



Frequently Asked Questions

(A reference aid which can be used by staff at practice)

① Who is Cerezen suitable for?

Cerezen can benefit patients suffering from Jaw Pain, Facial Pain, Muscular Pain around the neck or shoulder area and Tension Headaches (all symptoms of TMD).

② How long should a patient wear their Cerezen devices?

The following sequence should be followed when a patient receives their Cerezen devices:

- Days 1-3 (Day-time use only) 3 hrs / day.
- Days 4-7 (Day-time use only) two lots of 4 hrs / day.
- Week 2 (Day-time use only) If no problems in week one – full daytime wear.
- Week 3 Introduce Night-time wear. Only after follow up phone call.
- Thereafter, Cerezen devices can be worn up to 23 hours per day.

③ Do the impressions hurt?

No, some patients have referred to this procedure as like diving under water. It may tickle or make you cough slightly.

④ How are the impressions taken?

Impressions are taken by a qualified audiologist. The impression process involves putting a foam barrier and a silicon material into the ear canal, this is pain free.

⑤ If a patient asks about the price, what should I say?

The price of treatment will depend on what best suits you - we will make an assessment and then provide you with detail of the cost, should Cerezen be a good fit for you.

⑥ Can the devices be seen when the patient is wearing them?

No, the devices are very discreet and therefore can be worn during the day without being noticed by others.

7 Can the devices be worn at night?

Yes, Cerezen devices are designed for both day time and night time use. Once the patient gets used to wearing the devices during the day, in accordance with the guidelines given, they can safely wear the devices at night.

8 Can replacements be ordered if devices are lost?

Replacement devices can be made without having to take the ear impressions again. There is a cost associated with replacing devices.

9 A patient has made contact to say the devices are a little loose, what should we advise?

Occasionally patients will not fit the devices correctly. You should advise the patient to go to the "User Guide" booklet and follow the instructions on how to fit their devices. If however they are still concerned with their fit, you should advise them to come in and get their devices checked by the prescriber at a review appointment.

If, at the review appointment, the fit looks correct but there is still looseness, this could be due to a reduction in swelling around the temporomandibular joint, creating more space in the ear canals. This means that the devices may not be as snug as they were when first fitted. Advise the patient to continue to wear their devices until their next follow up appointment.

10 The patient is complaining about the devices making their ears itchy, what should I advise?

This is normally due to your ear canal being dry. This can be solved by simply applying some of the lubricant provided onto their devices.

11 Patient has called to say the devices are uncomfortable, what should I do?

At first, it may not be comfortable to wear the Cerezen devices at night, this is common for patients. It is recommended that the patient allows time to adapt to their devices, by slowly building up their wear time during the day (even if their symptoms are worse at night).

12 Will wearing Cerezen affect the patients hearing?

No, because each device is hollow, sound waves can enter the ear as normal and hearing should not be diminished. There may be a slight alteration in tone, but not in volume. The ears will adapt to this and your hearing should not be affected.

13 Does the patient have to wear the devices in both ears?

Yes. Wearing both devices simultaneously is recommended.

14 How often should the devices be cleaned?

The devices need to be cleaned daily. Use the brush supplied to remove wax or soak in warm soapy water for 5-10 minutes. The devices must be completely dry before being put back into the ears.