



OKLAHOMA ABLE TECH'S DEVICE REUTILIZATION PROGRAM

Operational Manual



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This guide is the day-to-day operations of ABLE Tech's Device Reutilization Program which include the reuse and exchange of used Durable Medical Equipment (DME) and Assistive Technology (AT) respectively.

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PROGRAM OPERATION

Introduction

This Operational Manual, is the result of an effort to document the procedures that guide the day-to-day operations of ABLE Tech's Device Reutilization Program which include the reuse and exchange of gently-used Durable Medical Equipment (DME) and Assistive Technology (AT) respectively. As with any manual, ABLE Tech staff will refer to the appropriate sections to clarify an issue or answer a question. However, staff will not hesitate to contact the Device Reutilization Program Manager or another member of the ABLE Tech management team if they want additional information or if they are not able to find the answer in the manual.

The Device Reutilization Program Operational Manual is a work in progress, so ABLE Tech welcomes questions, suggestions and comments. As this program continues to evolve, new procedures will be created and old ones may be modified. Staff training on the reuse and exchange procedures will continue to occur annually for all staff and on an as needed basis as new staff joins the ABLE Tech team.

With ABLE Tech's mission to serve all people of all ages and disabilities all over the state, it is important to note that the Device Reuse Program would not be as successful without a partnership with the Oklahoma Health Care Authority. Because of this partnership, ABLE Tech is able to retrieve, refurbish/repair, and reassign DME in multiple categories. Thus, following receipt of a donation, priority is given to SoonerCare members for the first 30 days an item is in inventory.

Device Reutilization Quality Indicators

Device Reutilization activities will result in positive outcomes for all involved -- recipients of Assistive Technology (AT), Durable Medical Equipment (DME), DME providers, program funders, policymakers, and taxpayers. Cost effective program operational strategies will be utilized and decisions will be based on review of data.

The following quality indicators will help achieve this goal.

- All Oklahoma residents who need AT and DME will have access to high quality used equipment.
- Access to quality equipment can make a tremendous difference in a person's life. Therefore, it is important for everyone to help promote the program and understand the need to locate quality equipment.
- Everyone – vendors, volunteers, colleagues, donors and recipients will be treated with respect.
- Everyone involved with the program will be safe from injury and disease.
- The environment will be treated with respect. Equipment that is at the end of its usable life will be disposed of using environmentally responsible methods.

Regarding the #Oklahoma4ramps project:

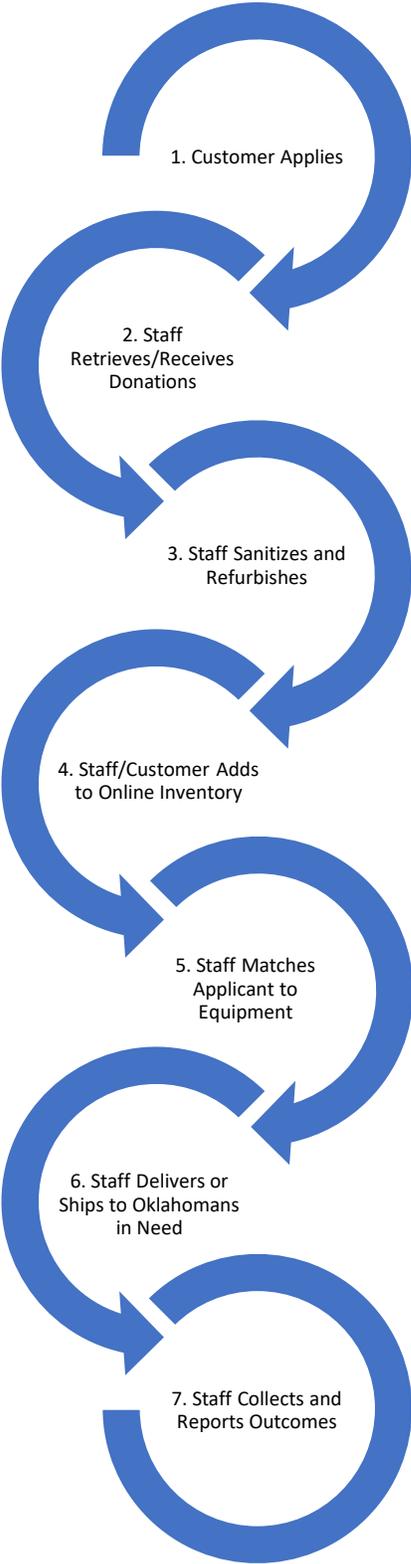
- Persons living with paralysis and other mobility impairments (including senior Oklahomans) will be able to safely and independently enter and exit their homes by using portable/temporary ramps, accessible pathways and thresholds.

- Quality of life will be enhanced for Oklahomans living with paralysis participating in the #oklahoma4ramps project because of their enhanced ability through the use of portable/temporary ramps, accessible pathways and thresholds to independently participate in their communities.
- ABLE Tech will be sharing Oklahoma-specific resources with Oklahomans participating in the #oklahoma4ramps project who need a permanent ramp solution.
- ABLE Tech will educate Oklahoma organizations, agencies, and medical facilities/personnel who serve the targeted populations on the #oklahoma4ramps project.

We believe in:

- delivering clean equipment
- training staff and volunteers to properly move and set up equipment
- involving professionals in the reassignment of certain types of equipment as identified in program guidelines

Device Reutilization Program Process



REUSE PROGRAM

Work Scope

- Identify and document loan closets operating in Oklahoma by submitting contact information to the Device Reutilization Program Manager.
- Train staff on cleaning and sanitization of mobility and other common DME using the training format provided by project personnel and monitor to ensure these practices are implemented.
- Provide storage space for reused DME.
- For items that need repair, when necessary, ABLE Tech will pay a DME contracted vendor to make repairs that will meet manufacturer's specifications. Repairs that cost more than 30% of the replacement value of the DME will not be pursued.
- Recruit customers who need DME and who have used DME to donate to the Device Reutilization Program.
- Review customer waiting lists for both SoonerCare members, the public and available equipment reports in the online database to determine reassignments and provide timely pick-up and delivery of DME.
- Maintain a HIPAA compliant and secured file of pick-up and delivery forms that have been signed by the customer or his/her representative.
- Identify vendors in Oklahoma for refurbishment of DME.
- Enter Reuse Program data in the online database in a timely manner.

Subcontractor Liability Concerns

While the ultimate task of the Device Reutilization Program is to get refurbished equipment to Oklahomans who need it, it is equally important to accomplish this task safely. ABLE Tech staff has reviewed all aspects of the program and have developed procedures, practices and training materials to address identified areas of potential liability.

One of the purposes of sharing the material in the Device Reutilization Program Operational Manual and training staff on procedures for all aspects of the program is to reduce the risk for liability. Below is a list of some of the liability concerns this manual is intended to address:

- Staff, customer or volunteers contracting an illness or disease due to poor sanitization procedures or not being trained to sanitize appropriately.
- Staff or volunteers contracting an illness or disease due to failure to follow infection control guidelines for pick-up (wearing gloves, bagging equipment).
- Injury to delivery or pick-up staff due to improper lifting and moving procedures or not using tools necessary to complete the task.
- Injury to delivery or pick-up staff because they agree to perform a task for the customer not related to pick-up and delivery.
- Damaging a customer's property while delivering or picking up equipment.
- Injury to staff, customer or volunteer because a device was not refurbished or modified by a qualified DME provider.
- Customer injured while using the device because delivery staff did not verify that the customer fit the device.

- Injury because a relevant feature of a device was not reviewed by the delivery staff for the customer or family member. For example, customer was not shown how to adjust the speed of a power wheelchair.
- Injury using equipment because a qualified DME provider or trained Device Reutilization Program staff member did not deliver and demonstrate the equipment(s) use.
- Injury using equipment because appropriate professional consultation was not obtained.
- The Device Reutilization Program misrepresenting their services and indicating that customers have received an evaluation for a piece of equipment, unless the staff in question is certified in this area.

Operational Practices

- Data will be entered in real time or within 24 hours in order for the Device Reutilization Program to keep databases and wait lists current.
- Staff entering data will be trained on data entry and achieve reliability standards before entering data in the secure Device Reutilization Program databases.
- All customer data is confidential and any print data must be maintained in a HIPAA compliant, secure cabinet.
- Questions regarding data entry will be answered by calling the program manager.
- All customer information, including customer measurements, will be entered in customer records when entering data for an equipment request.
- Since the program is funded by the Oklahoma Health Care Authority, according to the contract provided to ABLE Tech, Article IV, Section 4.3, items (b) and (c) Distribute Program Inventory only to eligible SoonerCare members as needed within the first 30 days an item becomes available for reuse. After an item has been available for more than 30 days, the item becomes available to non-SoonerCare individuals as needed.
- Beginning on day 31, equipment is reassigned by reviewing the customer waiting list and attempting to match the needs of individuals who have been waiting the longest period of time for a specific type of equipment.
- Donated items will be picked up by the customer within two weeks of contact.
- Donors are encouraged to drop off equipment when possible.
- ABLE Tech staff will look for rust, bent wheel rims, whether or not a wheelchair rolls freely, and overall general appearance when deciding whether or not to pick up a piece of equipment. Questions to ask over the telephone include:
 - How old is the device?
 - Are repairs needed or are there any missing parts?
 - Does it still work?
 - Where was it stored?
- Equipment must be marked “Put on Hold” in the database in order to reserve it for a specific customer while you are determining if a match might work. Once you place the item on hold, contact the customer to determine if it will work and that it is still needed. Equipment will not be on hold for more than three weeks (excluding eligible holidays).
- Contact with eligible clients will be made within three (3) days for deliveries. Actual deliveries need to be made within a three-week period once the match is made.
- Encourage customers to pick up equipment in order to expedite reassignment when possible.

- The Device Reutilization Program can pay DME providers for repairs and demonstration of specialized equipment.
- All customer interactions and efforts to contact customers will be documented in the customer logs. Remember customers have a right to request a print of their logs. Write a log as if you are planning to mail it to the customer, provider or other person involved.
- Equipment that is in the inventory over 180 days will be re-evaluated. After re-evaluation the item might remain on the list or be removed from the Device Reuse Program database. If removed the item will be relocated to the state cache for emergency preparedness, a loan closet, other Device Reutilization Program, or recycled.
- The Device Reutilization Program are not emergency program. Every effort is made to pick up, match and deliver equipment in a timely manner, but it is important to educate customers, providers and referral sources that our program is not designed to meet overnight or emergency turn around demands.
- Pick-up and delivery services are limited, however any Oklahoma resident can drop-off or pick-up equipment at the Device Reutilization Program office in Oklahoma City.

EXCHANGE PROGRAM

Purpose

The purpose of the Device Exchange Program is to provide a free statewide service to help Oklahomans with disabilities acquire gently-used AT that is affordable and can meet their needs. The Device Exchange Program provides a list of AT in a "classified ads" type posting in which consumers can purchase or acquire donated equipment as well as equipment directly from the current owner.

Policy

- The Device Exchange Program connects people with available AT to those who need it using a user-driven database linked on the [ABLE Tech webpage](#).
- This is a user-driven database with entry, edit, delete, and search capabilities for the consumer.
- The Device Exchange Program is designed to facilitate transactions between Oklahomans, although the program does accept postings from neighboring states.
- The Device Exchange Program is not for the sale or procurement of equipment by vendors or distributors. ABLE Tech does not profit from the sale of listed devices.
- The Device Exchange Program may accept donations from individuals, vendors, resale stores, etc., for the purpose of facilitating the donation of free equipment, in which case ABLE Tech staff becomes the seller of record. Any donated equipment will utilize the cleaning, sanitization, storing, pick-up or delivery procedures of the Device Reuse Program policies and procedures.
- The ABLE Tech Device Demonstration and Device Short-Term Loan Program may provide the Device Exchange Program with equipment to donate that is no longer viable for demonstrations or short-term loans respectively. The Device Exchange Program reserves the right to donate equipment to specific individuals based on the original funding source. ABLE Tech staff will be the seller of record. ABLE Tech does not warrant the condition or terms of sale of any device offered for exchange by an existing owner under the Device Exchange Program.
- ABLE Tech shall not be liable for any claims, liabilities, damages, losses, costs, expenses (including but not limited to settlements, judgments, court costs and reasonable attorney's fees) fines and penalties, arising out of any actual or alleged injury, loss, or damage of any nature whatsoever in connection with the sale or use of any device donated, purchased or sold under the Device Exchange Program. It shall be the responsibility of the seller to provide accurate and detailed information about device specifications and condition to any buyer.
- If DME is being sold/provided by an individual user of the Device Exchange Program, it is the responsibility of the buyer/recipient to obtain the required evaluation and ensure that the device meets the needed dimensions for safe and appropriate use. ABLE Tech assumes no responsibility for incorrectly fitted devices.
- ABLE Tech reserves the right to edit or refuse listings based on the item description, condition and/or item not deemed as AT.
- Listings must be refreshed every 90 days. If an item has been listed on the Device Exchange Program website for 90 days and is not updated prior to the end of that time period, it may be removed from the list.
- When individuals post an item on the Device Exchange Program website, it will generate an automatic ID number.
- If you select Email - Your email address will not be listed on the website. Web users will email you through an online form.

- If you select Phone, include with listing - Your phone number will be displayed online with your item.
- If you select Phone, do not include with listing – ABLE Tech staff will serve as the point of contact for inquiries related to your item and will contact you via your choice below.
- If you choose Email as your preferred method of contact, please add the email address atreuse@okstate.edu to your email safe list. This will ensure that messages sent to you through the system will be delivered to your inbox.
- ABLE Tech cannot collect data on individuals under the age of 18. By accepting the terms of the Device Exchange Program, the consumer agrees that they are over the age of 18 and agree to hold harmless Oklahoma ABLE Tech will they experience a problem with any transaction arising from the Device Exchange Program.
- The Device Exchange Program does not accept used or new licensed software, mattresses, medications, oxygen tanks or oxygen concentrators. The Device Exchange Program does not accept donated equipment that needs repairs to be fully functioning.
- Individuals who have registered at the website have full access to all of the features of the Device Exchange Program. Individuals who do not register only have limited access to the listing of items available. Users who are registered and logged in can access the contact information associated with those items, enabling them to contact the person who listed the item. Also, only users who register and log in can post listings on the Device Exchange Program website.
- ABLE Tech posts a privacy and disclaimer statement on the Device Exchange Program website homepage so that everyone is aware of what information is collected, how it is used, and under what circumstances, if any, it would be disclosed. ABLE Tech reserves the right to modify the privacy statement; individuals will be notified by email, or by means of a notice on the Device Exchange Program website homepage of any material changes to the policy.
- ABLE Tech will need basic contact information for registered users to maintain effective communication. In addition, ABLE Tech will request information from the buyer/seller in order to meet the data reporting requirements of the Administration for Community Living (ACL). ABLE Tech will ask the buyer/seller to give feedback on the original purchase price, the selling price and the outcome of the transaction for the buyer, after a successful device exchange.
- ABLE Tech will never provide personal information on any registered buyer/seller unrelated to the purpose of inquiring, buying, or selling devices.
- The Device Exchange Program is administered and maintained by Oklahoma ABLE Tech. Users may contact ABLE Tech if they have questions regarding the Device Exchange Program. Contact information will be listed on the website.
- ABLE Tech cannot, under any circumstances, accept or redistribute prescription medications. This is against federal law and may result in severe fines and penalties.

Procedures:

In order to post and find seller contact information, as well as to request items, individuals must:

- Enter contact information. The registrant will also be asked to choose a unique username and password, both of which are case sensitive.
- Agree to the terms as outlined in the Appendix of this document.
- ABLE Tech uses the information to contact sellers/buyers about the exchange. The registrant's contact information may be listed on the website depending on the method of contact determined by the seller/buyer. Individuals will be emailed a copy of their username and password.

Individuals should:

- Keep this email for program records.
- Go to the login page and select the link “Forgot My Password” and it will be emailed if forgotten.
- Who can access this information?
- Anyone can access the Device Exchange Program listings.
- Staff can review current listings or post items on behalf of any Oklahoman.

1. CUSTOMER APPLIES

Application for Equipment

Application – Recommended Practices

All customers must complete an application one of four ways:

- Online application at the [ABLE Tech NATADS database](#)
- Phone at 405-523-4810
- Mail to 3325 N Lincoln Blvd., OKC, OK 73105
- Fax to 405-523-4811

Before equipment can be provided to a customer, it is imperative the application be completed and accompanied by any additional required documentation. For a list of additional required documentation, please refer to the “DME Chart” and/or the “Customer Measurements” Form.

Required Documentation and Standard Practices

Specific categories of equipment require professional support, such as from a Physical Therapist (PT) or an Occupational Therapist (OT), prior to or when delivered to ensure an appropriate match for an individual.

Customer Information

Accurate information, while it does not guarantee a perfect fit, can minimize the number of mismatched deliveries and increase customer satisfaction with the program.

To apply, the applicant must:

- Register for a new account from the [ABLE Tech NATADS database](#)
- Accept the user agreement form
- Complete the customer “User Information” field in the Device Reuse Program database.
- Enter the customer height and weight for equipment requests. Enter the customer’s hip measurement for wheelchairs, scooters, commodes, and shower chairs.
- Click on “View Reutilization Items”
- Click on device name of item you are requesting
- Click on “Request Item”
- Click on and select “Primary Area of AT Use”
- Click on and select “Category of Person Receiving AT Equipment”
- Submit any needed documentation (Ex. prescription) by uploading to “Documentation Required” box
- Agree to the “Terms and Conditions”
- Click “Submit Request”

- If the applicant wants to apply via telephone, ABLE Tech staff will create an account for the person using the above steps then explain that the Device Reuse Program reassigns equipment on a “first come-first serve” basis for SoonerCare members during the initial 30 days following an item becoming part of the reuse inventory. Beginning on day 31, the item then becomes publicly available to any Oklahoman who has completed the application, has a doctor’s prescription, and has a completed assessment for certain high-end items. ABLE Tech staff will let the customer know that if they are requesting a high-demand item that may result in a long wait time.
- Certain equipment will require a prescription and/or medical documentation (such as a sleep study, therapy evaluation, or medical consultation). Please contact the Device Reutilization Program for questions about which types of equipment will require additional documentation, or refer to the DME chart on the website.
- If the customer needs an item the Device Reutilization Program does not keep an inventory of, ABLE Tech Staff will refer the customer to their local DME Provider and provide other appropriate resources as applicable.
- If a donor asks for a tax receipt, one will be provided by ABLE Tech’s Device Reutilization Program through its non-profit partner, the Oklahoma Assistive Technology Foundation (OkAT).

2. RECEIVES/RETRIEVES DONATIONS

Accepted Equipment Categories

The Device Reutilization Program accepts all types and categories of gently-used AT and DME, but only certain categories of equipment are accepted in the Device Reuse Program, with the remaining devices/equipment accepted in the Device Exchange Program.

DME Categories accepted by the Device Reuse Program are as follows:

- Adult Specialized Wheelchairs
- Tilt In Space
- Reclining
- Modified
- Back Braces
- Bath Benches
- Bathroom Devices
- Grab Bars
- Raised Toilet Seats
- Bed Positioning Devices
- Wedges
- Multi-Podus Boots
- Heel Suspension Boots
- Blood Glucose Monitors
- Blood Pressure Monitors
- Cervical Traction
- Commodes
- CPAPs/BiPAPs
- Gait Trainers
- Hemi Walker/Canes/Crutches
- Hospital Beds (electric and semi-electric)
- Knee Walkers
- Lower Extremity Braces
- Motorized Cryo Therapy
- Intermittent Compression with Cold Therapy via Cooler and Motor
- Nebulizers
- Patient Lifts
- Pediatric devices
- Wheelchairs
- Standers
- Helmets
- Walkers
- Pulleys

- Quad Canes
- Ramps, Pathways and Thresholds
- Shower Chairs
- Stenders
- Rollator Walkers
- Scooters
- Vision Enhancement Devices
- CCTVs
- Screen Magnifiers
- Screen Readers
- Walkers
- Walking Boots
- Wheelchair Cushions
- Wheelchairs (manual and power)
- Upper Extremity Braces or Slings

Other types of AT and DME are accepted by [ABLE Tech's Device Exchange Program website](#) from individual consumers, local loan closets, suitable charities, non-profits, and faith-based organizations.

Pick-up: Recommended Practices

Staff who are asked to pick-up equipment must have completed training on prescribed pick-up and delivery practices.

Scheduling an equipment pick-up:

- Get an accurate address.
- Get an accurate phone number for the person who will be at the house on pick-up day.
- Find out if there is a preferred location for pick-up and any other special instructions.
- Schedule a time frame for the pick-up. For example, 10:00 – 12:00 on Tuesday morning.
- Remind the donor to call the Device Reutilization Program office if a problem arises.
- If a problem arises, call the donor to let them know you have to reschedule. Inclement weather or dangerous road conditions are valid reasons to reschedule.

Picking up equipment:

- Bring a tarp and any other tools (ramps, sanitary bags, gloves, sanitizer, etc.) that may be needed for moving the equipment.
- All equipment being retrieved must be bagged prior to loading on the truck.
- Be sure to have adequate manpower to pick-up the device.
- Provide directions to the house to the pick-up staff.
- Be polite upon arrival – staff interactions influence the donor's lasting impression of the program
- Thank them for their donation.

Safely Moving Equipment – Recommended Practices

Staff who are asked to pick-up or deliver equipment must have completed training on prescribed cleaning and sanitization practices. Portable ramps, dollies, disposable gloves, sanitary bags, sanitizer, tarps and other tools are essential tools for moving the equipment.

Proper lifting technique is critical to back safety, but perhaps more important is proper planning. Proper methods of lifting and handling protect against injury, and make work easier. Consider next steps before bending to pick up an object.

Before you move a piece of equipment, think:

- Does the item need to be lifted manually?
- How heavy is it?
- Can it be taken apart before moving?
- From where is the item moving?
- Where does it have to go?
- What route needs to be followed?

Remember: if moving a heavy mobility device with a battery that is charged, the device can be turned on and driven for most of the route. Consider using equipment or tools to help. The following may be used to move a device: a dolly, hand truck, or portable ramp. When using mechanical help, remember to push, not pull – there will be more control and greater leverage. Fasten the device to the equipment to prevent it from slipping or falling.

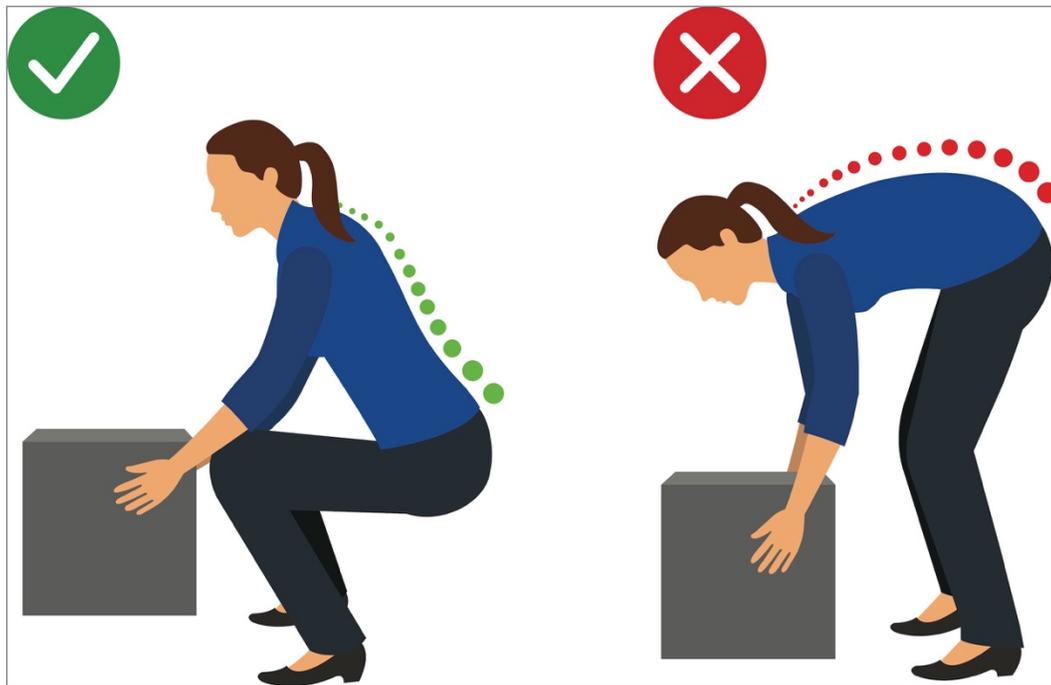
If removing a piece of equipment from a tight spot, get as close to the device as possible. Slide it out to get it closer, and be sure there is adequate room for hands and arms to reach. Try to allow as much room as possible to set the load down. Items can always be shifted slightly later. Check the path from place to place - remove tripping hazards and protect openings. Turn on lights to improve visibility. The shortest way is not always the fastest or safest, so consider different routes and pick the safest one.

Lifting

If the item needs to be moved manually, and it is heavy or ungainly, have adequate manpower around to help. Most back injuries are due to repeatedly doing something the wrong way. Practice these techniques when lifting items:

- Size up the load. Do not try to lift alone if the load appears to be too heavy or awkward. Check that there is enough space for movement, and that there are no tripping hazards around.
- Be balanced. Feet will be wider width apart with one foot beside and the other foot behind the object that is to be lifted.
- Bend at the knees; do not stoop. Keep the back straight, but not vertical. Tucking in the chin straightens the back.
- Grip the load with the palms and fingers. The palm grip is more secure. Tuck in the chin again to straighten the back before starting to lift.
- Use body weight to start the load moving, and then lift by pushing up with the legs. This makes full use of the strongest set of muscles.
- Keep the arms and elbows tucked in while lifting.
- Carry the load close to the body. Do not twist while carrying the load. To change direction, shift your foot position and turn the whole body.

- Watch where to go!
- To lower the object, bend the knees. Do not stoop. To deposit the load on a bench or shelf, place it on the edge and push it into position. Make sure hands and feet are clear when placing the load.



Team Lifting

When lifting with a partner, both individuals need to coordinate efforts. Ideally, workers will be of approximately the same size for team lifting. One individual needs to be responsible for control of the action to ensure proper coordination. If one worker lifts too soon, shifts the load, or lowers it improperly, they or the person working with them may be injured.

Some of the "Do's" and "Don'ts" of Safe Lifting and Carrying.

DO:

- Tuck in the chin to keep the back as straight as possible while lifting.
- Lift with the strong leg muscles.
- Ask for help with the heavy, awkward items.
- When possible, use mechanical equipment to move heavy items.

DON'T:

Use back muscles to do lifting.

- Try to lift an item that is too heavy or awkward.
- Twist the body while carrying an object.
- Attempt team lifting without proper coordination.

3. SANITIZE AND REFURBISH

Evaluate Equipment

Once equipment has been picked up, ABLE Tech staff needs to determine if the device is of adequate quality to be reassigned. If the device appears to be viable, it will be cleaned and sanitized and the barcode checked and replaced if missing. Equipment checklists are created to help determine whether or not a device is viable for refurbishing and reuse. The checklists on the following pages can be used to complete the evaluation of the equipment. If an item is not viable, it will be disposed of properly.

Equipment Checklist

Adult Specialized Wheelchair

Tilt in Space, Reclining, Modified

GENERAL

- Wheelchair rolls straight (no drag or pull to one side)

FRAME AND CROSS BRACES

- Inspect for loose or missing hardware
- Inspect for bent frame or cross braces

WHEEL LOCKS

- Does not interfere w/tires when rolling
- Pivot points free of wear and looseness
- Easy to engage

SEAT AND BACK UPHOLSTERY

- Inspect for rips or sagging
- Inspect for loose or broken hardware
- Inspect for missing pieces or parts
- Inspect for ease of movement in moving parts (if equipped)

TIRES

- Inspect for flat spots, wear, or cracks
- At least half the tread remains
- If pneumatic tires, properly inflated

REAR WHEELS

- No excessive side movement or binding when lifted or spun
- If equipped, quick-release axles lock work

HANDRIMS

- Inspect for signs of rough edges or peeling

SPOKES

- Inspect for cracked or broken spokes

FRONT CASTER

- Inspect wheel/fork assembly for proper tension by spinning caster
- Caster will come to a gradual stop
- Loosen/tighten lock nut if wheel wobbles noticeably or binds to a stop
- Wheel bearings are clean and free of moisture

CLEAN and SANITIZE

- Upholstery, armrests, and all other components

Back Braces

GENERAL

- Inspect for rips or tears
- Inspect for proper alignment

CLEAN AND SANITIZE

- Clean fabric in washer and dryer
- Clean hard surfaces with bleach wipe

Bath Benches

GENERAL

- Inspect for cracks or excessive rust
- Inspect to make sure legs are adjustable height
- Inspect handle (if equipped) for signs of damage

CLEAN and SANITIZE

- Seat, handle, back and legs/feet

Raised Toilet Seats

GENERAL

- Inspect for cracks or holes
- Inspect for operation of securing mechanism (seat to toilet)
- Inspect for sturdy attachment of arms to seat (if applicable)

CLEAN and SANITIZE

- Seat, armrests, and all other components

Grab Bars

GENERAL

- Inspect for cracks
- Inspect for missing parts

CLEAN and SANITIZE

- All components

Bed Positioning Devices

Wedges, Multi-Podus Boots, Heel Suspension Boots

GENERAL

- Inspect for rips or tears
- Clean fabric in washer and dryer
- Clean hard surfaces with bleach wipe

Blood Glucose Monitors

GENERAL

- Inspect for cracks
- Inspect for proper operation of screen
- CLEAN and SANITIZE
- All components with bleach wipe

Blood Pressure Monitors

GENERAL

- Inspect for cracks
- Inspect for proper operation of screen

CLEAN and SANITIZE

- All components with bleach wipe

Cervical Traction

GENERAL

- Inspect for rips or tears
- Inspect for proper alignment of ropes in pulleys and over the door pieces

CLEAN AND SANITIZE

- Fabric in washer and dryer
- Hard surfaces with bleach wipe

Commodes

GENERAL

- Inspect for cracks or holes Inspect for cracks or excessive rust
- Inspect to make sure legs are adjustable height
- Inspect for sturdy attachment of arms to seat (if applicable)

CLEAN and SANITIZE

- Seat, armrests, and all other components

CPAPs and BiPAPs

GENERAL

- Inspect for holes or cracks
- Inspect for unpleasant odors
- Check for proper digital display
- Check hours used (must be less than 22,000)

FILTERS

- Replace with new

WATER CHAMBER

- Replace with new

BLOWER

- Check with Pressure Manometer (must read same pressure as set pressure in home screen)
- Attach to SoClean and run 5 minute cycle

CLEAN and SANITIZE

- All components with SoClean spray and paper towel

Gait Trainers

GENERAL

- Check to ensure parts are still available from manufacturer
- Determine model and size
- Account for all parts
- Check for cracks
- Check for sharp edges
- Check for stains
- Check to make sure upholstery is intact
- Make sure straps are secure
- Check for stress cracks on welds

HARDWARE

- Check for stripped threads
- Make sure wings are on wing nuts
- Check to be sure casters are secure

OPERATION

- Check hydraulics
- Check chain
- Make sure it is aligned properly
- Check for smooth operation

CLEAN and SANITIZE

- All components

Helmets

GENERAL

- Inspect for cracks, rips or tears

CLEAN AND SANITIZE

- Wipe with bleach wipe or place in sanitizer

Hemi Walker, Canes and Crutches

GENERAL

- Inspect for excessive rust
- Inspect for cracks or broken welds
- Inspect for intact hand grips
- Inspect for missing tips

CLEAN and SANITIZE

- All components in sanitizer or with bleach wipe

Hospital Beds (Electric and Semi-Electric)

GENERAL

- Check components for obvious damage
- Examine each item carefully for scratches, nicks, dents, or any other damage
- Inspect power supply cord for cuts/damage
- Check motor plugs are in good working order and fit properly into the junction box

HEAD/FOOT SPRING SECTION

- Inspect welds on the springs for stress cracks
- Inspect the fasteners for wear/looseness
- Inspect the springs for bend, warping, or stress damage
- Inspect the center mounting rivets and center mounting latches to ensure they are not sheared off or bent

SPRINGS

- Check to ensure all links are intact
- Replace missing or bent links

HEAD/FOOT MOTORS/PULL TUBES

- Inspect pull tube mounting hardware for wear
- Inspect pull tubes for bends, wear, or stress damage
- Clevis pin on head pull tube will not be bent
- Tighten all mounting hardware

HEAD/FOOT BED ENDS

- Inspect the panels and trim for holes and sharp edges
- Open both ends by removing the panel boards
- Inspect cable for wear
- Inspect Acme screws for lubrication (Apply a light silicon-based grease if necessary)
- Reinstall the panel boards
- Inspect the corner locks for wear, cracks, or stress damage

CASTERS

- Check lock to ensure proper operation
- Check locks are positioned diagonally from each other on the bed set-up
- Check for proper roll

DRIVE SHAFT

- Make sure the spring button works properly and lock both halves of the drive shaft
- Check the connections on both ends of the drive shaft for wear/bends
- Check entire drive shaft for bends or stress damage

JUNCTION BOX

- Check power cord for chafing cuts or wear
- Make sure all attaching hardware is securely tightened
- Check electrical connections for wear or cracks

PENDANT

- Check cord for chafing cuts or wear
- Check all functions
- Head raises/lowers properly
- Foot raises/lowers properly
- Head/foot ends raise/lower properly (semi- electric and electric only)

Note: If any failures are experienced, try a new pendant and repeat this section
Check to see if all buttons correspond to an actual working function

MOTORS

- Check cords for chafing cuts or wear
- Check range of movement on all motors to ensure they do not bind in the FULL UP/DOWN position

NOTE: Will binding occur, adjust the pull tube of the motor by turning it clockwise or counter clockwise (in or out) just enough to allow the motor to shut off automatically. Failure to do so will damage the internal gears of the motor.

CLEAN and SANITIZE

- Check for gross contaminants and stains
- Use a hospital strength disinfectant and wipe with a damp cloth immediately

Knee Walkers

GENERAL

- Drives straight (no excessive drag or pull to one side)

BRAKE

- Does not bind or interfere w/travel
- Easy to disengage/engage

UPHOLSTERY

- Inspect for rips/tears

REAR WHEELS

- No excessive side movement/binding when turned

FRONT WHEELS

- Inspect wheel/fork assembly for proper tension by spinning wheel
- Wheel will come to a gradual stop
- Loosen/tighten lock nut if wheel wobbles noticeably or binds to a stop
- Wheel bearings are clean and free of moisture

TILLER

- Ensure that tiller adjustment handle engages/disengages properly and securely

TIRES

- Inspect for flat spots, wear, and cracks
- Inspect for at least half tread remaining

CLEAN and SANITIZE

- Upholstery
- Molded frame and all other components with bleach wipe or in sanitizer

Lower Extremity Braces

GENERAL

- Inspect for rips or tears
- Inspect for proper alignment

CLEAN AND SANITIZE

- Clean fabric in washer and dryer
- Clean hard surfaces with bleach wipe

Motorized Cryo Therapy

Intermittent Compression with Cold Therapy via Cooler and Motor

GENERAL

- Inspect for cracks or leaks in cooler
- Inspect for cracks or leaks in hoses
- Inspect for tears in compression garment
- Inspect power plug for damage
- Plug in an assure proper functioning of motor

CLEAN AND SANITIZE

- All components in sanitizer or with bleach wipe

Nebulizers

GENERAL

- Inspect for holes or cracks
- Inspect for unpleasant odors
- Check for proper digital display (if equipped)
- Throw away any used (not-bagged) tubing

FILTERS

- Replace with new

BLOWER

- Attach to SoClean and run 5-minute cycle

CLEAN and SANITIZE

- All components with SoClean spray and paper towel

Patient Lifts

CASTER BASE

- Inspect for missing hardware
- Opens/closes w/ease
- Inspect axel bolts for tightness
- Inspect for smooth swivel and roll

SHIFTER HANDLE

- Operates smoothly
- Locks adjustable base whenever engaged

THE MAST

- MUST be securely assembled to boom
- Inspect for bends or deflections

THE BOOM

- Check all hardware and swivel bar supports
- Inspect for bends or deflections
- Inspect bolted joint for wear
- Inspect to ensure it is centered between base legs

SWIVEL BAR

- Check the bolt/hooks for wear or damage
- Check sling hooks for wear or deflection

MANUAL/HYDRAULIC PUMP/ELECTRIC ACTUATOR

- Check for leakage
- Inspect hardware on mast and boom
- Check for wear or deterioration
- Cycle to ensure smooth, quiet operation
- Note: If damaged, return to factory

PUMP HANDLE and CONTROL VALVE

- Check pump handle for smooth operation
- Check control valve opens and closes easily

CLEAN and SANITIZE

- All components with power washer or bleach wipes

SLINGS and HARDWARE – If present

- Check all attachments EACH time to ensure proper connection and patient safety

- Inspect material and straps for wear

Pediatric Devices: Wheelchairs, Strollers, Helmets, and Walkers

NOTE: Refer to adult sections of specified equipment

Pulleys

GENERAL

- Inspect for rips or tears
- Inspect for proper alignment of ropes in pulleys and over the door pieces

CLEAN AND SANITIZE

- Clean fabric in washer and dryer
- Clean hard surfaces with bleach wipe

Quad Canes

GENERAL

- Inspect for excessive rust
- Inspect for cracks or broken welds
- Inspect for intact hand grips
- Inspect for missing tips

CLEAN and SANITIZE

- All components in sanitizer or with bleach wipe

Ramps, Pathways and Thresholds

GENERAL

- Inspect for excessive rust
- Inspect for cracks or broken welds
- Inspect for sharp edges
- Inspect for missing pieces or parts
- Inspect for damage that is not easily repairable

CLEAN AND SANITIZE

- Power wash or wipe with bleach wipe

Shower Chairs

GENERAL

- Inspect for cracks or excessive rust
- Inspect to make sure legs are adjustable height
- Inspect handle (if equipped) for signs of damage

CLEAN and SANITIZE

- Seat, handle, back and legs/feet

Standers

GENERAL

- Check to ensure parts are still available from manufacturer
- Determine model and size
- Account for all parts
- Check for cracks
- Check for sharp edges
- Check for stains
- Check to make sure upholstery is intact
- Make sure straps are secure
- Check for stress cracks on welds

HARDWARE

- Check for stripped threads
- Make sure wings are on wing nuts
- Check to be sure casters are secure

OPERATION

- Check hydraulics
- Check chain
- Make sure it is aligned properly
- Check for smooth operation

CLEAN and SANITIZE

- All components

Rollator Walkers (Four-Wheeled Walkers)

GENERAL

- Inspect for excessive rust
- Inspect for cracks or broken welds
- Inspect for intact hand grips
- Inspect that wheels roll smoothly
- Inspect for brakes engaging when activated
- Inspect seat for rips or tears

CLEAN AND SANITIZE

- All components in sanitizer or with bleach wipe

Scooters

GENERAL

- Drives straight (no excessive drag or pull to one side)

BRAKE

- Does not bind or interfere w/travel

- Easy to disengage/engage

UPHOLSTERY

- Inspect for rips/tears

REAR WHEELS

- No excessive side movement/binding when raised and turned

FRONT WHEELS

- Inspect wheel/fork assembly for proper tension by spinning wheel
- Will come to a gradual stop
- Loosen/tighten lock nut if wheel wobbles noticeably or binds to a stop
- Bearings are clean and free of moisture

TILLER

- Ensure that adjustment handle engages/disengages properly and securely
- Scooter stops completely when throttle is released (Does not continue to roll)

SEAT

- Inspect swivel for release and engagement
- Locks into the determined swivel positions

TIRES

- Inspect for flat spots, wear, and cracks
- If pneumatic, check for proper inflation
- At least half tread remains

CLEAN and SANITIZE

- Upholstery and armrests
- Molded frame and all other components

FRONT and REAR SHOCKS - PANTHER MX 4 Model ONLY

- Bolts are tight

HEADLIGHTS

- Inspect bulbs for proper operation

Upper Extremity Braces or Slings

GENERAL

- Inspect for rips or tears
- Inspect for proper alignment

CLEAN AND SANITIZE

- Clean fabric in washer and dryer
- Clean hard surfaces with bleach wipe

Vision Enhancement Devices

- CCTVs, Screen Magnifiers, Screen Readers

GENERAL

- Inspect power cords to ensure devices turn on
- Inspect screen to ensure proper visual display

CLEAN AND SANITIZE

- Refer to owner’s manual for device specific cleaning

Walkers (Standard, Two-Wheeled)

GENERAL

- Inspect for excessive rust
- Inspect for cracks or broken welds
- Inspect for intact hand grips
- Inspect for proper wheel roll

CLEAN and SANITIZE

- All components in sanitizer or with bleach wipe

Walking Boots

GENERAL

- Inspect for rips or tears
- Inspect for proper alignment
- Ensure that tread is not worn flat

CLEAN AND SANITIZE

- Clean fabric in washer and dryer
- Clean hard surfaces with bleach wipe

Wheelchair Cushions

GENERAL

- Inspect for rips or tears
- Inspect filling material for leaks, tears or excessive hardness (gel cushions will get hard over time)

CLEAN AND SANITIZE

- Wash all soft surfaces in washer and dryer
- Wash all non-porous surfaces with bleach wipe

Wheelchairs – Manual

GENERAL

- Rolls straight (no drag or pull to one side)

FRAME AND CROSS BRACES

- Inspect for loose or missing hardware
- Inspect for bent frame or cross braces

WHEEL LOCKS

- Does not interfere w/ tires when rolling

- Pivot points free of wear and looseness
- Easy to engage

SEAT AND BACK UPHOLSTERY

- Inspect for rips or sagging
- Inspect for loose or broken hardware

TIRES

- Inspect for flat spots, wear, or cracks
- At least half the tread remains
- If pneumatic, properly inflated

REAR WHEELS

- No excessive side movement or binding when lifted or spun

FRONT CASTER

- Inspect wheel/fork assembly for proper tension by spinning caster
- Caster will come to a gradual stop
- Loosen/tighten lock nut if wheel wobbles noticeably or binds to a stop
- Wheel bearings are clean and free of moisture

CLEANING and SANITIZING

- Clean and sanitize upholstery, armrests, and all other components

Wheelchairs - Power

GENERAL

- Rolls straight (no excessive drag or pull to one side)
- If not rolling straight, check tire pressure
- If not rolling straight, balance motors (up to 10% deviation)

CLOTHING GUARDS

- Ensure all fasteners are secure

ARMS

- Secure but easy to release
- Adjustment levers engage properly
- Adjustable height arms operate and lock securely

WHEEL LOCKS

- Does not interfere w/tires when rolling
- Pivot points free of wear and looseness
- Easy to engage

ARMRESTS

- Inspect for rips in upholstery
- Pad sits flush against arm tube

SEAT AND BACK UPHOLSTERY

- Inspect for rips or sagging

- Inspect fasteners
- Custom seating secure to chair frame
- Custom seating locks work correctly

FRONT RIGGING

- Footrests/leg rests solid and secure (hangers, extension tubes)
- Check footplates for smooth operation and tightness
- Check swing away latches for smooth operation, secureness
- Heel loops secure

DRIVE WHEELS

- Axle nut and wheel mounting nuts secure
- No excessive side movement or binding when lifter and spun when disengaged (free-wheeling)
- Lockout hubs work properly
- Check motor brush condition
- Check gearboxes for leakage

ELECTRONICS and WIRING

- Clear previous program and reset with manufacturer's standard program
- Check fault logs
- Test all drive switches for proper function (joystick, head array, sip and puff, etc.).
- Check all cables, wiring harnesses, and electrical connections for wear and damage
- Check battery charger for correct function and performance
- Check integrity of battery box(es) and batteries
- Load test batteries (programmer and power stall - no more than 2v drop)

CASTERS

- Inspect wheel/fork assembly for proper tension by spinning caster
- Caster will come to a gradual stop
- Loosen/tighten lock nut if wheel wobbles noticeably or binds

CASTER/WHEEL/FORK/HEAD TUBE

- Ensure all fasteners are secure

TIRES

- Inspect for flat spots, wear, or cracks
- At least half tread remains
- If pneumatic, check for proper inflation

CLEAN and SANITIZE

- Upholstery, armrests, and all other components

Adaptive Baby Equipment

NOTE: Found in Exchange Program only

Adapted Cribs

- Wood is free of cracks and splinters
- Metal pieces are attached securely

- Metal pieces function correctly
- Metal pieces are free of rough edges
- Front rail slides easily
- Front rail locks securely
- Front unlocks smoothly

Baby Care Rolling Walkers with Bouncy Seat

- Straps and buckles on seat are intact and function properly
- Seat base is intact and secure
- 4- or 2-Wheeled walker rolls smoothly on all wheels
- Brakes are easy to engage and are effective

Baby Care Rolling Walkers with Feeding Seat

- Straps and buckles on seat are intact and function properly
- Seat base is intact and secure
- 4- or 2- wheeled walker rolls smoothly on all wheels
- Brakes are easy to engage and are effective

Adapted Boppy Pillows

- Stitching on Boppy and on straps is intact
- Buckle is intact and functions properly

Expandable Swing Gates

- Gate expands and contracts correctly
- Wood is free of cracks and splinters
- All metal is secure
- Metal is free of rough edges
- Mounting hardware is included

Baby Bjorn Baby Carriers

- Stitching is intact
- Stitching and buckles are secure

Deluxe Swings

- Fabric is in good condition
- Swing mechanism functions

Sure Comfort Tubs

- Mesh insert is in good condition
- Tub is in good condition

Phil & Ted's Travelers

- Mattress and sheet in good condition
- Zipper in working condition

My Brest Friends

- Fabric and stitching in good condition
- Buckle in good condition

Stokke Strollers

- Fabric and stitching in good condition
- Buckles in good condition
- Rolls smoothly on all 4 wheels
- Newborn insert fabric and stitching in good condition
- Canopy fabric and stitching in good condition
- Stroller opens and closes correctly

Changing Tables

TABLE

- All leg extensions included and function properly
- All surfaces are smooth

PAD

- Fabric and stitching in good condition
- Stitching and buckle for baby strap in good condition
- Stitching and buckle for table strap in good condition

Equipment Cleaning/Sanitizing Instructions

Cleaning Instructions for Adaptive Baby Care Items

Adapted Boppy® Pillows

- Latch buckle before washing
- Recommend placing in a large lingerie bag to protect strap/buckle
- Machine wash separately, cold water, delicate cycle then hang dry; do not tumble dry

Lifting Harnesses - Infant and Toddler

- Wash in cold water, place vest in lingerie bag first if machine washing; line dry or dry flat, reshaping vest as needed

Adapted Diapering Surfaces

- Wipe clean with soap and water

Baby Care Rollators - Infant/Toddler

- Feeding seat cushions machine wash cold gentle cycle, tumble dry low or hang to dry
- Do not dry clean
- Straps and safety harness: machine wash warm, gentle cycle; hang to dry

Baby Care 4- or 2- Wheeled Walkers

- Newborn seat pad is machine washable

Adapted Cribs

- Wipe with sanitizing wipe

North States™ Expandable Swing Gates

- Wipe with sanitizing wipe

Baby Bjorn® Originals

- Machine wash warm, wash separately

- Use a gentle, bleach-free detergent
- Fisher Price® Take Along Deluxe Swings
- Pad: machine wash cold, mild detergent, tumble dry low, remove promptly; wipe hard surfaces with a sanitizing wipe

First Years™ Sure Comfort Deluxe Newborn/Toddler Tubs

- Sling: machine wash and dry, wipe hard surfaces with a sanitizing wipe

Phil & Ted's Travelers™

- Sheet is washable
- All other parts can be sponge cleaned using warm water and mild natural soap (no soap, solvent, bleach or detergent)

My Brest Friends®

- Latch buckle before washing, machine wash warm gentle cycle, do not bleach, hang dry, do not tumble dry

Stokke® Strollers

- See Individual component instructions below

Stokke® Scoots™

- Chassis and Seat
- Seat lining, back cover, and harness protectors can be machine washed warm; seat rail padding wash in cold; canopy and visor hand wash

Stokke® Scoots™

- Newborn Insert
- See product label

Stokke® Scoot™ Canopies

- See product label

Sanitize Equipment

If the device appears to be viable, it will be cleaned and sanitized, barcoded and entered into the Device Reuse database. If the equipment is not worth reusing, it will be disposed of properly.

Equipment must be cleaned and sanitized properly when it is brought into the program.

- All equipment is cleaned after it is picked up.
- Equipment will be red bagged before being placed in the pick-up vehicle.
- If an individual brings a donated device to the Device Reutilization Program, it will be red bagged and stored away from the public until it can be removed for cleaning and sanitization.
- Only staff who have been trained on cleaning and sanitization practices will be allowed to sanitize equipment.
- Equipment will be cleaned and sanitized in a space separate from the equipment storage area.
- If equipment must be stored before it can be cleaned and sanitized, it will be kept in a red, plastic bag and stored separately from sanitized equipment. To provide additional protection, staff may cover sanitized equipment with a clear, plastic bag while the devices are in storage.

- Equipment will be cleaned and sanitized before being taken to a DME provider for repair unless the provider is responsible for a portion of the sanitization process.
- Equipment that is going to be delivered after repairs will be cleaned and sanitized again before the delivery.

Sanitizing Supplies and Common Cleaning Products

- Disposable gloves
- Alcohol-based hand rub
- Soap and hot water
- Chemical germicide cleaners and germicide carpet spotting towels
- Spray and wipe product that cleans and deodorizes, no rinsing, use on vinyl, stainless steel, other metals, ceramic, and fabric
- Enzyme cleaner that mixes with water, cleans hard surfaces, effective against grease, blood, and food or protein stains
- Carpet Spotting Towels, ready to use product, cleans spots and stains, great for scooters, power chairs, carpet, upholstery, takes out spots and deodorizes without leaving residue behind

Steps to Protect from Infection

- Wash hands with hot water and soap before beginning. Apply soap to all hand surfaces, rinse and dry thoroughly.
- Put on disposable gloves before handling equipment.
- Put on new gloves before cleaning the next piece of equipment
 - Gloves reduce cross contamination by 70%-80% and protect from infection.
 - Alcohol based hand rub products may be applied before putting on gloves.

Cleaning Equipment

- Follow the product instructions.
- If the germicide is added to hot water, make an adequate amount of the solution to clean the equipment.
- Wash hands with soap and hot water and dry them thoroughly.
- Put on gloves. It might be necessary to put on eye protection as well.
- Remove visible stains.
- Clean and deodorize the surface.
- Clean all surfaces, including upholstery.
- Other surfaces on devices may be allowed to air dry or be dried with a clean absorbent towel.
- Throw out any remaining cleaning solution and dry out the bucket if using a germicide/hot water solution.

Sanitization Rules when Picking up Equipment or Delivering Equipment

- Put on disposable gloves before handling equipment.
- If picking up multiple pieces of equipment, put on new gloves after handling each piece of equipment.

- If unable to wear disposable gloves due to sensitivity, use an alcohol-based hand rub after handling each piece of equipment.
- Wash hands before touching any equipment, regardless if delivering or picking up.
- Inspect equipment before loading it. If it is not clean, follow the sanitization procedures for cleaning or request that it be cleaned.

4. ADD TO ONLINE INVENTORY

Steps to Add Devices to Reuse Inventory

- Login to NATADS Day To Day Application – myatprogram.org/home/40
- Click on “Reutilization”
- Click on “Add Reuse Item”
- Identify listing type (drop down menu)
- Give item a name
- Identify item category from drop down list
- Identify subcategory from drop down list
- Select location (SoonerCare or ABLE Tech)
- Identify if documentation is required (check box)
- If documentation is required, identify what type (prescription, mobility evaluation, sleep study, etc).
- Identify “Retail Cost”
- Choose “Status” from drop down menu
- Select an “Image”
- Ensure “Added By” has AT program checked, then un-check phone number and email address
- Select “Save”

Determining the Price of a Piece of Reuse Equipment

Use any one of the following methods to determine the price of a piece of equipment when entering into the Device Reuse Program database:

- Search for a similar item in the Device Reuse Program database and use that amount
- Use OHCA fee schedule guidelines
- Conduct an Internet search and use the average of three prices

Steps to Add Devices to Exchange Inventory

To Post an Item, Registered Users Must:

- Log in to NATADS Day To Day Application – myatprogram.org/home/40
- Click on “Reutilization”
- Click on “Add Reuse Item”
- Fill in information about the item to be listed
Note: To determine listing price consider conducting an internet search and use the average of three prices
- Click “Submit Listing for Preview”
- Confirm all information is correct
- Add up to four (4) photos to be included with the listing
- Click “Confirm Submission” and the listing will be submitted to the Device Exchange Program

- If changes need to be made on the listing, click “Edit Before Submitting”
- Individuals looking for an unlisted item must:
- List items needed by clicking “Request Reuse Item”
- Complete form with information about the item needed
- Click “Submit Listing for Preview”
- Click on “Confirm Submission” and the listing will be submitted to the Exchange website
- If information needs to be changed on the listing, click “Edit Before Submitting”

How is the Item Placed on the Web?

- An ABLE Tech staff member reviews the listing for approval
- The individual is sent an email confirming the item was accepted/rejected for listing
- ABLE Tech approves, and/or edits as necessary, items before they are posted online
- ABLE Tech will contact sellers/buyers to determine if an exchange was made and the satisfaction level
- Anyone attempting to donate prescription medications will be educated on safe and legal disposal

How Does an Individual Access the Postings or Post?

- Click on the “View Reuse Items” button to see posted listings
- Click on “View Reutilization Inquiries” to “See items sought by others”

Both of the resulting lists can be searched by AT category, length of time posted on the Device Exchange Program website, type, zip code proximity, and keyword ABLE Tech Device Exchange Program Purpose, Policy, Procedure

5. STAFF MATCHES APPLICANTS WITH EQUIPMENT

Rough Measurements for Seating Matches

Reliable measurements make it easier to find a good equipment match for a customer. The purpose of this form is to obtain specific device measurements to increase the likelihood of a good fit and decrease the frequency of mismatched equipment. Only trained staff will complete the form.

Use a tape measurer to determine the values to enter under the *Specifications* tab in the Device Reuse Program database for wheelchairs, scooters, shower chairs and commodes. The most important measurements for these devices are seat width and depth. The database also has fields in the *Features* section on the *Equipment Information* page to enter information such as size, maximum weight, and components. Since ABLE Tech staff are not seating specialists, these measurements are used as a guide during the matching process.

- **Seat width:** Measure seat surface from side to side.
- **Seat depth:** Measure from seat back to seat front.
- **Seat surface to top of headrest:** Measure from seat surface to top of headrest.
- **Seat surface to top of seat back:** Measure from seat surface to top of seat back.
- **Seat surface to floor:** Measure from seat surface to floor.



6. DELIVER, SHIP, AND PICK UP

DELIVERY

Only trained staff deliver or move equipment for customers.

Scheduling a Delivery:

- Speak with customer to get an accurate physical address and/or ask for directions to the house.
- Get a phone number for the delivery contact and an alternate number if possible, especially for the person who will be at the delivery location. If possible, the individual who will be using the equipment will be present during the delivery and demonstration.
- Find out if there is a preferred location for delivery (back door, side porch) and any other special instructions.
- Schedule a time frame for the delivery that works for the customer and the program. For example, 10:00 – 12:00 on Tuesday morning.
- Remind the customer to call 405-523-4810, or toll free at 833-431-9706 if needed.
- If a problem arises for the delivery staff, call the customer to reschedule.
- Call the client to confirm the delivery the day before and the day-of (when ABLE Tech staff is on the way to the customer).

Delivering the Equipment:

- Equipment will be cleaned, sanitized, and in a clear, plastic bag. If equipment does not appear to be clean, it will not be transported until cleaning is performed.
- ABLE Tech staff will load and secure the equipment. Equipment will be placed in the trunk or secured in the cargo area of an SUV or truck with tie downs, bungee cords, and tarps. If using a car, put the equipment in the trunk to protect staff in case of an accident.
- Staff will have the following before delivering: name of the individual expecting delivery, address, phone number and approximate delivery time.
- Be sure the individual awaiting delivery is provided with a contact number for the Device Reutilization Program. Staff is reminded to contact the individual expecting delivery if they are running late.
- Staff will unload the equipment.
- Bring any tools including portable ramps that may be needed for moving or assembling the equipment.
- Be sure to have adequate manpower to deliver the equipment. Use safe lifting and moving practices.
- Be polite upon arrival – you leave behind the lasting impression of the program.
- To increase customer satisfaction and help ensure customer safety, demonstrate how the device works.
- For manual and power wheelchairs and scooters, look at the overall fit of the seat in relationship to the customer's hip and knees. If acceptable, proceed with demonstrating how the device works, highlighting features such as:
 - Handbrakes, footrests, seat belt (if any),
 - Switch operation, how to set speeds, turning
- For bath benches and shower chairs, see if they fit in the bathroom, tub or shower stall.
- For patient lifts and hospital beds, assemble the device and demonstrate use.

- Raise, turn and lower sling (if customer has sling in home at time of demonstration). Discuss transfer of individual (customer assisted from standing position or from seated position).
- Raise and lower the bed, raise and lower the head and foot sections of the bed.
- Have the customer confirm they understand how to operate the equipment.
- If the equipment is the right match for the customer, have the customer sign the “Authorization to Deliver Equipment Form” and complete the outcomes questions. Form can be found on the ABLE Tech website.

Note: If the equipment is not an appropriate match for the customer, ABLE Tech staff will: 1) Assure the customer staff will continue looking for the right equipment 2) Bring the equipment back to ABLE Tech.

Ship

Communicate with the Customer:

- Obtain the customer’s accurate contact information: physical address, phone number, and email
- Inform the customer the item will be shipped via FedEx and needs an adult to sign for the package
- Share program phone numbers and encourage the customer to call if details change: 405-523-4810 or toll free at 833-431-9706
- Inform the customer they can receive free tracking services for the package if they provide an email address
- Determine if there is a preferred location for the package to be dropped off (back door, side porch) and any other special instructions

Ship the Item(s):

- Fill out a FedEx shipment request online with customer name, address, phone number and email (if acquired)
- Prepare the box to ship
- Put box dimensions and weight into the FedEx online portal for proper charges
- Place FedEx box onto loading dock

Pick-Up

Only trained staff will pick-up equipment from customers or move equipment.

Picking Up Donations:

- Obtain the customer’s accurate contact information: physical address, phone number, and email
- Determine if there is a preferred location for pick up (back door, side porch) and any other special instructions.
- Schedule a time frame for the pick-up that works for the customer and the program. For example, 10:00 – 12:00 on Tuesday morning.
- Share program phone numbers and encourage the customer to call if details change: 405-523-4810 or toll free at 833-431-9706 Call the client to confirm the pickup the day before and the day-of (when ABLE Tech staff is on the way to the customer).
- If a problem arises for ABLE Tech staff, call the customer to reschedule.

7. COLLECT AND REPORT

Donations

- Retrieving gently-used equipment across a range of categories
- Acquiring high-quality equipment to increase potential savings for the program and decrease repair expenses
- Increasing donations from public and private sources

Reassignments

- Reassigning equipment across a range of categories and ages statewide
- Reassigning high-quality equipment to increase potential savings for the program and decrease repair expenses
- Increasing reassignments to public and private sources
- Increasing awareness of the program through public awareness, technical assistance, training, and information/assistance that results in increased donations and reassignments
- Meeting/Exceeding Performance Measures
- Collecting customer input on how the program met their needs
- Obtaining the primary purpose of the acquired equipment
- Obtaining information regarding why customers use the program to acquire needed equipment
- Capturing customer satisfaction regarding the program

Reports

Preparing Reutilization Program Reports

The Device Reutilization Program Manager prepares reports by logging into the NATADS database and selecting the “View Reutilization Report” tab. The Program Manager selects the time period of the desired reporting period using a beginning and ending date. Reports that can be queried include Device Exchange, Device Reuse, Refurbish, Repair, and Open-Ended Loan. Data can also be sorted by the employee performing the action and the inventory number.

To gather specific programmatic data, the customer will be prompted with a short survey form upon the removal or deletion of an item from the website:

- Please tell us why you want to remove your listing (Exchange only).
- Select one: successful sale/donation through the program (enter sale price), sold through other means (enter sale price), gave item away, or decided to keep item (Exchange only).
- How satisfied are you with your experience?
- Select one: highly satisfied, satisfied, somewhat satisfied, not at all satisfied.
- Please share any additional comments or suggestions you have about the program.

Reports are used to communicate return on investment to contract providers, Annual Performance Report (APR) to the Administration for Community Living (ACL), and quarterly ABLE Tech Advisory Council updates.

APPENDIX

- Device Reutilization Program Office Coverage
- Barcoding Equipment
- Best Practices for Photos of Equipment
- Repair or Disposal of Equipment
- Oklahoma Device Reuse Network Partners
- Promoting the Program to the Public
- Emergency Response
- Device Exchange Program Terms and Disclaimer
- Device Exchange Program Privacy Statement

Device Reutilization Program Office Coverage

There must be one full time staff person at the Device Reutilization Program office each work day (Monday through Friday) during normal office hours with the exception of days when all staff must attend work related functions such as ABLE Tech staff meetings, Advisory Council meetings, trainings, conferences, equipment drives, etc.

The Device Reutilization Program is housed in the Business Enterprise Building at 3325 North Lincoln Boulevard, Oklahoma City, OK 73105. Will that building close or need to close, Device Reutilization staff will be alerted by Business Enterprise Program management and follow their instruction regarding the building's availability or safety for staff.

In the case of inclement weather, staff are encouraged to use extreme caution. Staff will use their own discretion regarding travel safety precaution. If the employee feels unsafe commuting to work, no matter how close or how far, the employee is required to notify the supervisor or unit administrator to request leave. If this will result in no staff being available to work, the Device Reutilization Program will close, and staff will be exempt from this policy. When Oklahoma State University in Oklahoma City closes, Device Reutilization Program will also close. Under these circumstances, staff are exempt from this policy.

Barcoding Equipment

All equipment donated to the Device Reuse Program is barcoded with a unique number that is entered into the inventory number field of the NATADS database by an ABLE Tech staff member. The local phone number, 405-523-4810, and toll-free number, 833-431-9706 are listed on the physical barcode which gives Device Reuse Program customers a way to contact the Device Reutilization Program when they no longer need the equipment.

The sample barcode has an adhesive back and is formatted as shown below:

- WHEN YOU NO LONGER NEED THIS ITEM, CALL 405-523-4810 / 833-431-9706
- Device Reutilization Program
- DME#####-MMDDYY
- DME##### is a unique six-digit number, starting at 000001, that is given to every piece of equipment. Numbers will be assigned in chronological order.
- The last set of numbers identifies the date that the piece of equipment will be 31 days past listing date in the system.

Additional Barcoding Equipment Tips:

- Evaluation, refurbish, and repair equipment before barcoding (in some cases, it will be necessary to clean, sanitize and barcode before delivering equipment to a DME (Medicaid-approved) Provider for evaluation).
- Make sure the surface is clean and dry before applying the physical barcode.
- Apply to a highly visible area on the equipment when possible.

Best Practices for Photography of Equipment

ABLE Tech has a digital camera and an iPad used for taking pictures of equipment. ABLE Tech staff uploads pictures of all equipment to the NATADS database. In some cases, it helps to be able to see multiple pictures of equipment from different angles. The following are additional tips for good photography practices:

- Good light
- Center equipment at eye-level perspective
- Have a clutter free background
- Image is clear and focused on equipment
- Photo has a high enough resolution for media use
- 300 dpi – for Print usage
- 72 ppi - for Digital usage
- Show relative size of equipment with a yard stick if needed
- Add the barcode number using software or whiteboard if needed



Repair or Disposal of Equipment

DME Provider Relations

- DME providers are valued partners of the Device Reutilization Program.
- DME providers are needed to allow easier acquisition of equipment.
- DME providers have been strong supporters of the Device Reutilization Program, and all staff need to promote friendly, collaborative relationships with providers.
- ABLE Tech relies on qualified providers to refurbish equipment to original manufacturer's specifications.
- ABLE Tech supports DME providers by not competing with them. The Device Reutilization Program may use DME providers to purchase discounted accessories.

Repair Process

- Donated equipment is retrieved or received, and delivered to a DME provider who works with ABLE Tech if a repair is needed.
- The DME provider completes a repair estimate listing all repairs needed to restore the equipment to the manufacturer's original specifications and communicates this to ABLE Tech

- The Device Reutilization Program Manager reviews the repair estimate and considers the value of the equipment to determine if the repair will cost more than 60% of the current Manufacturer’s Suggested Retail Price (MSRP) value of the DME.
- DME providers contact ABLE Tech staff when equipment is repaired and ready to be picked up.
- ABLE Tech staff coordinates pick-up of equipment from the DME Provider.

Equipment Disposal – Recommended Practices

- ABLE Tech is committed to a healthy and safe environment, so staff is encouraged to recycle unusable equipment properly.
- Donated equipment that cannot be reused will be disposed of properly.
- If a repair estimate is denied for a piece of donated equipment, the DME Provider may choose to keep the item for their own use or disposal.
- ABLE Tech is committed to responsible, environmental disposal practices.

180 Day Reassignment Process

Equipment on the “Available” list for more than 180 days will be donated to the Oklahoma City Emergency Management cache. Equipment that does not meet the state cache qualifications will be donated to the ABLE Tech Device Exchange Program.

Oklahoma Device Reuse Network Partners

The Device Reutilization Program can benefit from partnering with other like organizations and entities. By working together, each program can more easily reassign and recycle used equipment and better meet the needs of Oklahomans. A statewide network allows its members to know the locations of programs, who to contact or refer people to, and what equipment is in inventory.

Oklahoma Device Reuse Network Partners Agree to:

- Share program contact person and program information with other members of the network.
- An electronic presence on a statewide directory.
- Refer equipment to other network partners when it does not fit in their inventory.
- Participate in Oklahoma emergency response efforts to assure people have ready access to DME and other needed technology after a natural disaster.
- Take part in network activities when possible.

As a member of the Oklahoma Device Reuse Network, the Device Reutilization Program Agrees to:

- Share its 180 day DME and AT surplus equipment list with other network members. Partners may select any equipment they need and work with ABLE Tech staff on transportation arrangements.
- Help coordinate disaster response efforts to get needed technology to people living in affected areas.
- Invite network partners to participate in collection drives planned by the program

Promoting the Program to the Public

Importance of Promotion

The Device Reutilization Program success depends on involving as many people in the program as possible. When people are aware of what the program does and hear about the access to quality, gently-used DME and the changes it can make in people's lives, they are more likely to support the program. Maintaining a high profile in Oklahoma is something every staff member needs to prioritize. A positive image allows the Device Reutilization Program to:

- Receive donations of high-quality, gently-used equipment
- Provide more people with access to high-quality equipment at no cost
- Maintain an adequate inventory to meet the needs of customers
- Expand the program inventory as new categories are accepted based on donations and evidence that the program can meet the needs of a new audience
- Meet program goals developed by the program funder
- Document a high return on investment to attract additional funders

Marketing the Program

The Device Reutilization Program maintains marketing information on the following:

- An accessible website (<https://www.okabletech.org/guide-to-all-services/device-reutilization/>)
- Social media platforms (Facebook and Instagram)
- Hardcopy materials including: brochures, rack cards, and flyers
- Branded promotional items (specifically items that can also be used as AT)
- Branded promotional banner/signage
- Branded table cloth for events
- Public Service Announcements (for major events such as equipment drives)
- Calendar events (organization, university, and community levels)

Reutilization Program

Any Oklahoman who is in need of medical equipment or devices, regardless of income, is eligible for this program. Priority for medical equipment will be given to SoonerCare members.

FREE Drop Off or Pick Up Available

AVAILABLE EQUIPMENT

Bathtub Bench	Nebulizer
Blood Pressure Monitor	Patient Lift
Commode	Power Scooter
CPAP/BIPAP	Quad Cane
Electric/Semi Electric Hospital Bed	2 & 4 Wheel Walkers
Gait Trainer	Shower Chair
Knee Walker	Stander
Manual/Power/Transfer Wheelchairs	Portable/Temporary Accessible Ramp*

*Ramps are purchased through the Christopher & Dana Reeve Foundation, who's committed to improving the quality of life for people living with paralysis.

Oklahoma HealthCare Authority | CHRISTOPHER & DANA REEVE FOUNDATION

3325 N. Lincoln Blvd. • Oklahoma City, OK 73105
Phone: 405.523.4810 or 833.431.9706 (v/tty)
www.okabletech.org/reuse

Do you have gently used medical equipment and/or supplies collecting dust in your home or business?

Donations Needed

Oklahoma ABLE Tech's Reutilization Program will retrieve, refurbish, repair, and reassign equipment for an Oklahoman in need.

- FREE drop off or pick up available
- Donations are tax-deductible
- Your generosity impacts lives directly

Find a drop-off location near you.

www.okabletech.org/donate

3325 N. Lincoln Blvd. • Oklahoma City, OK 73105
Phone: 405.523.4810 or 833.431.9706 (v/tty)

Emergency Response

ABLE Tech recognizes that loss of a person's wheelchair, walker, shower chair, or other DME after a disaster results in a loss of independence and makes one feel even more helpless. ABLE Tech collaborates with DME partners across the state to respond to the DME needs of individuals living in disaster areas.

The following will occur in the event of a disaster. The Device Reutilization Program:

- Notification of a disaster in a specific community or county and receives the local contact's name, location and other contact information
- List of the available equipment on the website, which is accessible by state and local contacts
- Contact it's DME and reuse partners to see if they have equipment to contribute to the response based on the results of the needs assessment
- Contact other state Device Reutilizations Program as needed and distribute press releases to media or PSAs to radio stations to request donations of specific types of equipment for individuals affected by the disaster
- Work with other reuse network partners to transport equipment that is identified as needed to the disaster area

Device Exchange Program Terms and Disclaimer

The following terms and conditions govern all use of the Device Exchange Program website and all content, services, and products available through the website.

The Device Exchange Program website is owned and operated by Oklahoma ABLE Tech. The website is offered subject to your acceptance without modification of all of the terms and conditions contained herein and all other operating rules and policies.

Please read this Agreement carefully before accessing or using the Device Exchange Program website. By accessing or using any part of the website, you agree to become bound by the terms and conditions of this agreement. If you do not agree to all the terms and conditions of this agreement, then you may not access the website or use any services. The Device Exchange Program website is available only to individuals who are at least 18 years old. To register and use the Device Exchange Program, individuals must click the button to acknowledge that they have read and accept the Disclaimer and Privacy Statement information.

Creating an Account

You are responsible for maintaining the security of your client account, and you are fully responsible for all activities that occur under the account and any other actions taken in connection with the account. You must immediately notify Oklahoma ABLE Tech of any unauthorized uses of your account or any other breaches of security. ABLE Tech will not be liable for any acts or omissions by you, including any damages of any kind incurred as a result of such acts or omissions.

Contribution to Website

If you leave comments anywhere on the Device Exchange Program website, post material to the Device Exchange Program website, post links on the Device Exchange Program website, or otherwise make (or allow any third party to make) material available by means of the Device Exchange Program website (any such material, "Content"), you are entirely responsible for the content of, and any harm resulting from, that Content. That is the case regardless of whether the Content in question constitutes text, graphics, audio, or computer software. By making Content available, you represent and warrant that:

- Downloading, copying and use of the Content will not infringe the proprietary rights, including but not limited to the copyright, patent, trademark or trade secret rights, of any third party.
- You have fully complied with any third-party licenses relating to the Content, and have done all things necessary to successfully pass through to end users any required terms.
- The Content does not contain or install any viruses, worms, malware, Trojan horses or other harmful or destructive content.
- The Content is not spam, is not machine or randomly generated, and does not contain unethical or unwanted commercial content designed to drive traffic to third party sites or boost the search engine rankings of third-party sites, or to further unlawful acts (such as phishing) or mislead recipients as to the source of the material (such as spoofing).
- The Content is not pornographic, libelous or defamatory, does not contain threats or incite violence towards individuals or entities, and does not violate the privacy or publicity rights of any third party.

Without limiting any of those representations or warranties, Oklahoma ABLE Tech has the right (though not the obligation) to, in ABLE Tech's sole discretion (i) refuse or remove any content that, in ABLE Tech's reasonable opinion, violates any policy or is in any way harmful or objectionable, or (ii) terminate or deny access to and use of the Device Exchange Program website to any individual or entity for any reason, in ABLE Tech's sole discretion.

Payments

The Device Exchange Program website lists products for sale by those who register an account. The Device Exchange Program website does not handle payments for these products directly but rather refers these payments to occur directly between buyer and seller. Any payment issues or disputes will be resolved directly with the seller.

Responsibility of Website Visitors

By operating the Device Exchange Program website, ABLE Tech does not represent or imply that it endorses any or all of the contributed content, or that it believes such material to be accurate, useful or non-harmful. You are responsible for taking precautions as necessary to protect yourself and your computer systems from viruses, worms, Trojan horses, and other harmful or destructive content. ABLE Tech disclaims any responsibility for any harm resulting from the use by visitors of the Device Exchange Program website.

Device Exchange Program Privacy Statement

Information Collection & Use

Registration: In order to fully use this website (posting and finding seller contact information) you must first complete the registration form (and/or create a user name and password). During registration you are required to give your name, address, and phone number (email is optional). ABLE Tech uses this information to contact you about the Device Exchange Program. You have the option to list your first name and phone number on the website if you post equipment or post a need for equipment for the purposes of connecting you to a potential customer. Your email address will not be listed on the website. Web users will email you through an online form. Individuals who register will be able to view your first name and phone number if that is the option you selected in order to contact you. The seller's first name and city may be published in the ABLE Tech newsletter or other printable materials

Changes in this Privacy Statement

The privacy policy is subject to change, and changes to this privacy statement will be posted to the Device Exchange Program homepage so that you are aware of what information collected, how it is used, and under what circumstances, if any, it is disclosed. ABLE Tech reserves the right to modify this privacy statement. If material changes to this policy are made, you will be notified by email or by means of a notice on the Device Exchange Program website homepage.