



Shepherd Center



Durable Medical Equipment **HANDBOOK**

IMPORTANT INFORMATION ABOUT YOUR EQUIPMENT & VENDORS

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DME Contacts at Shepherd Center



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What is DME?

Durable medical equipment includes a variety of devices that are designed to assist individuals in completing activities of daily living - with as much independence and safety as possible.

DME You May Receive



Power
Wheelchair



Manual
Wheelchair



Hospital Bed /
Mattress



Manual Hoyer
Lift



Bathroom
Equipment



Mobility Aids



Who is my Vendor?

A DME vendor is an independent company who will provide DME to patients as they are leaving Shepherd or after they have been discharged home.

You may have more than one vendor, depending on the equipment you require. Please refer to the info sheet received from the DME department for your vendor's contact information.

What is the Seating Clinic?

Your primary PT/OT will work with you to figure out what specific pieces of DME you will need. However, when it comes to custom equipment (like wheelchairs) your primary PT/OT will work with a Shepherd Seating Clinic Therapist to determine the right chair for you. A few weeks into your stay, you will visit the Seating Clinic where you'll discuss options with staff members. You will most likely be measured, so a chair that fits just right can be ordered. Please keep in mind that your custom chair (the chair you will be keeping for everyday use) takes some time to be approved by insurance and built by the chair manufacturer. Most Shepherd patients go home in a vendor-provided loaner chair until your custom chair arrives.

Communication is Key



1

Communicate with your vendor(s) EARLY and OFTEN.

This is the best way to ensure you will receive your DME in an accurate and timely manner. Vendors can/will work with your insurance companies on your behalf.

2

Make sure to provide an accurate and current address.

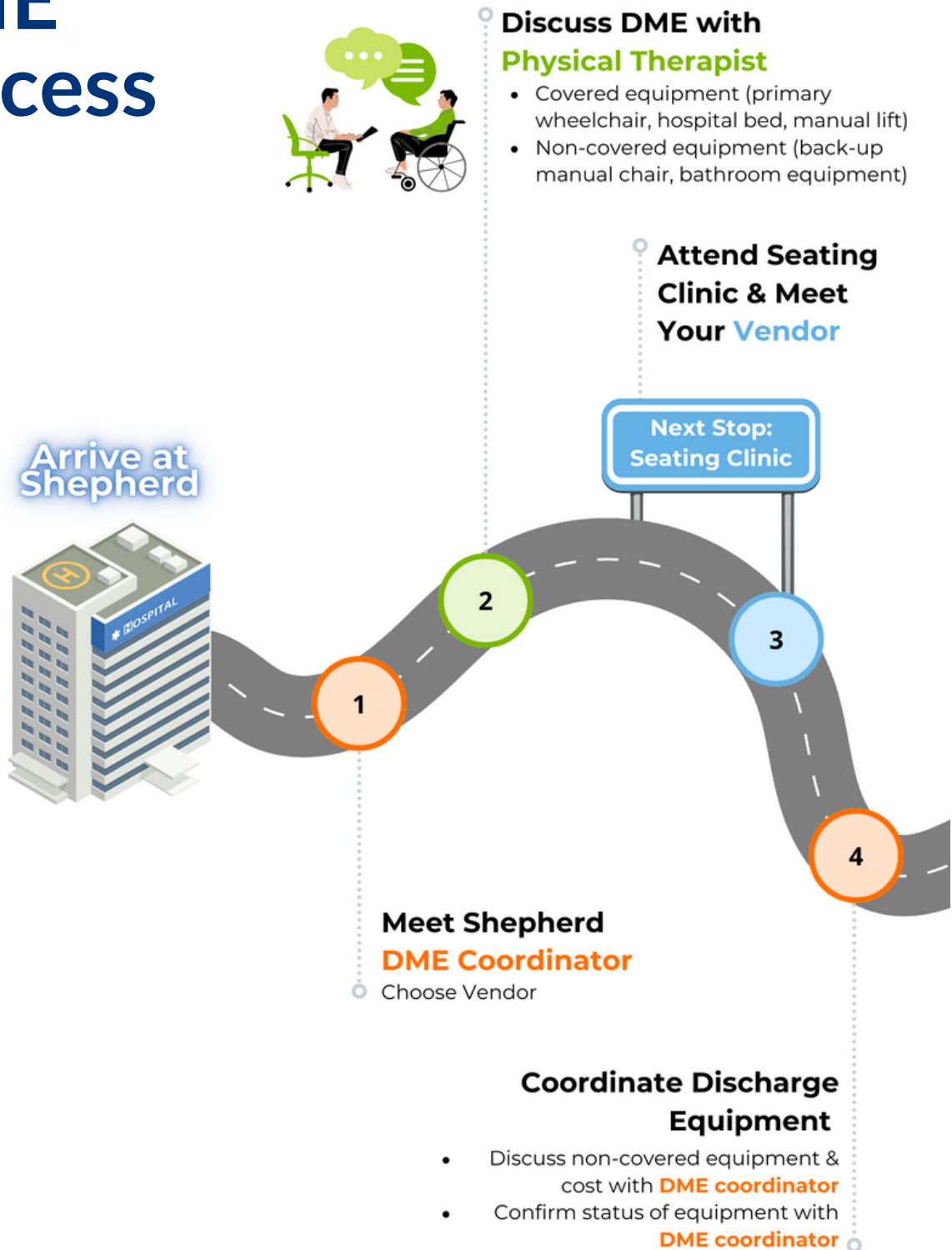
Please provide your vendor with the address of the house/apartment/condo where you will be discharging. This ensures your items will get to the right place.

3

Try to avoid playing phone tag with your vendor.

Please provide your vendor with the most accessible phone number for reaching you, whether that be your own or a caregiver's. During this time, answer any calls even if you don't recognize the number - it may be your vendor.

DME Process



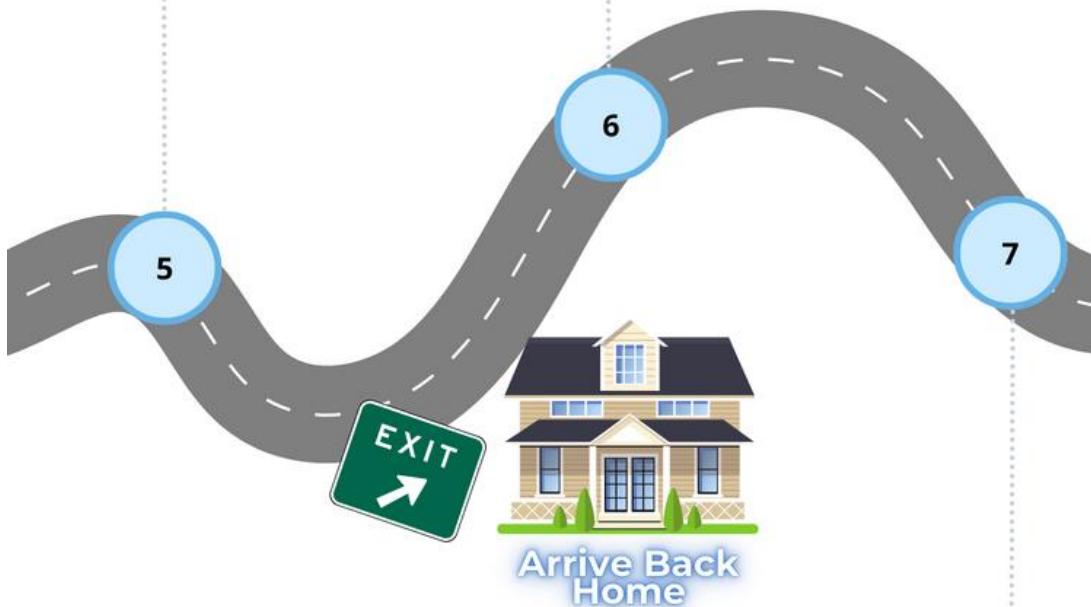
Prepare for Discharge

- Coordinate delivery of equipment home with **Vendor**
- Receive loaner wheelchair - in seating clinic with **Vendor**
- Check on status of insurance approval for primary wheelchair with **Vendor** (ongoing)



Receive Custom Wheelchair (~3 months post-discharge)

- **Vendor** will take loaner chair back
- Return to Shepherd or a local seating clinic for fitting and/or adjustments



Communicate Any Equipment Issues with **Vendor**

- This communication can be ongoing, as needed.

What DME is Usually Covered by Insurance?



DME **usually** covered by insurance, if appropriate:

- Primary Wheelchair (power or manual)
- Cushion
- Semi Electric Hospital Bed
- Group 1 Mattress
- Manual Lift

DME **not** usually covered by insurance:

- Bathroom Equipment
- Backup Wheelchair
- Additional Cushion Cover
- Fully Electric Hospital Bed
- Specialty Mattress if Medically Indicated
- Power Lift
- Guldmann Canvas Sling
- Standing Frame

Types of Custom Power/Manual Wheelchairs & Cushions

Power



Front Wheel Drive



Mid Wheel Drive



Rear Wheel Drive

Manual



Rigid Frame



Folding Frame



Tilt in Space

Types of Custom Power/Manual Wheelchairs & Cushions

Cushions



Foam

Maxtrx VI
Matrx Multi
Ki Axiom
Jay Union
Stealth



Foam + Gel Combo

Jay J2
Jay J2 Deep Contour
Jay Fusion



Air

Roho
Star

Wheelchair Maintenance

► General

Tips for Not Stripping Screws:

- Screws throughout a power or manual wheelchair (head support components, lateral supports, arm supports, etc.) can loosen up over time and should be looked over and tightened.
- Frequently check to see if any screws are loose before parts fall off or move out of place.
- Insert the Allen wrench, screwdriver, etc. all the way into the screw before turning, and do not insert at an angle. Ensure the Allen wrench is the correct size BEFORE twisting.

Cleaning the Wheelchair:

- The frame/tubing of a power or manual wheelchair can be wiped down and cleaned with a towel using soap and water.
 - DO NOT hose down a power wheelchair with water. This could damage the batteries, motors, and/or electronics (can rust the connections).
- For manual wheelchairs, teflon lubricant or silicone spray is recommended for wiping down axles, bolts on wheel locks, or any hinges on the wheelchair.
 - On the axles, use steel wool or a 3M pad to clean off the rust.
 - A wire brush can be used to clean off the rust inside the axle receivers.

Washing Seat and Back Cushion Covers: (general)

- Cushion covers can be washed in a washing machine, on a gentle cycle.
- Do not put it in the dryer! Hang dry.
- Inner incontinence liners can be wiped down with the towel using soap and water.

► Power

Monitor the Battery Lights/Indicator and Charge the Power Wheelchair Every Night:

- If the power wheelchair is not holding a charge and running down quickly, notify your vendor.
 - You want to make sure the batteries are replaced before the power wheelchair becomes non-operational.
- It is important to charge the power chair every night so it is fully charged at the start of each day.

Driving in the Rain:

- It is good practice to cover the joystick with a plastic bag to protect the electronics if driving in the rain.
- Driving the power wheelchair in light rain should not be a problem, but do not drive through puddles that would submerge the base of the power wheelchair.

Wheelchair Maintenance

► Manual

Air Tire Inflation:

- If your tires are pneumatic, check PSI recommendation printed on the tire.
- Set air compressor to slightly under the PSI recommendation or inflate tire until the desired PSI is attained.

Check that Footplate is Level:

- An unlevel footplate can cause the wheelchair to veer/drift to the left or right. If you are noticing this happening, check to see if the footplate is parallel to the ground and also check the caster alignment.

Cleaning Out Casters:

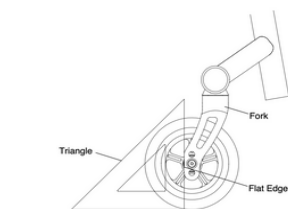
- Remove the center screw(s) from the casters until the caster can be removed.
- Pull out the hair/dust/string/fur that frequently gets caught in the casters.
- Place the caster back on and replace the screw(s) and washers. Ensure the caster fork is properly aligned (see below).

Signs You May Need A Caster Alignment:

- If you were on a level surface and you stop and then your chair rolls backward, the caster housing may need to be leveled or re-aligned.
- If your casters suddenly run into an obstacle, the stem housing may need to be realigned to 90° to the ground.
- Wheelchairs may not track straight if casters are not aligned.
- If one of the casters is floating off the ground, it may need re-alignment.

How to Level The Caster Stem Housing:

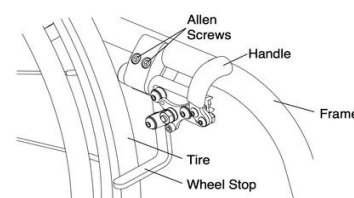
- Place chair on level surface.
- Loosen the securing screws to allow fork to rotate.
- Rotate caster fork until flat edge of the fork or caster housing is perpendicular to the level surface.



(Image from TI Lite Aero Z user manual)

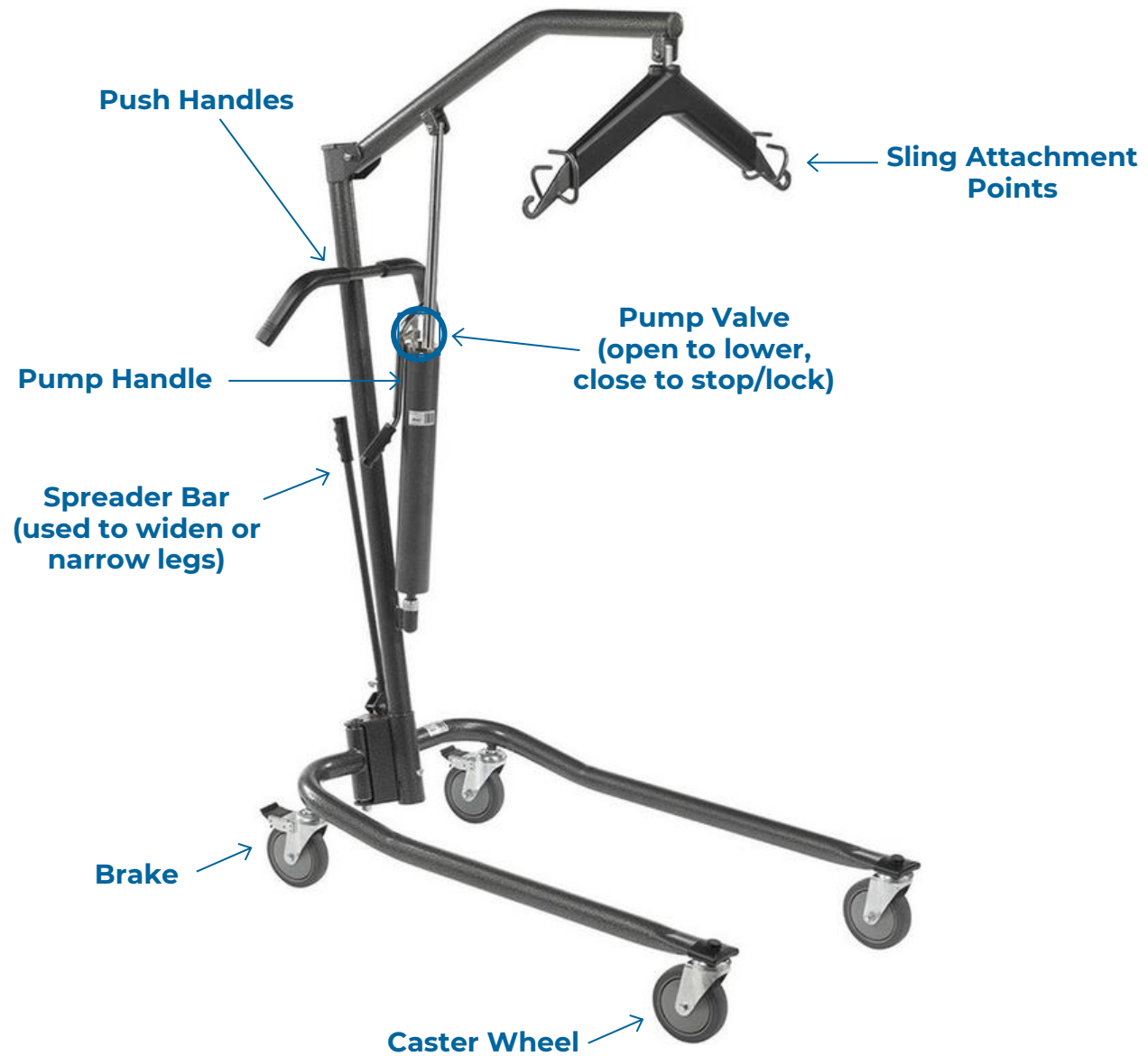
Adjusting Wheel Locks:

- Wheel locks can loosen over time, especially as tires become worn.
- Loosen the Allen screws so the post of the wheel lock can be slid back or rotated and adjusted to a position tight enough to hold the wheel in place during transfers.
- Once the wheel lock is in the desired position, tighten the Allen screws.

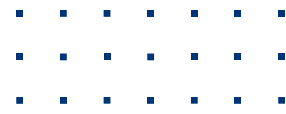


(Image from TI Lite Aero Z user manual)

Manual Lift



Hospital Bed and Mattress



Insurance will cover:

- **Semi-Electric Bed**
 - The head of bed can be elevated or flattened using an electric system
 - The height of bed can be brought up or down using a manual crank system
- **Group 1 Mattress**
 - Most patients qualify for a Group 1 Mattress unless extensive pressure injuries or wounds are present

Examples of Bathroom Equipment



Shower Chairs: Tilt-In-Space



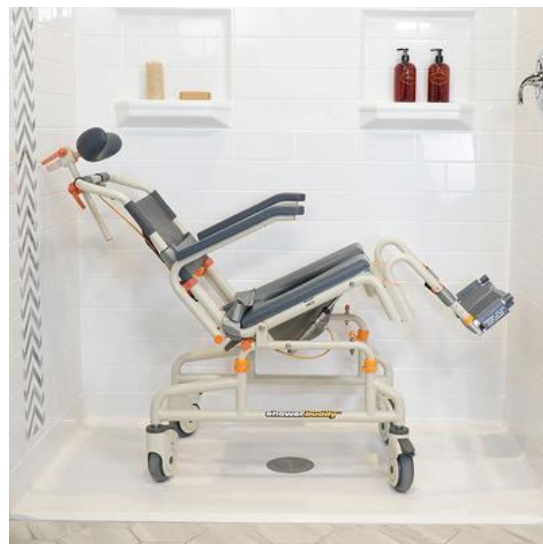
Raz



EZee Life



ActiveAid



Shower Buddy

Examples of Bathroom Equipment



Shower Chairs: Upright Attendant-Propelled



Raz



EZee Life



ActiveAid



Shower Buddy

Examples of Bathroom Equipment



Shower Chairs: Upright Self-Propelled



Raz



EZee Life



ActiveAid



Shower Buddy

Examples of Bathroom Equipment



Tub Slider Systems



NuprodX



Trakz



Tub Buddy

Examples of Bathroom Equipment



Commodes



ActiveAid 101



ActiveAid 202



Drive Padded Drop Arm



UltraCommode™

Tub Bench



Drive Padded Tub Bench

Note: Padded equipment is essential for the safety of those with impaired sensation.