

Equipment Delivery Overview

Your clinic will contact you for an appointment to deliver your equipment. However, you have every right to call the supplier to ask them what the status is on your wheelchair approval and delivery before they contact you.

Basic process:

- Once the wheelchair is received by the supplier they will let the clinic know
- The clinic should call you to schedule an appointment for delivery
- Attend your equipment delivery

What to Expect at your Equipment Delivery

At your equipment delivery you will not simply receive your wheelchair, but you also attend a scheduled appointment with your prescribing clinician where he or she, along with your supplier, will ensure that your wheelchair is a good fit and will work for you. And this is also an opportunity to learn more about living as a wheelchair user and to ask your clinician and supplier questions about your new chair.

Equipment delivery should include:

1. Meeting with your prescribing clinician to assess fit, positioning, and equipment set up
2. Receiving information and education about pressure management, operational skills, safety, and more
3. Learning how you should deal with clinical or equipment issues in the future

Clinic Appointment with Prescribing Clinician Overview

The length of time needed to perform the Fit Assessment of a new wheelchair will vary based on the complexity of the wheelchair. It should take between a few minutes for a simple wheelchair to a few hours for a complicated power wheelchair. Ideally, everyone who participated in the original assessment should be present for delivery of complicated equipment.

Fit Assessment

During the appointment the clinician and supplier should assess the following areas together:

- Seat width and depth
- Pelvic position/Support
- Cushion: Appropriate support. Pressure map when necessary
- Leg support (footrest angle, legrest length, foot strapping)
- Appropriate trunk support
- Back support (height, contact area)
- Lateral supports, chest harness (appropriate location and support)
- Other positioning devices
- Headrest (appropriate height and location, provides appropriate amount of support)
- Hip Guides/Adductor Pads (appropriate location and support)
- Specific considerations for Manual Wheelchairs
- Wheel position (Forward, Backward, Vertical position)
- Specific considerations for Power Wheelchairs
- Joystick or specialty control position for access
- Ability to access controls when tilted or reclined
- Ability to manage pressure, edema, and other medical issues with power features
- Pressure Relief (ability to achieve pressure relief using planned method)



Equipment Delivery: What to Expect

Operational Information

Both the clinician and the supplier will assist you in how to use your equipment within your individual environments and circumstances to get the maximum benefit from your mobility device. Your supplier should instruct you on the proper care and maintenance required for your equipment based on the manufacturer's recommendations.

Additional Education and Information

During your appointment you should receive education about pressure management when using your wheelchair, maintenance, safety information and more. Your clinician and supplier should also let you know what you should do if you have a problem with your wheelchair. The general responses to issues faced with your wheelchair are listed below, however, be sure to ask questions specific to your wheelchair and needs at this time as well.

What to do if I develop a problem with my wheelchair?

When problems occur with a wheelchair, the first call should be to the supplier.

Equipment Issues

If the problem is mechanical, it should be able to be addressed by the supplier. Many payer sources require a prescription from a physician prior to providing the repairs or adjustments.

Clinical Issues

If new equipment needs to be ordered, because the equipment is not correct, a clinician or therapist should be consulted to work with you and the supplier to decide the most appropriate equipment to be ordered.