

USERS OF VEINOPLUS: AD REM TECHNOLOGY SURVEY ON SYMPTOMS, BEHAVIOUR AND SATISFACTION (2009)

Objectives: The “VEINOPLUS® Users” study was conducted only among individual French clients in order to find out their symptoms and their behaviour. The results presented here cover the 4 principal questions of the study, namely:

1. What is the user profile (age, gender, activity...)?
2. For what condition(s) and symptom(s) do they use VEINOPLUS®?
3. What is the behaviour of the users with regard to VEINOPLUS®?
4. What is their degree of satisfaction?

Methodology: The selected clientele gathers customers using VEINOPLUS® for more than 6 months and having repurchased electrodes from the company (whether or not the device had been purchased from the company). A questionnaire of 31 open and closed questions was submitted by telephone survey over a period of 8 weeks, in the 4th Quarter 2009. 100 individuals responded to the questionnaire, which is 32% of people called.

Results:

Over 3/4 of the VEINOPLUS® users questioned (78%) were working or of working age. The average age of the users was 52 for women (25-84) and 50 for men (31-90). The vast majority of regular users of VEINOPLUS® suffer from heavy legs feelings and/or painful legs (fig 1), very often associated with other symptoms. Lower limb edema affected around 50% of the people questioned and came in 2nd place among the symptoms cited.

It should also be noted that a little over 1/5 of women use VEINOPLUS® according to the seasons, particularly during hot periods. Over 50% of women combine VEINOPLUS® with compression. The device acts very effectively on heavy and/or painful legs (fig 2).

The level of satisfaction of users is also very significant concerning the effect of VEINOPLUS® on oedema, and particularly the reduction of its volume. The vast majority of users confirm an instant effect upon use of VEINOPLUS®, particularly among women. In total, around 88% of VEINOPLUS® users consider VEINOPLUS® to be indispensable and/or useful. These figures therefore indicate a high level of satisfaction.

Developed in collaboration with Dr. F. Becker (Geneva University Hospital) and Dr. P. Blanchemaison (Professor at University of Medicine, Paris).

