

SWISS DOLORCLAST®

INTERNATIONAL USER SURVEY 2005/2006

Swiss DolorClast®
SWISS DOLORCLAST® CLASSIC



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1 INTRODUCTION

1.1 GENERAL

In an on-going effort to gauge the level of satisfaction of our customers, we have asked Swiss DolorClast® users in Europe for their opinion. Physicians were invited to respond to the following:

- Evaluation of the Swiss DolorClast® method
- Successful treatment of Swiss DolorClast® indications
- Special reports and comments

Averages were rarely used for the purpose of evaluation. In most cases we used mean values instead. A mean value signifies that (at least) 50% of the findings are greater than or equal to this value and (at least) 50% of the findings are less than or equal to this value. Unlike averages, a mean value is less exposed to extremes within the findings. Therefore we have chosen to use mean values to describe typical characteristics of incidence and distribution.

We would like to thank all physicians for taking part in this User Survey.

1.2 DATA COLLECTION

Questionnaires distributed:	Appr. 1500
Questionnaires received/Germany:	216
Questionnaires received/Austria:	21
Questionnaires received/France:	11
Questionnaires received/Italy:	5
Questionnaires received/Spain, Portugal	4
Questionnaires received/Norway, Netherlands, Finland	18
Total questionnaires received	275
Treated patients per month (as reported)	7487
Sessions per month (as reported)	35 350
Average sessions per patient	3-4

2 GENERAL EVALUATION

Users were asked to express their evaluation of Swiss DolorClast® in accordance with the following criteria: Product Quality, User Friendliness, Technical Support, Return on Investment, Customer Service, "How well accepted is the Swiss DolorClast® method among your patients?" and Practice Marketing.

OVERALL EVALUATION OF SWISS DOLORCLAST®

Product Quality	VERY GOOD	Score 1,4
User Friendliness	VERY GOOD	Score 1,5
Technical Support	GOOD	Score 1,9
Return on Investment	GOOD	Score 2,0
Customer Service	GOOD	Score 2,0
Patient Acceptance	GOOD	Score 2,0
Practice Marketing	GOOD	Score 2,3

In their evaluation 275 respondents attributed a score of 1.4 or 1.5 to Product Quality and User Friendliness and rated Swiss DolorClast® as "Very Good". "Good" was attributed to Technical Support (1.9), Return on Investment (2.0), Customer Service (2.0) as well as Patient Acceptance (2.0) and Practice Marketing (2.3).

3 INDICATIONS

3.1 OVERVIEW OF INDICATIONS BY CRITERION

NUMBER OF TREATING PHYSICIANS BY INDICATION

Indication	Number of treating physicians	Percentage of treating physicians
Tennis elbow	266	96,7%
Heel spur	261	94,9%
Tendinosis calcarea	259	94,2%
Achillodynia	235	85,5%
Patella tip syndrome	175	63,6%
Bursitis trochanterica	130	47,3%
Trigger points	114	41,5%
Tibialis anterior syndrome	95	34,5%
Gonarthrosis*	51	18,5%
Acupuncture points*	41	14,9%

Once again the most commonly treated indications are tennis elbow, heel spur and tendinosis calcarea.

HOW MANY PATIENTS DOES A USER SEE ON AVERAGE PER MONTH AND HOW MANY SESSIONS ARE PART OF THE THERAPY?

Indication	Average number of patients per physician and per month	Average number of sessions per patient
Tennis elbow	3	3-4
Heel spur	3	4
Tendinosis calcarea	4	4
Achillodynia	2	3-4
Patella tip syndrome	1	3
Bursitis trochanterica	1-2	4
Trigger points	4	4-5
Tibialis anterior syndrome	1	3
Gonarthrosis*	2	4
Acupuncture points*	10	6

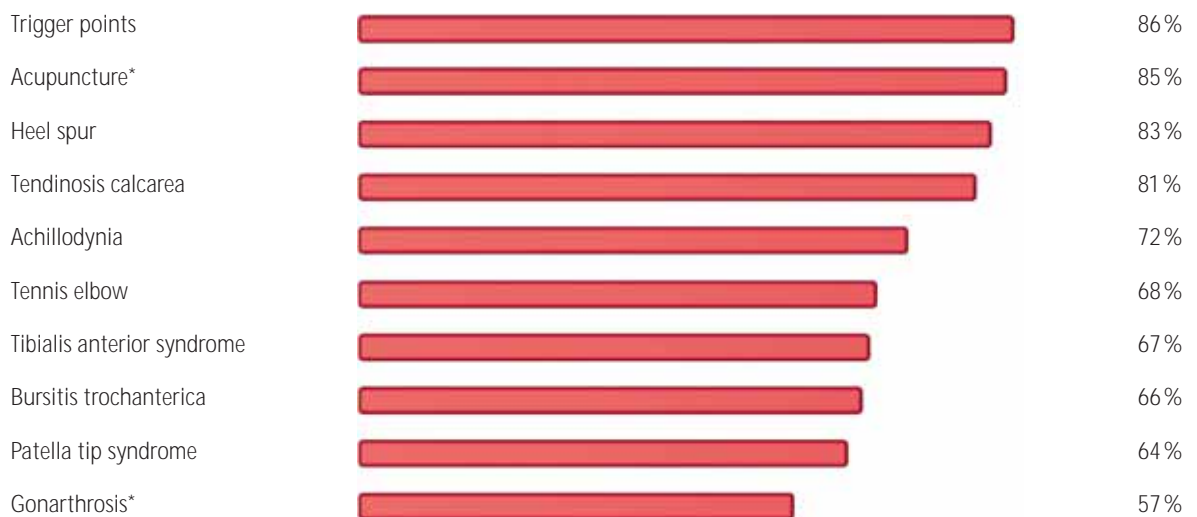
On average a user treats **27 patients** per month with the Swiss DolorClast®. The average number of sessions per month is about **128** as reported.

When compared to other indications, acupuncture points and trigger points require proportionately more sessions per patient.

3.2 TREATMENT RESULTS AT A GLANCE

We considered as successful treatments all treatment results rated as **Very Good** or **Good** by the physicians.

TREATMENT SUCCESS RATES FOR THE DIFFERENT INDICATIONS



The overall success rate for Swiss DolorClast® across all indications is 72.9%.

When comparing the different indications in terms of treatment result, the highest scores were obtained for **trigger points (86%)**, **acupuncture points (85%)**, **heel spur (83%)** and **tendinosis calcarea (81%)**.

* Gonarthrosis and acupuncture treatments are performed less frequently as illustrated by the number of treating physicians.

3.3 FASCIITIS PLANTARIS/HEEL SPUR

The treatment of this indication was rated by 261 users (94.9%). On average, each of the users saw 3 patients per month in 4 therapy sessions.

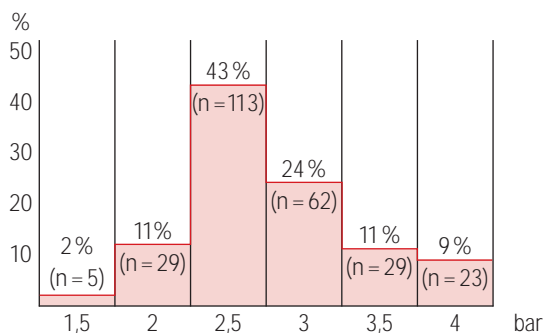
TREATMENT RESULTS FOR FASCIITIS PLANTARIS/HEEL SPUR



When evaluating the treatment, 32% of the users rated the results as **Very Good**, 51% as **Good** and 16% as **Satisfactory**. Only 1% of the physicians reported unsatisfactory results.

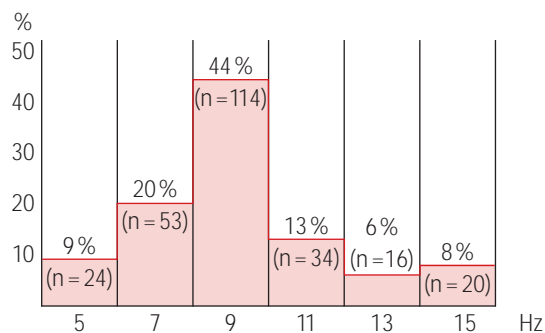
WORKING PRESSURE

(261 users)



IMPULSE FREQUENCY

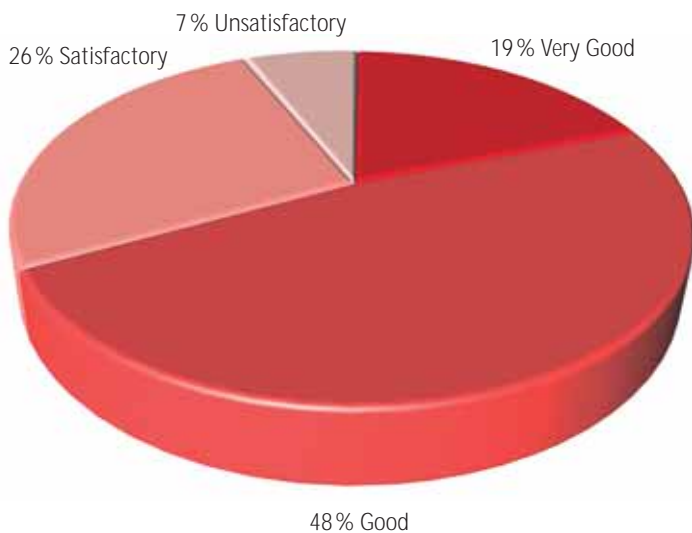
(261 users)



3.4 EPICONDYLITIS HUMERI RADIALIS/TENNIS ELBOW

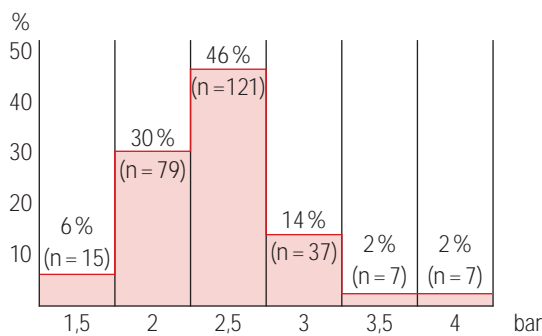
The treatment of epicondylitis humeri radialis was rated by 266 users. On average, each of the users saw 3 patients per month in 3-4 therapy sessions.

TREATMENT RESULTS FOR EPICONDYLITIS HUMERI RADIALIS

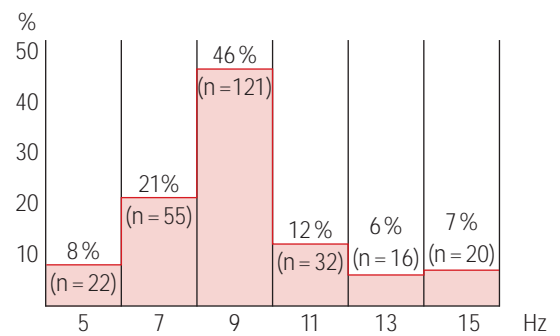


When evaluating the treatment, **19%** of the users rated the results as **Very Good**, **48%** as **Good** and **26%** as **Satisfactory**. Only **7%** of the physicians reported unsatisfactory results.

WORKING PRESSURE (266 users)



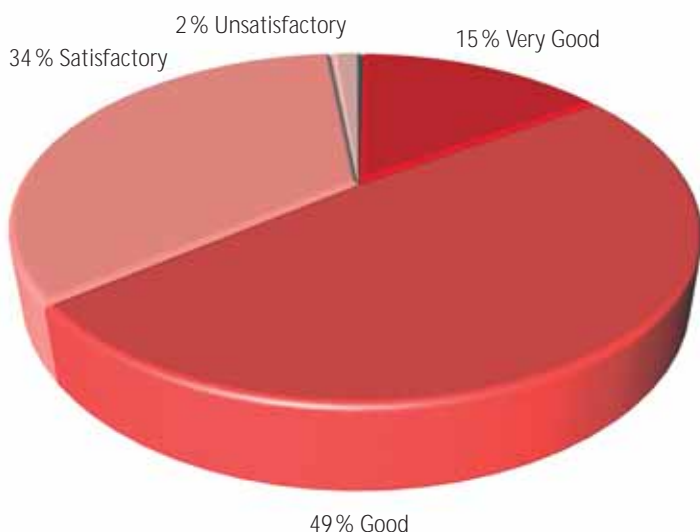
IMPULSE FREQUENCY (266 users)



3.5 PATELLA TIP SYNDROME

The treatment results of patella tip syndrome were rated by 175 users. On average, each of the users saw one patient per month in 3 therapy sessions.

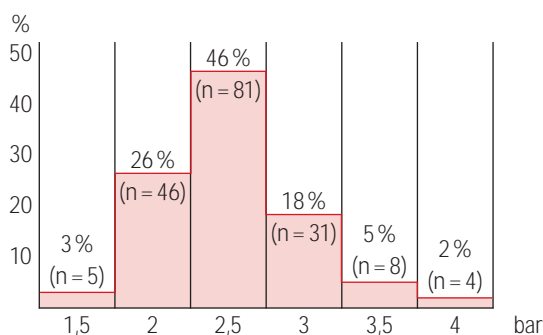
TREATMENT RESULTS FOR PATELLA TIP SYNDROME



When evaluating the treatment, **15%** of the users rated the results as **Very Good**, **49%** as **Good** and **34%** as **Satisfactory**. Only **2%** of the physicians reported unsatisfactory results.

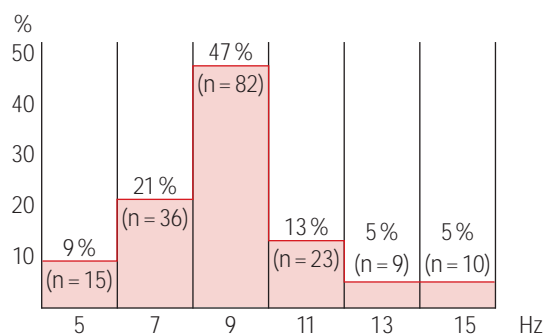
WORKING PRESSURE

(175 users)



IMPULSE FREQUENCY

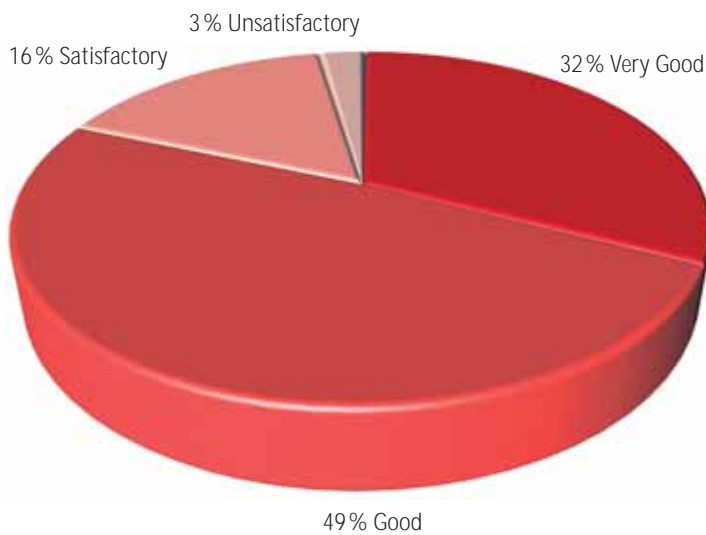
(175 users)



3.6 TENDINOSIS CALCAREA

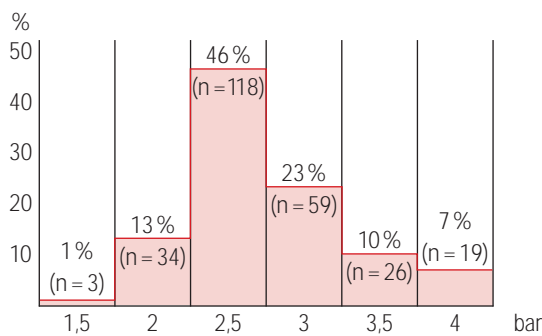
The treatment of tendinosis calcarea was rated by 259 users. On average, each of the users saw 4 patients per month in 4 therapy sessions.

TREATMENT RESULTS FOR TENDINOSIS CALCAREA

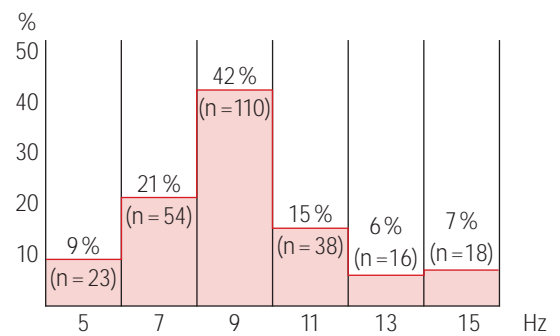


When evaluating the treatment, **32%** of the users rated the results as **Very Good**, **49%** as **Good** and **16%** as **Satisfactory**. Only **3%** of the physicians reported unsatisfactory results.

WORKING PRESSURE (259 users)



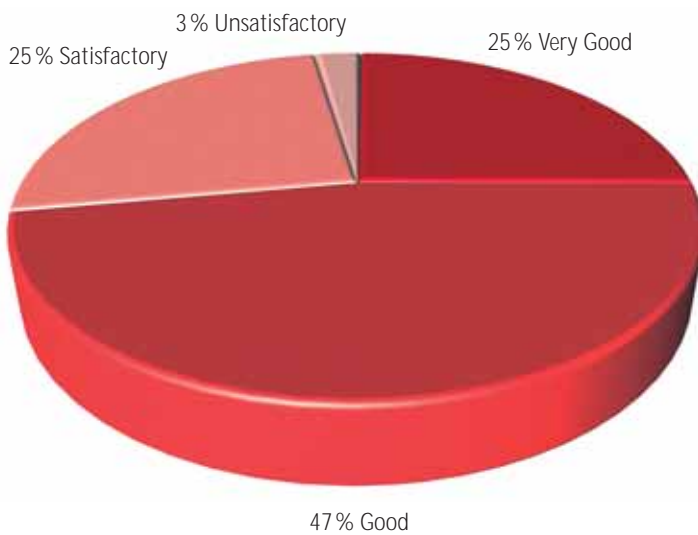
IMPULSE FREQUENCY (259 users)



3.7 ACHILLODYNIA

The treatment results of achil-
 lodynia were rated by 235 users.
 On average, each of the users saw
 2 patients per month in 3-4
 therapy sessions.

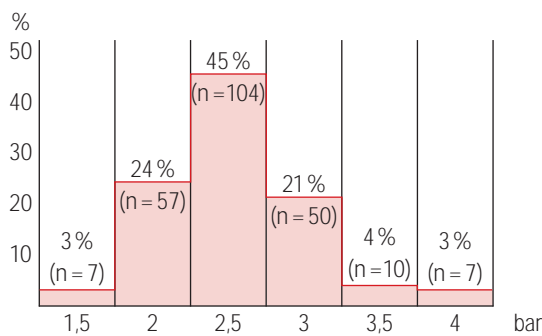
TREATMENT RESULTS FOR ACHILLODYNIA



When evaluating the treatment,
25% of the users rated the results
 as **Very Good**, **47%** as **Good** and
 25% as **Satisfactory**. Only 3% of
 the physicians reported unsatis-
 factory results.

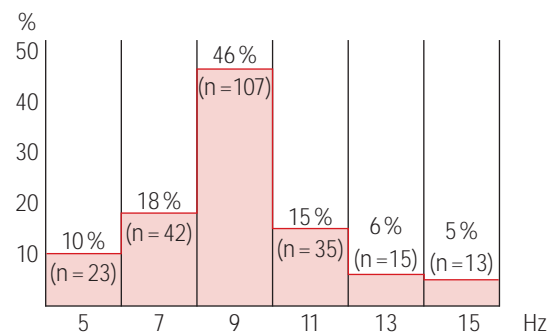
WORKING PRESSURE

(235 users)



IMPULSE FREQUENCY

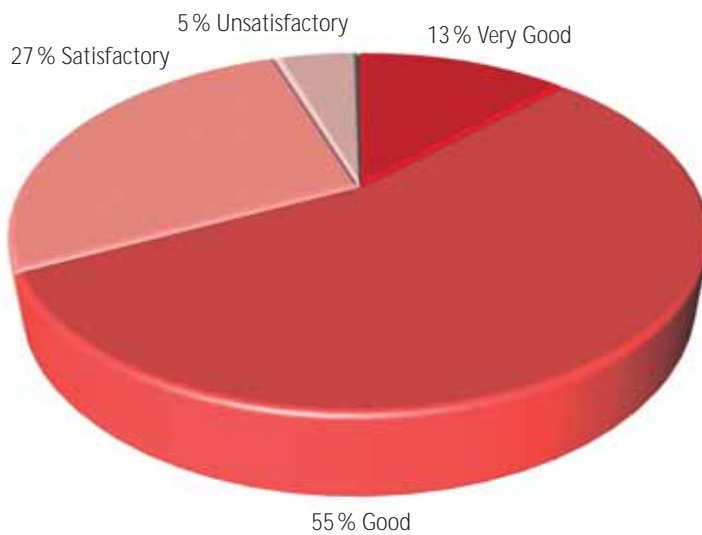
(235 users)



3.8 TIBIALIS ANTERIOR SYNDROME

The treatment results of tibialis anterior syndrome were rated by 95 users. On average, each of the users saw one patient per month in 3 therapy sessions.

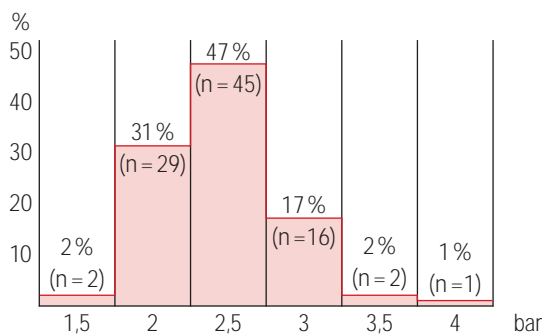
TREATMENT RESULTS FOR TIBIALIS ANTERIOR SYNDROME



When evaluating the treatment, **13%** of the users rated the results as **Very Good**, **55%** as **Good** and **27%** as **Satisfactory**. Only **5%** of the physicians reported unsatisfactory results.

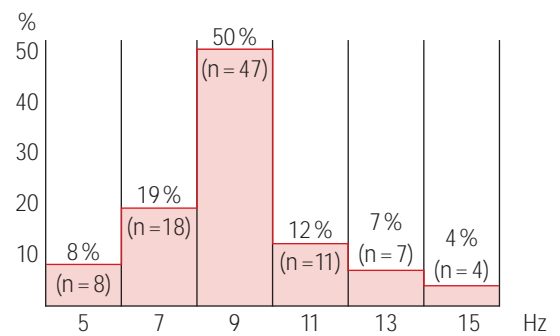
WORKING PRESSURE

(95 users)



IMPULSE FREQUENCY

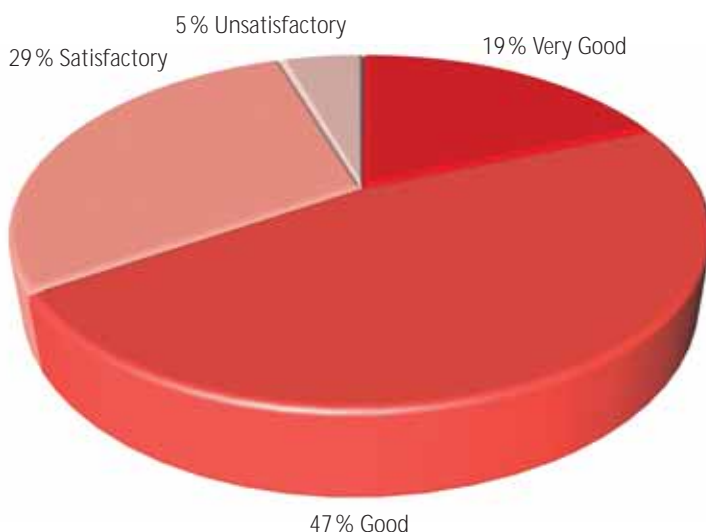
(95 users)



3.9 BURSITIS TROCHANTERICA

The treatment results of bursitis trochanterica were rated by 130 users. On average, each of the users saw 1-2 patients per month in 4 therapy sessions.

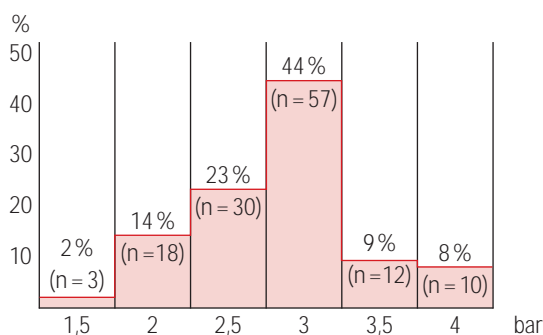
TREATMENT RESULTS FOR BURSITIS TROCHANTERICA



When evaluating the treatment, **19%** of the users rated the results as **Very Good**, **47%** as **Good** and **29%** as **Satisfactory**. Only **5%** of the physicians reported unsatisfactory results.

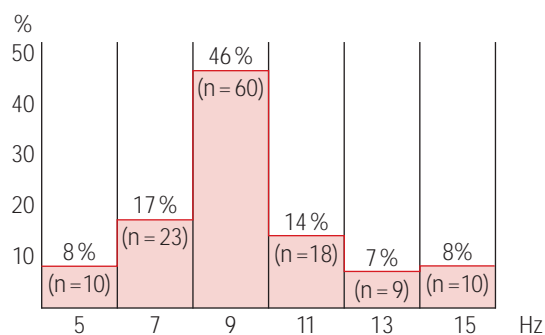
WORKING PRESSURE

(130 users)



IMPULSE FREQUENCY

(130 users)



3.10 GONARTHROSIS

The treatment results of gonarthrosis were rated by 51 users. On average, each of the users saw 2 patients per month in 4 therapy sessions.

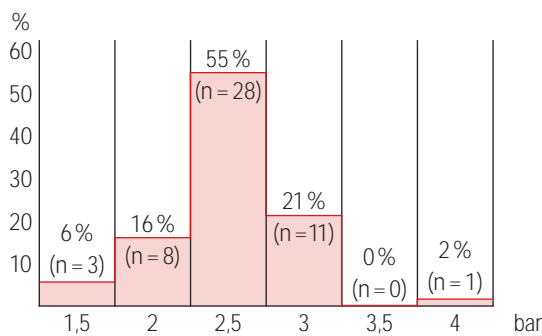
TREATMENT RESULTS FOR GONARTHROSIS



When evaluating the treatment, **18%** of the users rated the results as **Very Good**, **39%** as **Good** and **27%** as **Satisfactory**. **16%** of the physicians reported unsatisfactory results.

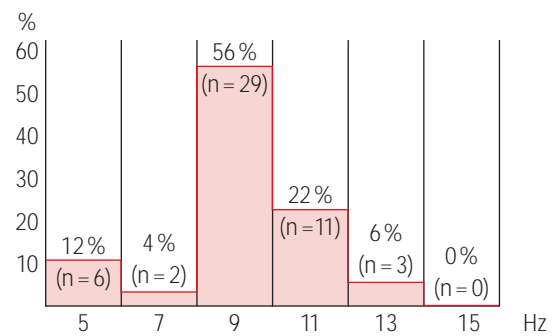
WORKING PRESSURE

(51 users)



IMPULSE FREQUENCY

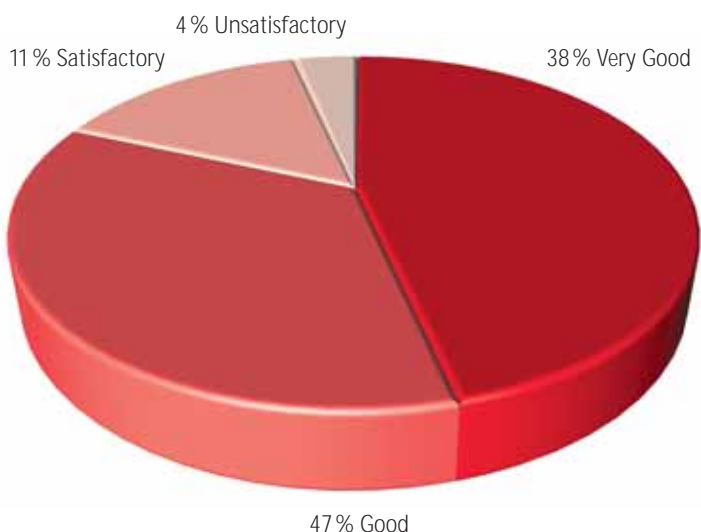
(51 users)



3.11 TRIGGER POINTS

The treatment results of trigger points were rated by 114 users. On average, each of the users saw 4 patients per month in 4-5 therapy sessions.

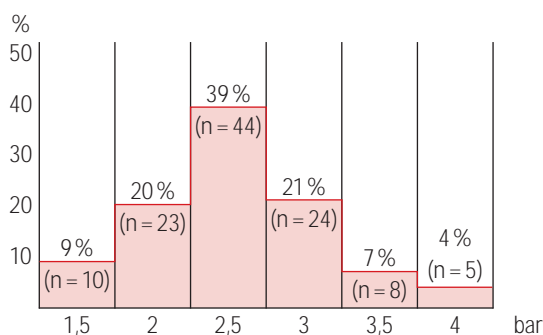
TREATMENT RESULTS FOR TRIGGER POINTS



When evaluating the treatment, **38%** of the users rated the results as **Very Good**, **47%** as **Good** and **11%** as **Satisfactory**. Only **4%** of the physicians reported unsatisfactory results.

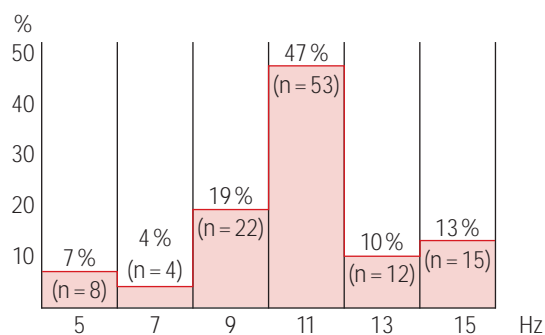
WORKING PRESSURE

(114 users)



IMPULSE FREQUENCY

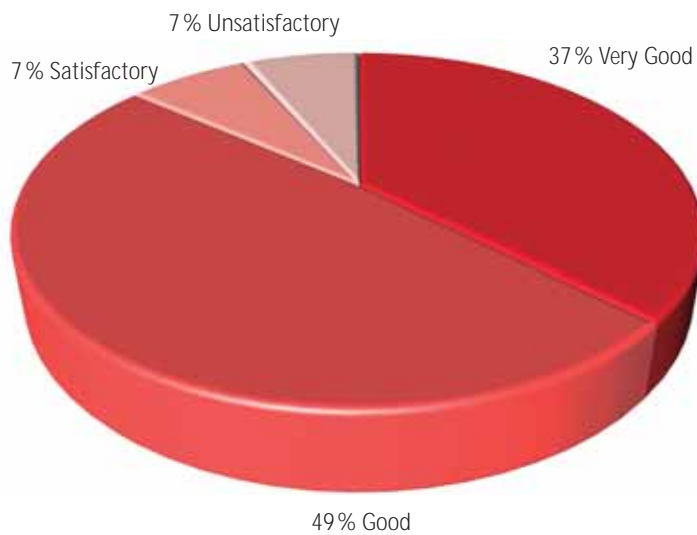
(114 users)



3.12 ACUPUNCTURE POINTS

The results of acupuncture points were rated by 41 users. On average, each of the users saw 10 patients per month in 6 therapy sessions.

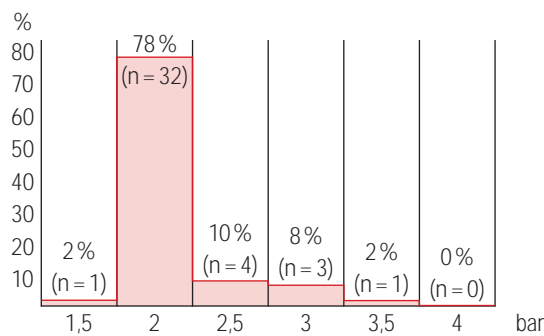
TREATMENT RESULTS FOR ACUPUNCTURE POINTS



When evaluating the treatment, 37% of the users rated the results as **Very Good**, 49% as **Good** and 7% as Satisfactory. Only 7% of the physicians reported unsatisfactory results.

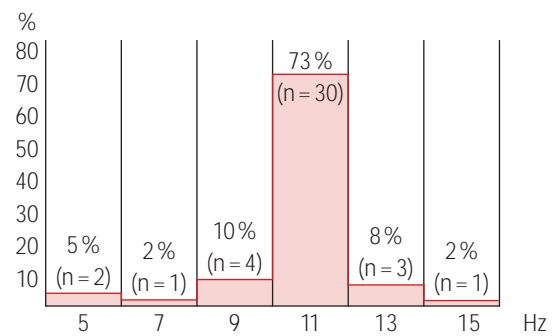
WORKING PRESSURE

(41 users)



IMPULSE FREQUENCY

(41 users)



4 TESTIMONIALS AND COMMENTS

"Completely satisfied; a method one can recommend with peace of mind."

"Very satisfied; conservative orthopaedic therapy has made a major step forward."

"Yes, very satisfied because there are no adverse side effects and the treatment is successful."

"Positive feedback shows that it is effective. Private health insurers ask their patients whether the treatment was successful."

One patient told me: "I have never spent so much money for so much pain - but I'm coming back."

"The results are great: at least 80% success rate."

"Some of my 300 patients continue to praise the merits of the treatment today. What could be better advertising?"

"A bus driver unable to work for one year and a half. Three operations, six weeks' recovery period in orthopaedic clinic but no improvement. Then, seven shockwave treatment sessions and he can go back to work."

"Overall a fine record especially when one keeps in mind that most patients already tried other therapies which proved to be unsuccessful."

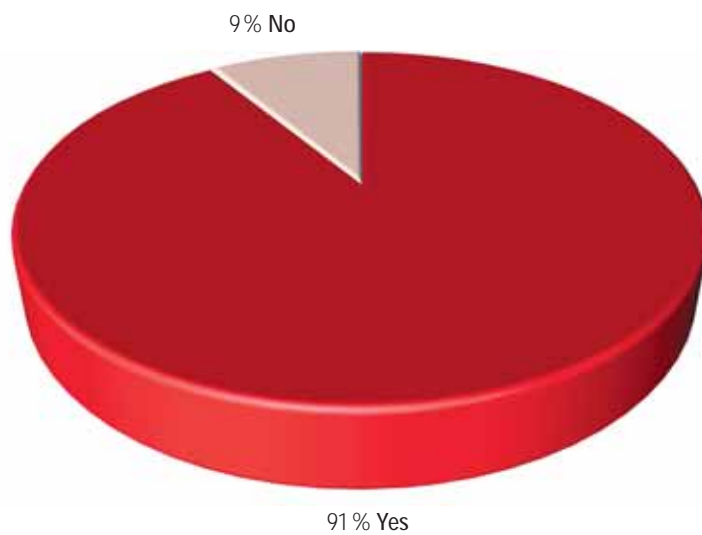
"A friend of mine was treated with radial extracorporeal shockwave therapy for a degenerated Achilles tendon rupture and was able to run a 75 km race!"

"47-year-old patient with 8 years of suffering from pain on the inside of the right heel to the attachment of the Achilles tendon. Significant improvement after the first treatment. As if by magic, the pain disappeared after the second treatment."

"We are satisfied and so are our patients."

5 RENEWED DECISION IN FAVOR OF SWISS DOLORCLAST®

WOULD YOU CHOOSE TO PURCHASE SWISS DOLORCLAST® AGAIN?



To the question "Would you choose to purchase Swiss DolorClast® again?", 91 % of the physicians surveyed answered "Yes". Only 9 % declined or would find out about alternatives.



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