

Q: Where is *LIVINGSKIN*?

A: *LIVINGSKIN* corporate headquarters is located in Middletown, NY about 90 minutes northwest of Manhattan. Our Premier Service Centers (PSCs) are located in Atlanta, Boston, Chicago, Los Angeles, New York City, Kingston, NY, Philadelphia and Toronto. At a Premier Service Center, *LIVINGSKIN* staff meet with patients for consultation, impressions, color matching, delivery and/or adjustments. For assistance please refer to our list of Clinic Coordinators in this packet or on our website www.livingskin.com.

Q: What services does *LIVINGSKIN* offer?

A: We offer complete prostheses for people who have sustained finger, partial hand, hand, facial and ear amputations as well as skin coverings for all other types of limb prostheses.

Q: How long after surgery must you wait before receiving a prosthesis?

A: Before pursuing a prosthesis, we recommend that patients wait 3-6 months to ensure complete healing, and elimination of swelling prior to taking impressions. The authorization process can be started one month before impressions are taken.

Q: How long does it take to create a *LIVINGSKIN* prosthesis?

A: Fabrication of each high definition silicone prosthesis is very labor-intensive. Most *LIVINGSKIN* prostheses take approximately 8-16 weeks to create.

Q: How do the prostheses stay on?

A: Most *LIVINGSKIN* finger, hand, and foot prostheses are suspended by suction. When suction suspension is not possible, a combination of other methods are used.

Q: Do I need to use the donning lubricant each time I use the prosthesis?

a: Absolutely. For fingers, hands, toes and feet, not only does the water-based lubricant aid in providing suction for suspension, it also eliminates pulling and stretching of the silicone, avoiding tearing. Prostheses such as maxillofacial, and above and below elbow devices, do not require the use of a lubricant.

Q: Can the prostheses be worn all the time?

A: *LIVINGSKIN* users do not wear their prostheses when bathing, sleeping, or during activities that will be more strenuous on the silicone prosthesis. This includes activities such as guitar playing, sports, construction and auto maintenance. It is important to **avoid oil-based products**. Many hair and body products contain oils and should only be applied when not wearing the prosthesis.

Q: Is it just a cosmetic prosthesis?

A: Absolutely not. The level of function varies with each prosthesis depending upon the type of device. All *LIVINGSKIN* prostheses can perform non-manipulative activities, such as supporting, stabilizing, pushing and pulling. Finger prostheses can be used for activities such as typing and playing the piano.

Q: Do the fingers move?

A: This depends on the level of restoration. For example, if a finger prosthesis is made to replace just the tip of a finger or fingers, they can easily move and perform tasks. If the fingers are missing completely, then movement is limited. In some cases, an internal armature is inserted that can be bent into a desired position. With a body powered or myoelectric prosthesis, the *LIVINGSKIN* covering can move along with the prosthetic hand.

Q: Can the color be changed or modified?

A: Once painted, the color of the prosthesis can be darkened, using *SEASONGUARD*® our proprietary pigmentizer, which fades over time, as would a normal “tan”. We advise everyone to have their prosthesis painted when they are not tanned. The color cannot be made lighter.

Q: Can fingernails be shaped and painted?

A: Yes, our custom fingernails are made of acrylic and can be shaped and painted like a natural nail and are included in the cost. You **must** use a **NON-ACETONE** nail polish remover.

Q: Can hair be incorporated into the prosthesis?

A: Yes, people with significant body hair can request *DERMA~HAIR*®. Our custom matched, synthetic, non-removable hair, can be incorporated into their prosthesis. The *DERMA~HAIR*® is embedded within the top layer of the *LIVINGSKIN*, therefore it cannot fall out or fade away. Please notify us in advance to request this feature prior to the manufacturing process.

Q: Will the prosthesis stain?

A: The silicone used to make *LIVINGSKIN* prostheses is virtually stain proof. However, since there are many new chemicals and products that have not been tested, caution must be exercised when coming into contact with these materials. Some products to avoid are blue Woolite, carbon paper, unwashed jeans and certain leather tanning products.

Q: How long does a *LIVINGSKIN* prosthesis last?

A: The life expectancy of a *LIVINGSKIN* prosthesis depends on how it is used and maintained. With proper care and normal use, the average lifespan is 2 to 4 years.

Q: Is there a warranty?

A: Yes. Each *LIVINGSKIN* prosthesis is covered by a 1-year repair or replacement warranty when proper and adequate care is given to the prosthesis. A 2-year repair and replacement warranty applies when a duplicate device is provided at the same time, and the devices are worn alternately to avoid excessive wear. All higher-level prostheses such as below elbow, above elbow and below knee, are covered by a 1-year warranty.

Q: What should I do if I tear or damage my prosthesis?

A: Never attempt to glue or repair the prosthesis yourself. Please call your local practitioner or if you received your prosthesis from *LIVINGSKIN* directly, call us before sending the prosthesis back for repair.

Q: Are *LIVINGSKIN* prostheses paid for by insurance?

A: Yes, many insurance companies and Workers Compensation Boards pay for *LIVINGSKIN* prostheses. Our administrative staff can help with these issues.

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