

Adult Wheelchair and Seating Clinic
Regional Rehabilitation Centre
300 Wellington Street North
Hamilton, ON
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What to expect when you attend the Adult Wheelchair and Seating Clinic

Welcome to the Adult Wheelchair and Seating Clinic.

In this handout you will find information on what to expect at the clinic and how to prepare for your visits.

All clinic visits take place at the Regional Rehabilitation Centre located at 300 Wellington Street North, behind the Hamilton General Hospital.

Most visits last 1½ hours although some are longer and some are shorter. We realize that transportation and parking are a concern. We will do our best to estimate the length of time of your clinic appointment, but cannot make any guarantees.

The clinic staff are unable to provide personal care during your visit. If you think you will need such care, including toileting, please have someone come with you who can assist with personal care. Remember to bring with you any medications that you will need to take during the time that you are at the clinic.

Planning for your first visit

Arrange to wear your normal clothing and shoes when you come to the clinic.

Please let us know of:

- your vendor selection
- any allergies — especially latex
- any transportation concerns — time limitations
- any antibiotic resistant organisms — MRSA, VRE, ESBL, so we may prepare the space for the visit.

First Visit – Initial Assessment

The Occupational Therapist (OT), the Occupational Therapist/Physiotherapist Assistant (OTA/PTA), and the vendor are usually present for the assessment.

Interview: After you provide consent, together we will discuss your:

- health issues
 - daily activities
 - living circumstances
 - your funding sources
 - problems that you identify
 - goals
 - **Your role:** It is important that you express your concerns and wishes so that the final equipment selection meets your goals. If you have trouble remembering, please have someone come with you so we do not miss important information.
 - **Physical Assessment:** After observing you in your current equipment, the OT will ask you to transfer to a raised mat (lift equipment and assistance are available). Your sitting ability, posture and movement will be evaluated and measurements taken. Assistance to sit up on the mat will be provided if needed.
 - **Creation of a plan:** Once the assessment is completed, the OT will review the findings and work with you to identify goals and plans for getting the equipment. The plan will be carried out in future visits.
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Future visits

During these visits, you and the OT will work together to meet your goals. Your goals may include:

- Trying out a manual wheelchair, power wheelchair or modular seating components set up by the vendor following the OT's instructions.
- Taking complex measurements and developing specifications for customized wheelchair or seating system design.
- Custom molding seating components. Should you need this type of system, molding will not take place until all funding is in place. Custom molding is expensive and is not refundable.
- Completing modifications to existing or trial equipment.
- Driver training which is usually carried out by the OTA/PTA.
- Evaluating the equipment by obtaining feedback from you, your caregiver and the seating team. Obtaining feedback is ongoing during all visits.

Final equipment selection

Based on the evaluation of the trial equipment, the final equipment details will be developed.

- We need to hear what you think of the equipment! Your input is an essential part of this process.
 - Once the details have been agreed upon by you, the OT and the vendor, the vendor will provide a price quote for the equipment.
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Funding and ordering

Typically, all funding must be in place before equipment is ordered. Funding approval can take several months.

- The OTs are registered authorizers with the Ontario Ministry of Health Assistive Devices Program (ADP). They will determine your eligibility for ADP funding and complete the needed paperwork. Further information about how the Assistive Devices Program works can be obtained by contacting the Ontario Ministry of Health and Long Term Care, Assistive Devices Program at 1-800-268-6021 or by visiting www.health.gov.on.ca/en/public/programs/adp/default.aspx.
- If you need assistance to fund your client portion of the equipment, you will need to identify potential resources (such as insurance, Ontario March of Dimes, Special Income Supports) and provide the necessary forms. The OT can then assist you by writing a letter of support.
- If you receive Ontario Disability Support (ODSP), you need to bring a copy of a current payment stub with you to the appointment.

Equipment set-up and user training

Depending on your needs and goals, you may need one or multiple visits to make sure you have the right equipment and know how to use it. This may involve:

- An initial set-up to fit your leg length, head position, arm height, back angle, and what ever else is needed to ensure the proper fit.
 - An adjustment of any custom seating components for fit and comfort.
 - Programming of settings if you are receiving a power system.
 - Education about care, use and maintenance of the new equipment.
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Follow-up

Once the equipment is yours, we will keep your file open for a period of up to 4 weeks. During this time any issues that arise can be addressed. When all issues have been dealt with, your clinic file will be closed.

- After discharge, any issues related to skin integrity, comfort and function are to be addressed with the OT through a new referral.
- After discharge, any mechanical or electrical equipment issues and repairs are to be directed to the vendor.

Disclaimer

Please note that getting and fitting new equipment is specific to each person's unique needs.

This pamphlet provides general information about how the seating clinic operates. Your experiences may vary from this information as the clinic addresses your specific equipment needs.

Vendor listings

Vendors operating in the Hamilton area are listed on the Ontario Ministry of Health and Long Term Care Assistive Devices Program website:

http://www.health.gov.on.ca/en/pro/programs/adp/registered_vendors/wheelchair_vendors.pdf

Further information about selecting a vendor can be obtained by contacting the Ontario Ministry of Health and Long Term Care, Assistive Devices Program at 1-800-268-6021.

Selecting a vendor

The vendor is an important member of the seating and mobility team. You have the right to choose your vendor*.

Before choosing your vendor, we advise that you ask a few questions to ensure the vendor is the right match for you. Suggestions of topics to discuss with your vendor:

- experience in seating and mobility
- length of time in business
- courses they have taken about their product lines
- courses they have taken in seating and mobility
- access to a custom seating technician (needed for custom molding of seating systems)
- can they provide references of satisfied clients
- what type of after sales servicing and service rates do they have
- access to/availability of loaner equipment for trial
- availability to attend assessment and fitting appointments
- equipment return and buy-back policies

*** Clients for whom any components of power tilt/power recline/power elevating legs are being prescribed, and who wish to access ADP funding, are limited to using the Ontario Central Equipment Pool (CEP). Consult your prescribing therapist and/or the Assistive Devices Program, regarding details.**

Notes
