

# Wheelchair and Seating Assessment Service

## Frequently Asked Questions

### How do I make a referral?

You need to complete a referral form and send this to us via email. Alternatively you can call us to complete a referral over the phone.

### A referral has been made to Mobility Solutions, how long will it be until I get seen?

Mobility Solutions currently have a waiting list which is managed by the Service Lead. All referrals are prioritised based on the information we receive. It is therefore essential that we receive comprehensive and accurate referrals and remain advised of any change in status while people are waiting to be seen. Because the waitlist and priorities are always changing we are only able to provide a very approximate time frame of when you'll be seen. Please call the Team Leader if you would like to discuss this.

### If I am waiting to be seen, how do I make sure my information is up to date and relevant?

You can either call us or provide additional information using our "Referral Update Form". The kind of information that we need to know about is:

- Deterioration or significant change in your medical condition
- Development of pressure sores
- Worsening or development of injury to either yourself, family or caregivers
- Worsening or development of functional limitations eg. unable to participate in school due to inappropriate equipment, not able to carry out activities independently due to inappropriate equipment
- Orthopaedic or plastic surgery is now scheduled or completed
- Your current equipment is now beyond economic repair (determined by repairs@accessable)

### What happens during an assessment?

Our initial assessment involves both talking about what you need from your wheelchair and seating, and physically assessing your posture and body shape with view to giving you the right support in your seating. We would suggest that you wear trousers if possible.

### Where will my appointments be?

Mobility Solutions is a community service so we do visit people in their own homes, schools and workplaces. It can however be more efficient if you come to us in clinic at Rehab Plus. Facilities are available on site at Rehab Plus e.g. tea and coffee, accessible bathroom and accessible parking.

## **Who is accessible?**

Accessible funds the provision of equipment, housing alterations and vehicle modifications in the Auckland and Northland region on behalf of the Ministry of Health. Please refer to the “Equipment Information Form” and the “Care and Use of Equipment Form” you will be given by your therapist for details about your responsibilities and those of accessible. More information about accessible can be found on their website [www.accessible.co.nz](http://www.accessible.co.nz)

## **Can I keep my trial equipment? How long can I trial for?**

Length of trial is usually one week, sometimes it is possible to keep successful trial equipment however this is determined by supplier stock. On occasion your equipment will be ordered specifically for you, this could take a number of weeks – your therapist will keep you informed.

## **Do I have a choice of what wheelchair or seating I get?**

There can often be more than one option that will meet your needs and goals. If this occurs, your wheelchair and seating therapist will help you identify the strengths and limitations of each item and then can make an informed choice. Mobility Solutions therapists adhere to the Ministry of Health equipment funding guidelines to identify cost effective equipment solutions based on essential need.

## **What does “essential need” mean?**

Essential need in one or more of the following criteria is the basis for our applications to accessible:

- Get around more safely in your home
- Return to or remain in your home
- Communicate effectively
- Study full time or do vocational training
- Work full time
- Work as a voluntary work (with a registered organisation)
- Be the main carer of a dependent person

We may need to provide evidence of tertiary education and employment.

## **What is BER or “beyond economic repair”?**

BER is a term used by accessible to describe a piece of equipment that is no longer feasible or economic to repair. It does not necessarily mean that your equipment is unsafe; however it means that the repair service is limited in what they can do to keep your equipment in use for you. If you think that your equipment might be BER, call accessible and they will ask repairs to complete an ‘equipment appraisal’. They will then send us a report advising us of the issues.

## **Once I have my wheelchair and seating completed, how regularly will I be reviewed?**

We review children every year and adults every two years. You will receive a letter or phone call and if a need is identified, you will be offered a review clinic appointment. You can also request a review at any time before we contact you. If you move or change details, please update us.

## **How can I give useful feedback?**

Your wheelchair and seating therapist will be receptive to feedback at any time during the process. It is also possible to speak with our Team Leader if you wish. At the end of the process we will send you a feedback form. We appreciate your feedback to improve our service.

## **Who do I need to contact for maintenance and servicing of my wheelchair and seating?**

Repairs@accessible are the contracted repairers for all Ministry of Health funded wheelchairs and seating in the Auckland Region. Call accessible on 0508 001 002 or email repairs@accessible.co.nz to arrange repairs or maintenance.

54 Carrington Road, Pt Chevalier, Auckland 1002,

Telephone: 0800 631 1234

Email: Mobility@adhb.govt.nz