

## EarWay® Pro - Frequently Asked Questions

### 1. Who can use EarWay® Pro?

EarWay® Pro is suitable for clinical professionals and health care providers which are allowed to remove earwax; Audiologists, ENT Nurses, ENT Consultants, GP's and Practice Nurses. It is not for patients to use on themselves. [Link to tutorial video](#)

### 2. How will I know if EarWay® Pro will fit into my patient's ear?

EarWay® Pro is available in 3 sizes; 4.2mm (S) 5.4mm (M) 6.5mm (L) in diameter.

The helical head has to fit the entry to canal without forcing nor leaving space around it. As far as we know, the size of ear canal doesn't relate to the size of the patient nor to gender. We recommend to estimate by visualizing. Most canals will fit the 5.4mm M size. The patient should feel the helix turning against the canal walls. If he doesn't – move to an L 6.5 size. If the patient feels pressure or discomfort – try using the 4.2 S. Our recommendation is to start with one size larger than your assessment – and move down if necessary.

### 3. Why do I need to lift the pinna?

Lifting the pinna straightens the ear canal and will allow you to insert the device more smoothly. Please make sure you hold the pinna throughout the procedure, just until the point the device is out of the ear canal.

### 4. My patient finds it uncomfortable?

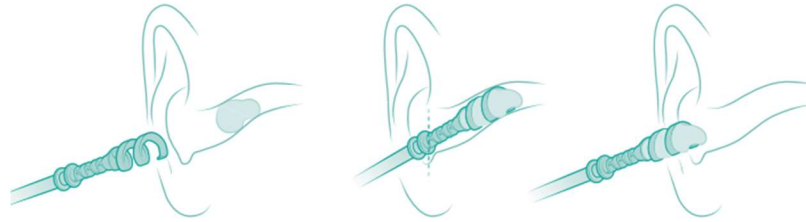
The ear canal differs from one person to the other in terms of size and tortuosity. Some patients do feel discomfort. There is a small segment of the population that feels discomfort no matter what tool is used. As you know, some people have hypersensitivity in the ears, preventing treatment.

It is key to note that our clinical study shows that there is no damage to ear canal or ear drum.

We ask clinicians to begin the rotation as soon as they reach the entry of the ear canal, this will help some patients who need extra care, to get used to the sensation slowly of a device rotating. It will also help you feel the difference between the empty ear canal and when you are engulfing the cerumen.

### 5. What position should my patient be in before I use EarWay® Pro?

This is entirely your choice. We have some clinicians who prefer to have patients lying down and some who like them to be sat upright. Practice and see what works best for you and your patients. Our clinicians find that sitting position is an advantage with elderly patients that are less mobile.



## 6. Not all of the earwax is coming out, why is this happening?

Practice makes perfect! We recommend using EarWay® Pro around 10 times to allow yourself to be comfortable and confident with the procedure. For the first 10 procedures, we recommend that you follow our guidelines for patient and earwax selection. During the procedure, insert the device slowly and make a full clockwise turn of 360° before pulling the device out. DO NOT turn the device when you pull out and make sure you pull slowly. We recommend watching our [tutorial video](#) prior to each of the first 10 cases.

## 7. Is EarWay® Pro reusable?

EarWay® Pro is a single patient, single use device. It is not a sterile device.

It is a flexible device that has been designed to glide into the ear canal and its different variations. Usage of the device more than 2 times may damage its shape causing it to lose efficacy and potentially may cause harm. In addition, as Earwax, like all body fluids carries spore of contagious disease, therefore the consumable EarWay® Pro assists in preventing cross contamination.

## 8. How will I know when to stop inserting the device, I don't have visualisation of the ear canal?

With EarWay® Pro there is no need for a microscope and visualization. The distal and proximal markers are a safety feature as they indicate the distance from the eardrum.

We recommend you insert EarWay® Pro up until the distal marker. If the patient does not complain of discomfort, you may continue introducing the EarWay Pro up to the proximal marker.

## 9. What type of earwax can I use EarWay® Pro for?

EarWay® Pro works at its best with soft, sticky cerumen as well as with harder cerumen.

In cases of hard earwax consistency which may have been in the ear canal for years, consider using olive oil or drops 2-3 minutes prior to EarWay® Pro procedure, to soften the earwax. The EarWay® Pro will not work runny earwax as it will slip through the device.

## 10. Is EarWay® Pro safe?

The EarWay® Pro has been proven safe in [clinical studies](#).

## 11. How quickly should I expect it to take to remove the earwax?

As with many clinical procedures, this really depends. We do recommend 10 cerumen removal procedures as a learning curve for each clinician using the device. Based on customer feedback and our own evaluations, the procedure can be done anywhere from 10 seconds and up to 2 min once clinicians have passed the learning curve.

*If you have any questions which you think would be helpful for fellow clinicians and should be included in this FAQ, please do not hesitate to let us know at [contact@earwaysmedical.com](mailto:contact@earwaysmedical.com)*