Carbonhand Center of Excellence Program

The Carbonhand Center of Excellence Program is designed to build on a clinical team's existing experience with Carbonhand by providing advanced education, hands-on training, and ongoing support.

The goal is to give participating clinicians the knowledge and confidence to independently identify appropriate candidates for Carbonhand, conduct patient trials and evaluations, configure settings and profiles based on individual needs, and incorporate Carbonhand into patient care when clinically appropriate.

Program Requirements

Before a facility can participate in the Center of Excellence Program, the following requirements should be completed. Having this foundation in place ensures that the training is relevant, practical, and builds on real clinical experience with Carbonhand.

- **In-service and patient trials:** In-service and patient trials have been conducted with the clinic.
- **Clinical Experience:** At least three Carbonhand devices have been prescribed, ordered, and fitted.
- **Fitting Observation:** At least one participating clinician has observed a Carbonhand representative complete the fittings of the clinic's three prescribed devices.
- **Clinician Participation:** A minimum of two clinicians participate in the Center of Excellence training.

Once all prerequisites are met, including agreement to the Post Training and Follow-Up requirements, the Center of Excellence training can be scheduled.

Center of Excellence Training

The training program includes:

- **Two virtual training sessions and a Clinical Demo Kit unboxing.** A Carbonhand representative is on-site with the clinical team while a Carbonhand Clinical Specialist joins virtually. Each session is approximately 45–60 minutes. The sessions may be combined into one longer training session, which is recommended.
- **Optional patient fitting during the training.** Whenever possible, a suitable patient can be identified and pre-screened in advance, allowing the clinical team to immediately apply what they have learned in a real clinical setting. If an appropriate candidate is not available, the hands-on portion of the training can instead be completed with the participating clinicians.
- **A brief competency exam**, completed together as a group at the end of the training.
- Digital **certificates of completion for each participating clinician**.
- **A framed Center of Excellence facility certificate** mailed after training.
- **A comprehensive Center of Excellence resource binder** containing step-by-step guides, clinical resources, reference materials, and tools to support implementation within the facility.

Post-Training Support and Follow-Up

The facility agrees to participate in the post-training follow-up process, including monthly Carbonhand representative visits.

The Carbonhand representative visits are an opportunity to support the clinical team and ensure that the demo kit remains ready for patient use. During each check-in, the Carbonhand representative will:

- Review and install available firmware updates when appropriate.
- Reset glove profiles to their original demo settings.
- Inspect the kit to ensure that it is complete and ready for use.
- Review recent patient trials and potential candidates.
- Answer questions from the clinical team.
- Provide additional guidance and support as needed.

Center of Excellence Clinical Demo Kit

Participating facilities receive a **Carbonhand Clinical Demo Kit on an initial 90-day loan**. The kit remains at the facility and may be used for:

- Patient screenings
- Trials and evaluations
- Staff training
- Incorporating Carbonhand into patient treatment when clinically appropriate.

At the conclusion of the initial 90-day loan period, Bioservo and the VA facility will review kit utilization, ongoing patient evaluation activity, and anticipated clinical needs to determine whether an extension is appropriate. Subject to applicable VA approvals, the loan may be extended by mutual written agreement to support continued demonstrations and clinical trials for determining patient candidacy.

The Clinical Demo Kit is intended solely for demonstration and patient evaluation purposes and is not provided in exchange for, or contingent upon, any prescription, order, or purchase of Carbonhand.

If the loan is not extended, the Clinical Demo Kit must be returned to Bioservo. A prepaid return shipping label will be provided, or a Carbonhand representative may coordinate an in-person pickup.