Policy S-225 Customer Service Repair Triage

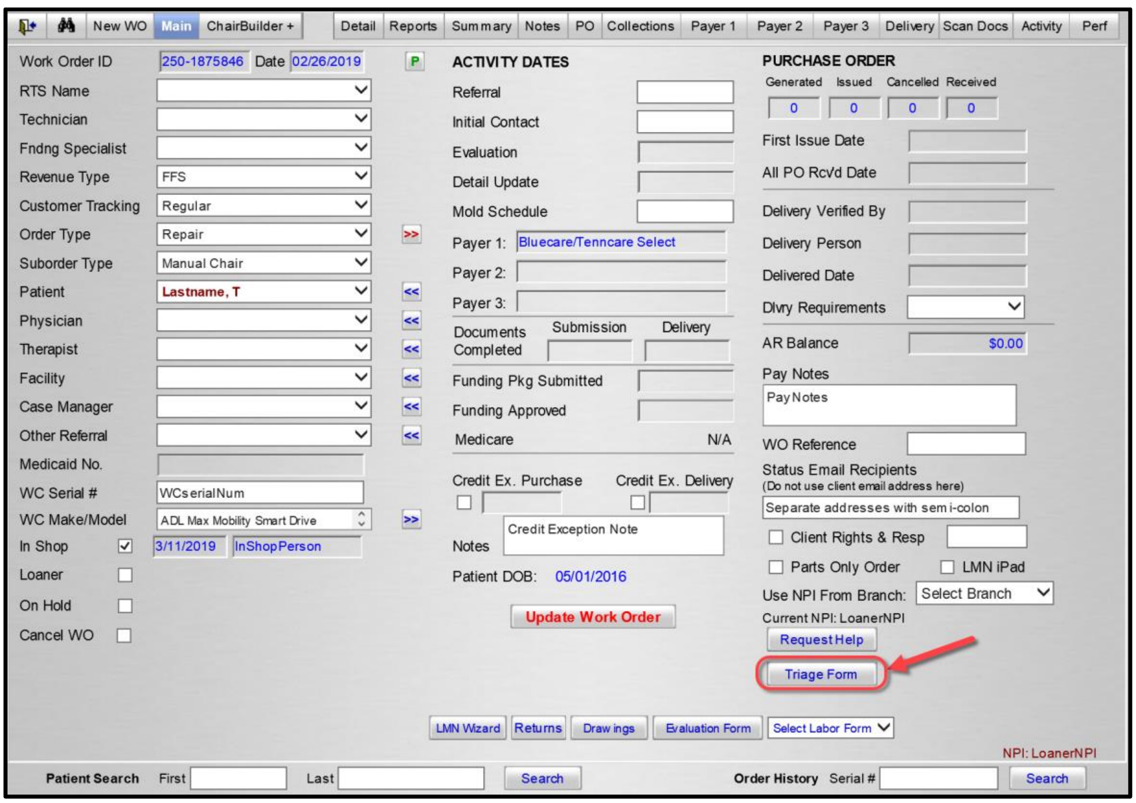
Introduction

Typically a client will call into the office to request repair service. During initial contact with the Customer Service Representative, it is critical to capture as much information about the nature of the repair need as possible. This information provides the Technician with a greater opportunity to resolve the repair as soon as possible. The Repair Triage Form provides a guide for the Customer Service Representative to capture pertinent information about the repair issue and store the collected information in the client's work order for the service Technician to reference.

Procedure

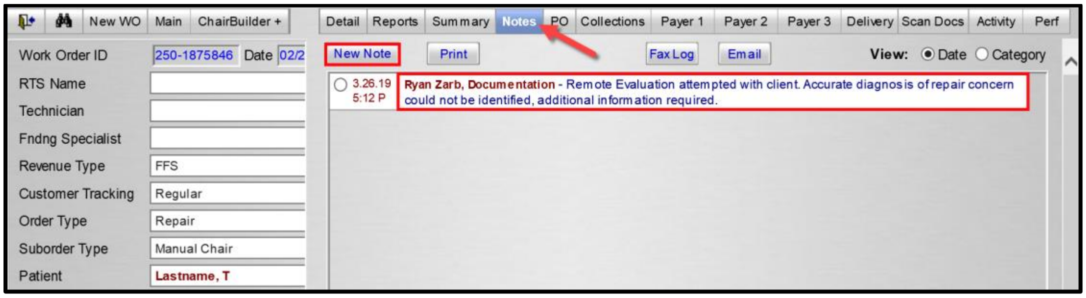
Customer Service

1. Client call regarding repair is received at the branch.
2. The CSR will open a new work order and conduct the following
   a. Interview the client and complete the Repair Triage Form (attachment A). The Repair Triage Form is located on the main screen of the work order in Rehab Advisor.
   b. Note: Clients may send pictures via text or email to NSM owned devices ONLY (phone, computer, etc.)



Technician (AM base time prior to evaluation)

1. Prior to departing on the daily route, the Technician will review all scheduled Evaluations and Deliveries including all associated documentation.
    a. For any scheduled Evaluations, validate if a Remote Evaluation has been attempted by reviewing the Notes tab in Rehab Advisor.



    b. If not, conduct a Remote Evaluation (refer to Policy S-230).
    c. If a Remote Evaluation was attempted but not able to be completed, proceed as scheduled.
    d. The Technician will call the client with the first scheduled appointment to confirm arrival time.
    e. If appropriate, the Technician will ensure the parts or loaner parts/chair is loaded onto their vehicle prior to departure from the branch.
    f. The Technician will complete the Repair Evaluation per the normal process.