



Memo: Temporary Replacement Wheelchairs

CHME Rehab Policies and Procedures

If a patient's wheelchair is in need of repairs and cannot immediately be brought back to full function, CHME will provide temporary replacement wheelchairs (TRW) to help maintain patient's mobility and independents.

The following restrictions apply to the provision of temporary replacement wheelchairs:

1. CHME will **NOT** provide a TRW sight unseen upon the first visit to a new patient's home. This is to ensure that the layout of the home can accommodate the TRW safely, and also to be sure that CHME can verify the information needed to pick an appropriate chair for the patient from the fleet, based on patient body dimensions, seat functions on existing equipment, etc.
2. CHME will **NOT** provide TRWs to patients if upon site visit by the field technician or upon inspection of patient-owned equipment by the shop technician one or more of the following conditions are observed:
 - a) The patient's own equipment cannot access or safely navigate the home.
 - b) The patient's own equipment is not used at all inside the home.
 - c) The patient's own equipment is stored outside the home (This includes sheds, garages and other storage rooms, even if they can be locked).
 - d) The patient's own equipment shows signs of user abuse or gross neglect, i. e. excessive damages that result from non-standard and unsafe use of equipment and/or exposure of equipment to the elements.
3. If a TRW is lost or stolen while a patient was using it, due to neglect (i. e., left unattended outside the home or in the community) or unsafe storage (i. e., outside the home), it will **NOT** be replaced by CHME. Also, if a patient returns a TRW worn and/or damaged beyond what can be reasonably expected from standard use, there will not be an immediate replacement. In both cases the patient will be sent an invoice for the cost of the equipment. If the patient refuses to pay for the loss of the equipment they will not be eligible for a TRW on future service calls.

CHME will strive to accommodate individual patient's medical needs by providing a TRW with specifications as close as possible to the patient-owned equipment. However selection of TRWs is based on fleet availability and patients should be made aware that an exact duplicate of their own wheelchair will usually not be available. CHME will not special order TWRs to fit the needs of individual patients, but will continually monitor the fleet and acquire new chairs based on observed needs of the general patient population.

Every time a TRW is provided to a patient the CHME Waiver of Liability must be signed and dated by the patient, even if a previous signed copy is already on file. If a patient refuses to sign this form the TRW cannot be provided to them. The sales order for any TRW should always show the customary rental charge for the item provided. JD