are also sold separately and are designed to be stored in the Reusable Treatment Kit. Both CryoDose V and CryoDose H use the same treatment buds, which can be ordered specifically for your restocking needs – arrow buds only, round buds only, or combination arrow and round buds.

I would like a training or product orientation session.

Contact your distributor representative who will make arrangements.

Can I see a product overview online.

Yes! You can view several product overview videos (with treatment introductions and tips) at cryodose.com.

How do I clean treatment cones?

According to CDC Guidelines for Disinfection and Sterilization, CryoDose cones are classified as “low level, non-critical, patient care devices” and in the same category as stethoscopes and blood pressure cuffs. CryoDose cones are intended as multi-use devices. A low- or intermediate-level, EPA-registered disinfectant, such as those routinely used on ‘smooth, hard surfaces’ such as stethoscopes or tabletops, is recommended for proper cleaning.

Should I be concerned if cryogen drips from the actuator, cone, or bud onto clothing or other surfaces?

CryoDose V and CryoDose H contents (Dimethyl Ether, Propane, and Isobutane gas) are clear liquefied gasses and are not harmful to clothing or furniture. Drips can be washed off with a mild soap and do not leave stains.

What is the impact on the ozone layer?

The ingredients in CryoDose V and CryoDose H are ozone friendly and ozone neutral.

How do CryoDose V and CryoDose H differ from over-the-counter (OTC) products?

CryoDose V and CryoDose H treat benign lesions by reaching a significantly lower temperature. CryoDose V and CryoDose H offer a wider range of treatment and purchasing options and take advantage of treatment procedures favored by medical professionals. Both products are intended for medical professional use only.

Does CryoDose provide patient-friendly info or patient guides?

CryoDose.com is your online source for treatment info. Our products include a patient-friendly look to lessen stress before treatment, and several 45-60 second videos that provide concise overviews of treatments and product features.

Clinical

What lesions can I treat with CryoDose products?

A wide range of benign lesions are successfully treated with CryoDose V and CryoDose H. Refer to the Indications for Use in the Directions for Use.

Can I treat cancerous lesions with CryoDose V or CryoDose H?

No. The indications for use are for benign lesions only.

Can CryoDose V or CryoDose H be used during pregnancy?

Safety in pregnancy has not been determined.

When do I select buds vs. cones?

The general guideline is to use what best supports physician preference and prior experience. Buds are often selected for areas of the head, difficult to reach areas; but location for use of buds is not restricted. Buds are designed to stay cold for up to two minutes. Cones are often selected for areas of fatty tissue. Treatment to hard bony areas, including the head, with cones is generally not recommended.

Do I need to numb the area to be treated?

With most patients that is not necessary.

Should I put a cream or gel on the lesion first?

No. Do not put anything on treatment area that could obstruct the freezing process.

How do I ensure that the treatment bud reaches optimal temperature before treatment?

Hold canister in upright position and charge bud until droplets form. Stop charging and invert canister so bud points to floor. Wait 15 seconds before treating lesion.

How long do I treat the lesion?

Refer to the User Tips Guide inside the top panel of your CryoDose Reusable Treatment Kit.

How many applications can be performed with one saturated treatment bud?

After saturating (“charging”) an applicator bud and treating the lesion for the recommended length of time, following a 15-second pause, a second application can be performed on the same patient during the same treatment session. See Directions For Use for lesion-specific treatment timing guidelines.

Can I re-use the applicator buds?

No. To avoid the risk of cross-contamination, applicator buds should not be used for treating another patient. A supply of buds are included in the Kit and additional buds can be ordered separately.

Will the patient feel pain?

Brief tolerable discomfort may be experienced.

What is the “freeze-thaw” method?

Freeze-thaw is the normative treatment method for cryotherapy. The clinical treatment is to first freeze the area and then allow the area to thaw back to room temperature naturally. Thaw time is usually 30–40 seconds. Do not rub the treated area during the thawing process.

What is the “freeze-thaw-freeze” method?

Some difficult lesions may have better resolution following a second immediate treatment. This is sometimes referred to “freeze-thaw-freeze” and is essentially a second treatment. This is not required and is optional. Lesions may also have better resolution with a treatment during a follow up visit.

Can the patient bathe after treatment?

Yes.

Will the lesion blister after treatment?

In some cases, it may. Do not pop the blister. If the blister bursts, it may be necessary to cover with an adhesive protective strip.

When do I see the patient again?

This is a clinical assessment. Generally, ten days to two weeks post-treatment.

How many treatments will it require?

This is a clinical assessment. For many patients, just one treatment is necessary, but this depends on the type of lesion. A follow-up visit is always recommended.

How many “freezes” or treatments should I expect?

For CryoDose V, the average normal usage is approximately 65-70 treatments for the 162mL size, and approximately 100 or more treatments from the 236mL size. For CryoDose H, the average normal usage is approximately 35 for the 88mL size which is more than the competing brand with 80mL size.