

Medical Equipment Supplier Overview

Who

The medical equipment supplier is the third member added to your wheelchair team.

The supplier is a critical team member, as he or she will ensure that your equipment is ordered accurately, billed to your insurance, and assembled correctly for delivery. The supplier will also oversee any repair issues for your equipment. There are many suppliers to choose from. Some are a part of larger, national companies, and others are local dealerships. It is recommended the supplier have the certification of Assistive Technology Professional (ATP). *More information about the supplier's certification is below.*

You have the right to choose your wheelchair supplier. It is important that you select a supplier that has experience working with people like you, that is close to your home, and who you can trust and feel comfortable with, because all repairs of your equipment will go through your supplier.

You can find a qualified supplier by:

- Ask your clinician or therapist for recommendations. Ask them why they like this supplier?
- Search certification websites for local certified suppliers - go the very bottom left of this page www.nrrts.org to find a supplier in your area)
- Contact [consumer organizations](#) for suppliers they recommend

When interviewing a supplier, ask them the following questions:

- Do you have additional training and experience in my specific area of need (examples: pediatrics, gerontology, ALS, MS, Spinal Cord Injury, CP, etc.)?
- How long will the process take to get my wheelchair?
- What insurance information will you need from me?
- Do you offer repair service?
- Will you come out to my home or do I need to bring the wheelchair to you?
- Is there a warranty on the wheelchair? What does the warranty cover? Just parts? Just labor?
- Where will the delivery of my wheelchair take place?

When

After you have received your Wheelchair Evaluation and Assessment, your clinician will refer you to a supplier. However, you have the right to choose which supplier provides your equipment, so you may choose to use a different supplier. It is important that you select a supplier that you can trust and feel comfortable with, because your relationship with them will extend beyond your initial wheelchair evaluation and fitting.

What

Your supplier will:

- Work closely with your clinician or therapist to decide what equipment is most compatible with your specific environment (e.g., home, work, school, vehicle, church, etc.) and will maximize your independence.
- The supplier may conduct a home evaluation to verify that you will be able to use the prescribed wheelchair in and around your home.
- Order your equipment and bill your insurance
- Ensure that your wheelchair is assembled correctly for delivery
- Oversee any future repair issues for your equipment



Your Wheelchair Team Members: Suppliers

Suppliers' Certification

Certification is available for suppliers who have knowledge and experience in providing assistive technology, specifically wheelchairs. Here are the initials you may see after the person's name and what they mean.

ATP

ATP (Assistive Technology Professional), is a certification through the Rehabilitation Engineering and Assistive Technology Society of North America ([RESNA](#)). Additionally, in 2010, RESNA introduced an advanced certification in seating and mobility (wheelchairs). This certification is called the Seating and Mobility Specialist (SMS) and goes beyond the general ATP credential, which covers all assistive technology. You can go to the [RESNA website \(www.resna.org\)](#) for detailed information about certification, and for a complete listing of all providers with current ATP and/or SMS certification.

CRTS

Only [NRRTS](#) registrants may use the credential of RRTS® - Registered Rehabilitation Technology Supplier, or CRTS® - Certified Rehabilitation Technology Supplier®. A CRTS® is a RRTS® in good standing for at least two years who has passed the Assistive Technology Professional, ATP, exam administered by [RESNA](#) and continues to maintain the ATP credential with RESNA.

RTS

A Rehabilitation Technology Supplier (RTS) is not a certification. Any supplier of durable medical equipment (DME) can use the initials RTS as a description. Certification is available for suppliers and providers who have knowledge and experience in providing assistive technology, specifically wheelchairs.

Note: it is important to have good relationships with all members of your team. The wheelchair world is a small one. You need to hold your wheelchair supplier accountable, yet keep in mind, they can choose not to work with you too.