



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](mailto:info@npdevices.com) for support at every phase of the ordering and fitting process.

### FAQ

**Q. What are the benefits to adding a Naked Prosthetics (“NP”) device?**

A. There are many benefits to adding an NP device for persons with limb difference distal to the wrist. These include achieving functional goals such as: independent self care and home maintenance and returning to work with full function. The restoration of bilateral hand function reduces the demand on intact joints and promotes long-term hand health.

**Q. What is the process for matching my patient to their appropriate prosthetic intervention?**

A. If you think you have a patient who would benefit from prosthetic intervention, please contact our Customer Care team to begin the process. We would be happy to review your patient's unique situation.

**Q. What functional grasp patterns can an NP device achieve?**

A. NP devices are intentionally designed to provide grip strength and function as an extension of the user during most common daily tasks. Examples of possible grasp patterns achieved with the addition of NP devices are: power sphere, precision disk, large diameter wrap, 2 point pinch, lateral pinch, and tripod pinch. The mechanics of the MCPDriver™ joint design do not allow for complete extension or composite flexion.

**Q. How much strength and range of motion does my patient need to use the device and how much force output is generated by the device?**

A. As a body-driven prosthesis, an NP device reflects the strength and range of motion (“ROM”) of the hand driving the motion of the prosthesis. With an added device, your patient will have improved functional use and activity by restoring length and leverage to the hand. Patients with limited ROM or strength may still benefit functionally; please call us with specific case questions.

**Q. Will my patient need therapy after adding an NP device?**

A. NP strongly recommends evaluation and intervention in hand therapy with an Occupational or Physical Therapist. Learning a wear schedule with appropriate skin care and initiating functional training benefits patients who have recently added a new prosthesis, significantly increasing integration and adoption.

**Q. Are there resources NP can provide for me when creating a protocol for these cases?**

A. Yes. Many cases will have unique factors to consider and our Clinical team's certified hand therapist is available to discuss any specific questions which may arise. If your patient presents with unique concerns or questions, please call our office at 888-977-6693 or 360-915-9724 or email at [info@npdevices.com](mailto:info@npdevices.com).



### FAQ

**Q. My patient has had multiple digits amputated. Can more than one device be worn side by side?**

A. Yes. The devices are designed to be low profile and sleek, so a user can wear several devices side by side. If there is a question about crowding by fitting multiple digits based on anatomical presentation, please contact our Clinical team for assessment and recommendations prior to ordering; we would be happy to review your patient's unique situation. For an example of multiple devices on one patient, check out Matt Finney's [case study](#) and others on our [website](#).

**Q. What can I do if my patient has a unique anatomical presentation?**

A. We are committed to providing the best solutions possible for any level of finger or partial-hand amputation. If your patient presents with unique concerns or questions, please call our office at 888-977-6693 or 360-915-9724 or email at [info@npdevices.com](mailto:info@npdevices.com). As experts in partial-hand prosthetics, our Clinical team of certified prosthetists and certified hand therapist can help develop solutions for unique and challenging presentations.

**Q. Are there precautions for using a body-driven partial-hand prosthesis?**

A. Precautions for use of an NP device are: forced extension or flexion beyond the designed joint mechanics, high impact activities (like martial arts), entangling on the exoskeleton design (fishing wire), and silicone absorption (temporary absorption of gasoline). The prosthesis can be washed with soap and water and is designed for robust use.

**Q. How long can my patient wear the device?**

A. A beginning wear schedule starts with 30 minutes one to three times per day and increases by 30-minute increments as long as no negative symptoms occur. Many patients tolerate full-day wear after about three weeks. Collaborate with the ordering prosthetist if wear schedule questions arise.

**Q. Are patients with hypersensitivity able to use these devices? Is hypersensitivity a contraindication?**

A. In many presentations, a body-driven prosthesis can act as a protective exoskeleton, thereby reducing the amount of pain experienced during functional use by patients with hypersensitivity.

**Q. Are NP devices covered by insurance?**

A. Our 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. As a DME manufacturer, Naked Prosthetics does not bill the patient's insurance directly, but acts as a resource for the prosthetist during the reimbursement process.

**Q. What is the life expectancy of NP devices?**

A. The average life expectancy of the **PIPDriver™**, **MCPDriver™**, **ThumbDriver™**, and **GripLock Finger™** is three years under normal wear-and-tear conditions. NP intensively tests our products under load. Additionally, parts of the prosthesis are modular and easy to replace by the prosthetist or patient.

Each device is covered under a one-year manufacturer's warranty with extended warranties available for purchase. Extended warranties are available for purchase for each additional year up to two additional years.



## FAQ

**Q. Can a PIPDriver, MCPDriver, or ThumbDriver be made to have ratcheting or locking features?**

**A.** No. The **PIPDriver**, **MCPDriver**, and **ThumbDriver** are body driven and designed to move with the patient's intact anatomy and do not have this feature. The locking and ratcheting is a unique feature of the **GripLock Finger**, our passive device for partial-hand amputations at the mid-metacarpal level.

**Q. Does Naked Prosthetics provide clinical support?**

**A.** Yes. Clinical support is available for candidacy assessment, sizing, fitting and troubleshooting for fit optimization. As experts in partial-hand prosthetics, our Clinical Specialists (CPOs and CHT) can help develop solutions for unique and challenging presentations.

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