

Neurogenx®: “Another Card You Can Play”

This technology can provide life-changing relief to patients with neuropathy.

By Stephanie Kloos Donoghue

Patient pain is a persistent problem that plagues patients with neuropathy and other conditions. To address the underlying causes of neuropathy, the Neurogenx® 4000 Pro with NervePro2.0 firmware leverages high-frequency electronic waves to penetrate deep into muscle and tissue. It works by promoting nerve healing and enhancing blood flow, providing significant relief from pain and discomfort. The treatment process is straightforward and painless, making it an attractive option for patients seeking non-invasive solutions.

Two practices share their experiences with Neurogenx from both patient and practice perspectives.

Carlos A. Cadena, DPM, PC, in Las Cruces, New Mexico, has a 3,600-square-foot practice with eight treatment rooms and a staff consisting of two DPMs, two nurse practitioners, and eight medical assistants.



Dr. Cadena

Lisa Brandy, DPM, of Trinity Foot Center in DeSoto, Texas, has a 2,200-square-foot facility with four treatment rooms and a fifth treatment room dedicated to Neurogenx. The staff includes Dr. Brandy, three medical assistants, two front-office team members, a practice manager, and a virtual assistant.

Compact, Flexible Design

Dr. Cadena says he has an extremely busy office where efficiency and workflow are essential. Fitting the Neurogenx unit into the practice was easy, he explains, as he houses the unit in one treatment room but can roll it to other rooms as needed. “It’s compact and on wheels,” he says. “Moving the unit around hasn’t been a problem.”

The unit’s small footprint as well as its featured mobility means it can fit into most office settings, says Dr. Brandy. In her practice, the dedicated Neurogenx treatment room is used about four times per day but is sometimes cross-purposed for medical pedicures. When both procedures are scheduled at the same time,



“we just move the Neurogenx unit to another treatment room,” says Dr. Brandy’s medical assistant/scribe, Novel Delgado.

Staff Training, Patient Flow, and Motivation

In Dr. Cadena’s practice, staff members have been trained to partner with the doctors treating Neurogenx patients, which helps maintain the patient flow. “The doctors evaluate the patients, but we’ve trained all of our medical assistants to administer the treatment,” he says. “We schedule dedicated Neurogenx appointments so that patients aren’t waiting in the reception area and then sit for another 25 minutes [in the Neurogenx treatment room]. The medical assistants bring them in and start the treatment, and then we check in periodically.”

Dr. Brandy says that learning the Neurogenx system is user-friendly and easy to learn, estimating that training takes one day or five patients to feel comfortable. “Every medical assistant is trained on Neurogenx treatment,” she says. Cross-training among staff members prevents patient bottlenecks.

Delgado adds that a key benefit of total staff training is that everyone in the practice can experience the positive outcomes. “The staff loves the results. We’re motivated to offer Neurogenx because we see that it helps.”

Treatment Protocols, Patient Results

In Dr. Brandy’s practice, Neurogenx patients usually are scheduled for twice a week for five weeks. Dr. Brandy checks their progress at that point to see if the treatments have reduced their symptoms. “If they say it’s helping, we can offer more treatments. But usually, patients feel their symptoms decrease” during the first round of treatments, says Delgado. In general, he says patients return five or six months later. “They want to do it again because they know symptoms may start to return six months after treatment,” Dr. Brandy says.

Patients report a wide range of benefits, including the alleviation of burning, cold, sensitivity, and numbness. “Many have tried other treatments that have cost thousands of dollars and didn’t work. They’re disappointed and don’t believe us. But once they start and feel improvement, they begin to believe,” says Delgado.



Novel Delgado and Dr. Brandy

Neurogenx® (continued)

A 72-year-old diabetic patient of Dr. Cadena presented with long-standing, severe neuropathy. She had been “miserable for years” and had tried a variety of medications with no success. “She was skeptical at first,” he says. “After about two months of twice-weekly treatments and six PT injections in both feet, she improved significantly. Now she’s very happy.”

Relief can come even after decades of discomfort, explains Delgado. When a 94-year-old male patient who had diabetic neuropathy for more than 60 years first presented, his feet were completely numb, and he had ulcers. “After the first round of Neurogenx, he was about 50 percent better,” says Delgado. “Six months later, he came back for another round, and he was about 80 percent better.” The patient started feeling his feet again, and his ulcers improved. “We didn’t expect him to regain feeling after so many years with

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neuropathy, diabetes, circulation issues, and other comorbidities. Now he can walk again without fear of falling.”

Less Reliance on Medications

According to Dr. Brandy, one of the biggest benefits of Neurogenx technology is less reliance on medications—and finding a method to achieve positive results when medications are no longer effective. “[Neurogenx] has allowed our office the advantage of offering a treatment option for neuropathy beyond oral medication,” she says, noting that a common side effect of medications is insomnia. After eliminating medications and using Neurogenx, “patients are elated when they finally can sleep more than two hours at bedtime.”

One 54-year-old female who presented with numbness in both feet had been taking medications but did not like the adverse effects. “She was very active in her church and at work, and she didn’t want to feel sleepy all the time,” says Delgado. With a combination of laser and Neurogenx, the patient got “80 to 90 percent better.”

Dr. Cadena says that eliminating or reducing medications has additional patient-management benefits. “Neurogenx allows you to treat patients directly without constantly managing medications and coordinating with specialists, who are increasingly scarce,” he says.

He cautions, however, that the treatment works best when diabetes is well controlled. “Diet, exercise, taking medications correctly, taking insulin if needed—all of that works together,” he says.

Symptom Relief

Treatment with the Neurogenx® NervePro is used to alleviate the pain, tingling, burning, and numbness resulting from neuropathy and chronic nerve conditions. It successfully treats neuropathic symptoms resulting from illness and disease, injury and accidents, including those caused by or associated with:

- Carpal Tunnel Syndrome
- Charcot Marie Tooth Disease
- Chemotherapy
- Complex Regional Pain Syndrome
- Diabetes
- Inflammatory Conditions
- Lyme Disease
- Migraines
- Multiple Sclerosis
- Neuritis
- Neuromas
- Phantom Leg Syndrome
- Plantar Fasciitis
- Radiculopathy
- Restless Leg Syndrome
- Tarsal Tunnel Syndrome
- Vascular Conditions
- Vascular Conditions

Revenue Enhancer

Both practices have become a magnet for neuropathy patient referrals in their respective locations because of patients’ positive results. Delgado says that other physicians refer neuropathy patients to the practice because Dr. Brandy’s team has a solution that others do not have. Dr. Cadena says that “Neurogenx gives us an edge,” adding that it is challenging to keep up with demand in his busy office.

As an add-on service, Neurogenx treatments have resulted in significant additional revenue annually for both practices. “Neurogenx adds revenue we wouldn’t have [collected] otherwise,” says Delgado.

A “Must-Have”

Delgado says that any podiatrist who treats neuropathy should have a Neurogenx unit in the practice. “Every patient reacts differently to various treatments,” he says. “What works for one may not work for another. It’s good to have another card you can play.”

For more information, visit www.neurogenx.com or [click here](#) and see page 17 in this issue.