



Naked Prosthetics' Customer Care team is available for candidacy assessment, sizing, fitting, and troubleshooting for fit optimization. Our Clinical Specialists, experts in partial-hand prosthetics and made up of certified prosthetists and a certified hand therapist, can help develop solutions for unique and challenging presentations.

Contact Customer Care at 888-977-6693 or 360-915-9724 or email info@npdevices.com for support at every phase of the ordering and fitting process.

FAQ

Q. What kind of movements will I be able to do with a Naked Prosthetics (“NP”) device?

A. NP's body-driven devices (**PIPDriver™**, **MCPDriver™**, and **ThumbDriver™**) are controlled by the available motion and strength of the hand they are added to. They are optimized to be strongest in the most functional positions, such as turning a doorknob, holding a pen, or typing on a keyboard.

The **GripLock Finger™** is a passive and ratcheting mechanical digit which allows for manual positioning to achieve many functional grasp patterns.

Q. How do I know what type of prosthesis I need?

A. In order to determine the prosthesis you would most benefit from, you will need to schedule an evaluation with a prosthetist. If you are not currently working with one, our Customer Care team will help find one in your area. You can reach them at 888-977-6693 or 360-915-9724 or email info@npdevices.com Monday-Friday, 6:30am-5pm PST.

Q. Do NP devices have a motor sound, like a myoelectric prosthesis?

A. No. NP devices are body-driven and do not use batteries or have any electronic components.

Q. Can I wear multiple devices side by side?

A. Yes. NP devices are designed to be low profile and sleek, so you can wear several devices together. For an example of multiple devices worn by one person, check out Matt Finney's [case study](#) and others on our [website](#).

Q. Are there different device colors to choose from?

A. Yes. When ordering NP devices, you can select from several different color coating options. Please visit npdevices.com for examples of available colors.

Q. Do NP device fingertips interface with touchscreens?

A. The Conductive Tip is a new, optional NP device feature. The standard fingertip design is not conductive. Please let your prosthetist know during the ordering process if you would like a Conductive Tip accessory.

Q. Can I wear a glove with my NP device?

A. Yes, there are many creative solutions to wearing gloves with NP devices, depending on the type of glove you would like to wear. For example, some people prefer wearing a glove under their device while others will modify larger gloves to fit over it.



FAQ

Q. Can I play a musical instrument with this device?

- A. Many people who wear NP devices successfully play musical instruments. Check out our **YouTube** channel or the **Finger and Partial Hand Amputee Peer + Support Group** on Facebook for examples of people playing instruments while wearing NP devices.

Q. How long can I wear my NP device?

- A. Discuss a wear schedule with your prosthetist and hand therapist for an individualized recommendation based on your situation. After adjusting to the device, many people wear their custom device throughout the day.

Q. Are NP devices covered by insurance?

- A. NP devices have been covered by most insurances (i.e., private insurance, worker's compensation, Medicare, etc.) when they are billed through a licensed prosthetist's office. Naked Prosthetics does not bill insurance directly, but is a resource for your prosthetist during the billing process.

Q. How long does it take to get an NP device?

- A. Lead times vary. Please call our Customer Care team at 888-977-6693 or 360-915-9724 or email info@npdevices.com for up-to-date turnaround times.

Q. How easy are NP devices to clean?

- A. NP devices are very easy to clean. Wash with soap and water just as you wash your hands. A toothbrush can be used to remove excessive dirt after heavy use.

Q. What kind of device maintenance is expected? Will I have to oil the device?

- A. The PIPDriver, MCPDriver, and ThumbDriver are relatively low maintenance.

The MCPDriver and ThumbDriver joints may require application of food-safe mineral oil if you frequently work with degreasers.

Monthly application of food-safe mineral oil is recommended for the GripLock Finger.

Some components are considered wear items and can be replaced over the life of the device. Your prosthetist can assist you with device maintenance.

Q. What precautions should I take around chemicals and in harsh environments?

- A. The function of NP devices is not impacted by exposure to chemicals. However, silicone material absorbs gasoline, therefore the fingertips could swell and expel the gasoline at a later date. (This does not damage the silicone.)

High-friction environments and chemicals like acetone can remove the paint finish of the device.

Q. Is there a community group for people with partial-hand and finger amputations I can connect with?

- A. Yes. **The Finger and Partial Hand Amputee Peer + Support Group** on Facebook is a welcoming group eager to share tips, informational resources, stories, and support.