

RECYCLABLE BENEFITS: RECYCLE SERVICES

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1.0 GENERAL INFORMATION

The following benefits are provided to eligible clients using AADL recycled equipment and wheelchairs:

- repairs
- parts changes
- internal transfers

1.1 SUPPLIER

See vendor lists for Large Recycle Benefits vendors, and Wheelchair vendors.

1.2 AUTHORIZER

O.T., P.T., or R.N., registered as an AADL program authorizer.

Authorizers may assist clients or be responsible to arrange for:

- repairs
- recycle in
- parts changes
- internal transfers

Refer to specific transactions for detailed information.

1.3 OWNERSHIP AND RESPONSIBILITY

1.3.1 OWNERSHIP OF AADL RECYCLED EQUIPMENT

The AADL program retains full ownership of all AADL recycled equipment. The equipment is not for resale. The equipment must be returned to a program vendor for recycle when:

- the client no longer needs it, or
- it has been replaced, or
- the client moves out of Alberta, or
- the client becomes otherwise ineligible for the benefit

Exception: Upgrade Equipment is owned by the client

1.3.2 CLIENT RESPONSIBILITY

The client, their family, trustee or guardian are responsible to ensure that reasonable care and maintenance of the equipment is provided and will be responsible for replacement of lost, stolen, or equipment damaged due to misuse. The AADL program advises that AADL equipment be added to the client's home insurance policy or tenant's insurance policy.

2.0 RECYCLE OUT: AADL FORMALLY RECYCLED LARGE EQUIPMENT AND WHEELCHAIRS

2.1 DEFINITION

When AADL receives an authorization for large recycle equipment or a wheelchair, the program will initially review the equipment currently available in the recycle pool to determine if the requested equipment is available and cost effective to recycle out to the client. If it is available, it is assigned to the client and sent to the client as a loan.

2.2 POLICY

AADL uses the following guidelines for using equipment from inventory:

- Wheelchairs - when the total recycle out cost is less than 60% of the current replacement value (including requested configuration changes). Total cost includes parts, labor, and shipping.
- Large Recyclable Equipment - when the total recycle out cost is less than 50% of the current replacement value. Total cost includes parts, labor, and shipping.

NOTE: The AADL program will use its discretion in utilizing AADL recycled equipment when the cost exceeds these values.

2.3 PROCEDURE

- Authorizer follows standard procedures for ordering AADL equipment.
- The equipment should be checked at time of receipt to ensure that the equipment configuration was supplied as ordered and that it is clean and functional.

NOTE: If the equipment provided is not acceptable, please inform the AADL program and/or arrange to send the equipment back to the supplier for warranty work (there is a 90-day warranty on new parts, labor and shipping). Include an accurate description of the problem when returning equipment to the vendor.

3.0 RECYCLE IN: AADL FORMALLY RECYCLED LARGE EQUIPMENT AND WHEELCHAIRS

3.1 DEFINITION

When an AADL client no longer needs to use the recycle equipment, it must be sent back to the recycle pool located at an AADL recycle vendor's facility. The vendor will report to AADL that it has been returned and is available in the recycle pool.

3.2 POLICY

This equipment must be returned to AADL recycle vendor no later than seven days after the client no longer needs it.

3.3 GENERAL INFORMATION

- Authorizers are required to assist clients by providing information such as where to send the equipment and how to send it. When possible, contact the vendor to arrange for shipping.
- Name of client, address and PHN # (when possible) should be attached to the equipment being returned for recycling.
- AADL Wheelchairs and Large Recycle Equipment can be sent back “collect” by courier to a vendor.
- For beds, mattresses, and bed accessories, the authorizer must telephone the appropriate vendor, and the vendor will make shipping arrangements.
- Authorizers can also telephone the AADL office for assistance.

4.0 VENDOR

See vendor lists for Large Recyclable Equipment vendors and Wheelchair vendors, included after the APL in each manual section, for names and addresses

5.0 REPAIRS OF AADL OWNED EQUIPMENT AND WHEELCHAIRS THAT ARE FORMALLY RECYCLED

5.1 DEFINITION

A client’s wheelchair or other large recyclable equipment may require service if the equipment is broken or has badly worn or unsafe parts. These repairs may only be performed by AADL Large Equipment and Wheelchair vendors. Repair costs include: parts, labor, and shipping (as appropriate).

It should be noted that preventative maintenance is not covered by the AADL program.

5.2 POLICY

Each benefit year, the program provides a limited amount of repair funding for for the AADL recyclable equipment which is loaned to the client:

- \$400 per year if needed, for an AADL-owned manual wheelchair,
- \$600 per year if needed, for an AADL-owned power wheelchair plus one set of batteries (1 per year max)
- other AADL owned large recyclable equipment

When's a client's wheelchair or large recycle equipment needs repair, the client may contact an AADL Recycle Benefits vendor to make appropriate arrangements.

Note the following exception: If a previous AISH client is now over 65 years old and previously had privately owned equipment repaired by AISH, they need to contact AADL directly for possible repair assistance to the same device that AISH previously repaired

5.3 PROCEDURE

At the time of repair request, the client/caregiver must supply the vendor with the following information:

- client's full name, address and phone number
- client reference number and expiry date
- client's Personal Health Number (PHN)
- accurate description of repairs required

5.4 GENERAL INFORMATION

- Once the repair is performed, the vendor must supply the client/caregiver with a completed copy of the Recyclable Equipment Work Order.
- The client/caregiver should ensure that the repairs performed were as requested.

NOTE: When repairs are required but not requested, the vendor must contact the client/caregiver to obtain permission to perform the extra repair(s).

5.5 WARRANTY

There is a 90-day warranty on new parts, labor and shipping from the date the repair was performed.

6.0 PARTS CHANGES: FORMALLY RECYCLED EQUIPMENT AND WHEELCHAIRS

6.1 DEFINITION

Parts changes are provided when a **change** in equipment configuration or the **addition** of a program approved part is required to accommodate a change in a client's medical or functional condition (**the client's condition should be stable**).

6.2 POLICY

A parts change may be provided to an AADL owned wheelchair, or other large recycle equipment.

6.3 THE AADL PROGRAM WILL NOT AUTHORIZE PARTS CHANGES REQUESTS FOR THE FOLLOWING:

- when a major parts change request is submitted within a six months from date of equipment delivery
- to any upgrade (client owned) item
- to privately owned wheelchairs and/or other medical equipment
- to AADL equipment distributed as permanent loaners
- when the cost is excessive
- on an internally transferred wheelchair within six months unless the request is made on the same form as the transfer request
- on an internally transferred piece of large equipment within six months unless the request is made on the same form as the transfer request

NOTE: The following are possible exceptions:

- on some minor parts changes (see minor parts change)
- where the AADL program Quantity & Frequency Review Committee approves the change or addition
- When a previous AISH client is now over 65 years old, and previously had privately owned equipment repaired by AISH. These clients need to contact AADL directly for possible repair assistance to the same device that AISH previously repaired.

6.4 MAJOR PARTS CHANGE REQUESTS

The “Major Parts Change” term applies when costs of parts changes or additions, or a change in equipment configuration is required and one or more of the following parts is changed or added:

- complete wheel assemblies or changing wheel size
- complete caster assembly or changing caster wheel size
- side frames, cross braces and detachable backs
- complete armrest assemblies
- front rigging (leg rests, footrests)
- power components
- parts for large recyclable equipment (e.g. commodes, lifters)

6.4.1 AUTHORIZATION PROCEDURE

- a) A major parts change request must be submitted by an authorizer on a 1251 form for wheelchairs, or a 1250 form for LRE to the AADL program for approval (see example in Appendices at end of this section). The form must include the following information:
 - client information including delivery address (if applicable)
 - equipment information (make and serial number)
 - the type of parts being requested (be specific)
 - the reason(s) the change is necessary for the client
 - authorizer information
 - signed client declaration
- b) Incomplete and/or incorrect authorization forms will be returned to the authorizer with a form attached, indicating what fields are missing and/or incomplete. Once the correction has been made, the two forms should be returned to the AADL Branch.

6.5 MINOR PARTS CHANGE

The Minor Parts Charge term applies when costs of parts changes or additions, excluding labor and freight, do not exceed \$120.00 and do not conflict with the definition of a “major parts change”.

6.5.1 AUTHORIZATION PROCEDURE

- a) A program authorizer may request these minor parts changes by contacting an approved Recyclable Benefits vendor directly.
- b) If the vendor advises that the parts change is going to exceed \$120.00, authorizer must complete an authorization form and submit it to the AADL program as a major parts change (see page example in Appendices at end of section).
- c) Equipment provided to the client within 6 months should not require parts changes. Exceptions will be discussed with the authorizer.

6.6 GENERAL INFORMATION

- After the provision of a parts change, the vendor must supply the client/caregiver with a copy of the Recyclable Equipment Work Order.
- No modifications may be done to AADL recycled equipment without prior program approval.
- The use of AADL parts inventory remains a priority.
- Authorizers may confirm with the program regarding the existing configuration of the equipment.
- Missing or stolen parts will not be replaced by the AADL program.
- There is a 90-day warranty on new parts, labor and shipping.

7.0 INTERNAL TRANSFERS OF AADL FORMALLY RECYCLED EQUIPMENT AND WHEELCHAIRS

7.1 DEFINITION

The transfer of an appropriate piece of AADL recycled equipment from one client directly to another eligible client. This transfer is initiated by an authorizer.

7.2 AUTHORIZER

PT, OT, RN registered as an AADL program authorizer.

7.3 POLICY FOR INTERNAL TRANSFER OF FORMALLY RECYCLED EQUIPMENT

If, within a facility or community setting, a piece of equipment (or wheelchair) is returned to an authorizer and it is suitable for another client, the authorizer may “internally transfer” the equipment to an eligible client without first returning it to an AADL LRE (or Wheelchair Benefits) vendor. This transfer must happen **within ten days** of the authorizer receiving the equipment/chair. The **authorizer may not** keep the equipment longer.

In order to provide some flexibility, “internal transfer” requests may be used to accommodate equipment configuration changes including the following:

- changes in seat width (including 1” changes)
- changes in seat depth (including 1” changes)

Normal quantity limits and eligibility criteria as described in “Recyclable Equipment General Information” are still applicable. Quantity and Frequency Requests maybe needed in some circumstances

The following conditions must apply:

- the equipment being transferred must be appropriate and have been successfully trialed by the client that is going to be using it
- clients who receive **replacement** equipment through this process, must have had a significant change in clinical/functional condition (see procedures) and this needs to be documented on the 1251 form
- The equipment must be in good working order, and repairs/parts changes should not be requested. If repairs or parts changes are required, please obtain prior approval from the AADL program before submitting the 1251 form

AUTHORIZER WILL FAX OR EMAIL to AADL recycle staff stating:

- the equipment or wheelchair (name/model, serial number) being transferred, and
- the client (initials/ name and personal health number) who is currently loaned the equipment, and
- why the equipment is no longer needed by the first client, and
- the second (receiving) client (initials/name and personal health number) who will be receiving the equipment.

AADL will approve or deny the request, and will respond to the authorizer. If approved, AADL will write computer notes under the client's names.

7.3.1 AUTHORIZER COMPLETES AUTHORIZATION FORM

SECTION 1 -Provide usual client information in Section 1 for the client who is going to receive the equipment. Client declaration must be signed.

SECTION 6 “SPECIAL INSTRUCTIONS”

- indicate the serial number of the item being transferred
- indicate that you have received prior approval from AADL for the internal transfer
- **The client copy will not contain any information about the client who was previously using the equipment**

7.4 GENERAL INFORMATION

- Once the internal transfer has been processed, AADL will send a notice of confirmation to the authorizer.
- Incomplete and/or incorrect authorization forms (1251) will be returned to authorizer with a form attached, indicating what is fields are missing and/or incomplete.

8.0 APPENDICES:

- MSDA Guidelines – Authorizer Copy
- MSDA Guidelines – Client Copy
- 1251 Form – Example of Major Parts Change
- 1251 Form – Example of Internal Transfer

AUTHORIZER COPY

AADL VENDOR POLICIES FOR USE OF ASSESSMENT EQUIPMENT UNDER THE ALBERTA AIDS TO DAILY LIVING (AADL) PROGRAM

These rules are developed to assist clients, authorizers and vendors in better assessing specific equipment for clients while at the same time protecting the equipment owned by the vendor from damage by either the client, authorizer or shipping company.

REMEMBER:

- Equipment can be assessed by a number of different methods. With the vendor and authorizer working closely together, an effective assessment can be done with no damage to equipment.
- Assessment equipment is owned by the vendor and is new equipment. This equipment is costly not only to buy but also to repair.

A. GENERAL RULES:

1. All equipment must be handled in a manner that will ensure it is returned to the vendor in the same condition that it was received.
2. Where equipment was shipped to a client or authorizer in a box, it must be shipped back to the vendor in the same box to protect it during shipping.
3. The time equipment is required for assessment will vary by client and type of equipment; however, the **maximum** times for specific items are:
 - Wheelchairs – Manual or Power 2 Days
 - Commodes/Toilet Seats/Transfer Seats 1 Day
 - Patient Lifters (Floor And Bath)/Bath Supports 1 Day
 - Cushions and other Wheelchair Accessories 1 Day
4. Assessment is for fitting and assessing functionality. It may not be the exact size or have all possible options available. However, if authorizers **and vendors** use their professional judgment, a proper assessment can be done with the equipment provided.
5. Assessment equipment is not the equipment that will be ordered by AADL for the client and therefore it must be returned to the supplying vendor as set out in the timelines above. Rental equipment is available from most vendors for the period to the date the final AADL purchased equipment is supplied. AADL does not reimburse for rental costs.

B. SPECIFIC RULES:

1. Equipment that is subject to soiling or contamination by a client during assessment must be protected to eliminate any possibility of this occurring. Examples of this are:
 - Incontinent client in a wheelchair: Use protective pads on upholstery.
 - Commodes/Transfer Benches/Toilet Seats/Bath Supports/Slides should not be used in an actual daily routine where they can become soiled or contaminated, but rather should be given a “dry run” assessment where they are not used in an actual daily routine.
 - Cushions should be assessed with a maximum of one day’s use, **protecting** the cushion at all times against contamination. In most cases, cushions can be assessed in a matter of hours using proper assessment techniques as set out by each manufacturer.
2. Damages to equipment caused by either the authorizer or client during the time the equipment is being assessed is the responsibility of the person who caused the damage and the vendor has the right to recover these damages.

These rules are set out to ensure that adequate equipment is provided to clients and authorizers for assessment purposed while at the same time providing protection to the vendor’s equipment. By each of the client, authorizer and vendor having the right attitude and respect for each other’s responsibilities and property, the assessment process can run with a minimum of problems.

THANK YOU FOR YOUR HELP IN SAFEGUARDING OUR EQUIPMENT.

Medical Surgical Dealers' Association of Alberta

CLIENT COPY

AADL VENDOR POLICIES FOR USE OF ASSESSMENT EQUIPMENT UNDER THE ALBERTA AIDS TO DAILY LIVING PROGRAM

These policies have been developed to assist the authorizer, the client and the Supplier of the assessment equipment in assessing client's needs, and as well, to protect the Supplier's equipment during the assessment period.

GENERAL POLICIES:

1. The maximum time equipment is provided for assessment is:
 - Wheelchairs – Manual or Power 2 Days
 - Commodes/Toilet Seats/Transfer Seats 1 Day
 - Patient Lifters (Floor And Bath)/Bath Supports 1 Day
 - Cushions and other Wheelchair Accessories 1 Day
2. Equipment that is subject to soiling or contamination during assessment must be protected to eliminate this possibility. Remember, a commode does not have to be put to actual use to be properly assessed and fitted. Professional judgment can be made on the proper size to be ordered.
3. Assessment equipment may not be the exact equipment that will be ordered for the client:
 - It must be returned to the supplying vendor within the time set out above in the same condition it was sent.
 - Rental equipment is available from most vendors for the period until the equipment is delivered for the AADL program.
4. Damages to or soiling of assessment equipment in the possession of the client or Therapist is their responsibility. The AADL vendor has the right to recover these damages or cleaning charges.

TREAT THE ASSESSMENT LIKE YOU WOULD WHEN YOU TEST DRIVES A NEW vehicle (**A SHORT TEST DRIVE, NOT A ONE-MONTH TRIAL**) AND THE ASSESSMENT PROCESS WILL WORK.

THANK YOU FOR YOUR HELP IN SAFEGUARDING OUR EQUIPMENT

Medical Surgical Dealers' Association of Alberta

EXAMPLE OF INTERNAL TRANSFER

Alberta Seniors and Community Supports
 Tel: (780) 427-0731 www.seniors.gov.ab.ca

Alberta Aids to Daily Living (AADL)
Wheelchair Authorization

TERMS AND CONDITIONS on the back of this form must be read. After reading it, sign and check off one of the boxes at the bottom of this form.

This is to certify the property and/or services ordered/purchased hereby are being purchased by Alberta Seniors and Community Supports, which is part of the Alberta Crown or is listed as a tax-free Government of Alberta agency, and are therefore not subject to the Goods and Services Tax.

Section 1 - General Information: Please fill out completely

Client's Preferred Vendor (name and address) <i>0</i>		Client Assessment Date <i>2.9.12.03.06</i>	Authorizer Number <i>PT/12367890</i>	Client Personal Health Number <i>1234</i>
Client Residence (use code on cover) <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Applying for CSE	Cost Share	Primary Diagnosis (use code on cover)	Other Additional Diagnoses (Specify)	
Client Name (Last) <i>PITT</i>	Client Name (First) <i>DIRK</i>	Gender <input checked="" type="checkbox"/> Male <input type="checkbox"/> Female	Date of Birth <i>19490412</i>	
Mailing Address/Street Address <i>123 Calgary Trail</i>		City/Town/Municipality <i>Edmonton</i>	Postal Code <i>T1T2T3</i>	
Delivery Address (if different than above)		Client Phone Number <i>(780) 555-1212</i>		
Alternate Contact Name		Relationship to Client	Phone Number	

Section 2 - You must complete this section. Provide measurements or check ALL that apply for the above-named client

Palliative QFR Parts Change Request Seating Clinic Internal Transfer Client Mobility: Dependent 100% Independent

Client Weight: lbs. kgs. Wheelchair Use: Part Time Full Time Usage: Outdoors Indoors Transfers: Controlled? Yes No Transfer Type: Independent Dependent

Wheelchair Transportation: Private Public (If public, an auto style seat belt will be ordered)
 Does client need to fit wheelchair into a vehicle? Yes No If yes, will the client require quick release wheels? Yes No
 Who lifts the wheelchair? Client Lift Caregiver

Trial: Has the client trialed the Wheelchair? Yes No
 If no, have measurements been taken in the client's residence? Yes No (If no, explain why not in Section 5)
 Wheelchair has been trialed in: Residence Entrance Bathroom Bedroom Kitchen Hallway Other: Work School Transportation

Section 3 - Wheelchair Order - You must complete this section unless this is a Parts Change or Internal Transfer

AADL Catalogue Number: _____ Comparable Substitute Acceptable: Yes No (If no, you must explain why in Section 5) Recycle Only: Yes No

Standard Plus (AADL Owned) Is client aware of additional cost to them? Yes No Upgrade (Client Owned) Is client aware of additional cost to them? Yes No

Section 4 - Wheelchair Specifications - Specification Sheets are Attached? Yes

Section 5 - Clinical Information Additional Information Internal Transfer Parts Change

Internal Transfer - Wheelchair Invacare

Patriot SN 123456

Prior approval by AADL - see notes

Section 6 - Authorizer Information

Authorizer Name - Last <i>Young</i>	Authorizer Name - First <i>Aine</i>	Authorizer Signature <i>Aine Young</i>	Telephone Number <i>(780) 412 7856</i>	Fax Number <i>780 412 3400</i>
Assessor Name - Last	Assessor Name - First	Assessor Signature	Telephone Number	Fax Number
Facility (name or ID Number)		RMA Number		

Section 7 - AADL Office Use Only

AADL Catalogue No.	Description	Vendor Number	Inventory Number	Serial Number	Amount

Section 8 - Client Declaration

- I have read and understand the Terms and Conditions on the back of this form.
- I understand this Client Declaration must be completed and signed before any order can be placed.

Note: If the client is unable to sign, provide the name and phone number of the individual who is financially responsible for this client (Minor: Parent/Legal Guardian, Adult: Informal Trustee/Enduring Power of Attorney/Legal Trustee). This individual is also required to sign and print their name on this form on behalf of the client.

Signature of Client / Individual for client <i>D Pitt</i>	Name (Please PRINT) <i>DIRK PITT</i>	Relationship to Client <i>Mar 9/12</i>	Date	Phone Number (if not client)
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Yes No I consent to the use of my personal information for quality monitoring and program improvement, which may include telephone, mail, or web-based surveys. All personal information will be protected in accordance with the provisions in Alberta's Freedom of Information and Protection of Privacy Act.