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Serving the greater New York Metropolitan area



Dear Valued Client,

Thank you for allowing us to serve you and your mobility needs. It is important to us that you are completely satisfied with the service we provided you. If we can do anything to improve, please share your feedback with us by emailing [info@nsm-seating.com](mailto:info@nsm-seating.com) or calling 833-289-1020. In addition, you may receive a survey from Press Ganey, an independent health care survey company who has been in business for over 30 years. If you receive this survey, we encourage you to provide as much feedback as possible.

At Home Medical Equipment (HME) our mission is to provide you with the mobility solutions you need to ensure independence and self-reliance. The solution may be customizing a power wheelchair, helping ensure independence and safety in the home, or servicing equipment to keep you moving. We want to help you move through life – wherever it may take you.

Our experienced technicians stand ready to assist you and guide you through the process of having your mobility device serviced or repaired. To learn more: [click here](#).

Thank you again from the bottom of our HEARTS for allowing us to serve you. We look forward to serving you in the future.

Sincerely,

**Your HME Care Team**

[Click Here to Contact Your Local Branch](#)

# COMPLETE MOBILITY SOLUTIONS



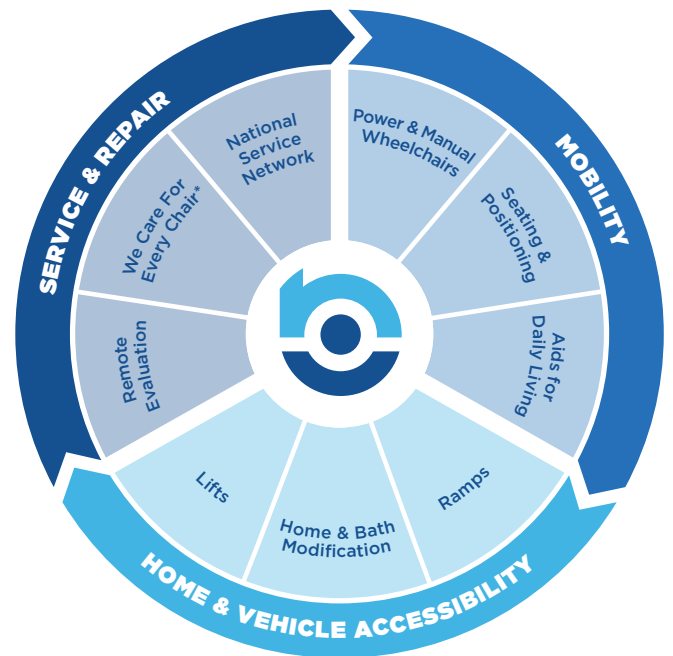
## HME360

COMPLETE MOBILITY SOLUTIONS

MOBILITY

ACCESSIBILITY

SERVICE



Whether the mobility needs are simple, complex, or somewhere in-between, Home Medical Equipment (HME) is focused on providing our clients with 360-degree Complete Mobility Solutions. The solution may be customizing a power wheelchair, helping ensure independence and safety in the home, or servicing equipment to keep our clients moving. No matter the mobility solution, at HME, our goal always is to help our clients move through life.

*\*Some rental agreements and payer contracts may prohibit NSM from servicing a chair.*

TRACK YOUR ORDER [MyNSMOrder.com](https://MyNSMOrder.com)

Go to [nsm-seating.com](https://nsm-seating.com) to find a branch location near you.    

## MOBILITY

Home Medical Equipment (HME) provides customized complex rehabilitation technology solutions for children and adults living with a broad spectrum of mobility needs.

Each client and their clinical team collaborates with a certified HME Assistive Technology Professional (ATP) to determine the mobility solutions to best support physical and functional skills, daily activities, and accessibility in and around the home.

HME provides a comprehensive offering of custom seating and mobility products and services – all designed to meet the therapeutic needs of our clients as prescribed by their clinical team.

Power Wheelchairs  
Customer Seating & Positioning  
Service, Maintenance & Repair

Manual Wheelchairs  
Aids for Daily Living

## HOME & VEHICLE ACCESSIBILITY

We believe everyone should have access to life. That's why we provide a plan that begins with a free in-home evaluation for customers needing accessibility solutions to ensure safety and independence. Our certified professionals work with industry leading accessibility suppliers to choose the best products for each customer's needs. From evaluation to installation and routine maintenance, at HME, we help our clients access life.

Our accessibility professionals are trained and certified to recommend and install:

Patient Lifts  
Platform Lifts  
Door Openers

Stair Lifts  
Scooter & Wheelchair Ramps  
Lift Chair Recliners

Vehicle Lifts  
Bath Safety Solutions  
Mobility Scooters

## SERVICE & REPAIR

With HME, our clients have the confidence of knowing that we not only offer complete mobility solutions, but expert service and maintenance to help keep equipment in good working order so our clients can get where they need to go comfortably and safely.

Our experienced technicians stand ready to assist you with the same personal attention you've come to expect. From repairs to preventative maintenance, HME will do our best to keep our clients moving through life.

### SHARE YOUR EXPERIENCE

Your feedback is important to us. Please share your experience using these options.

- Find us on Google and write a review.
- Visit [www.nsm-seating.com/contact-us](http://www.nsm-seating.com/contact-us).
- Complete the Press Ganey® satisfaction survey when it arrives via email.



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Nothing is more important to us than your health and safety. To learn more about our Serving Safely Commitment, visit [nsm-seating.com/safe](http://nsm-seating.com/safe)

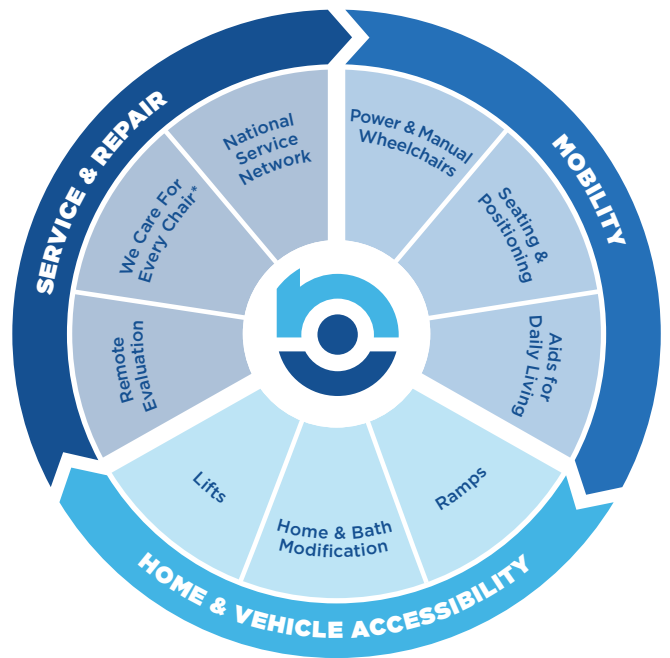
# SERVICE



## HME360

COMPLETE MOBILITY SOLUTIONS

MOBILITY ACCESSIBILITY SERVICE



Whether the mobility needs are simple, complex, or somewhere in-between, Home Medical Equipment (HME) is focused on providing our clients with 360-degree Complete Mobility Solutions. The solution may be customizing a power wheelchair, helping ensure independence and safety in the home, or servicing equipment to keep our clients moving. No matter the mobility solution, at HME, our goal always is to help our clients move through life.

*\*Some rental agreements and payer contracts may prohibit HME from servicing a chair.*

**TRACK YOUR ORDER** *MyNSMOrder.com*

# THE HME SERVICE EXPERIENCE

Home Medical Equipment (HME) guides each client through every service experience, working as efficiently as possible to help keep our clients moving.

## TIMELY SERVICE

Our goal is to address each service request as quickly as possible by first utilizing our Remote Evaluation process to triage the request using a combination of audio and video diagnostics. Many times, this process allows our team of experts the ability to resolve issues without ever having to schedule an in-person evaluation.

If we can't resolve the service request remotely, we will schedule an in-person appointment at our branch location to get a closer look. At the branch, our team has the tools and materials available on-hand to best evaluate and repair most service requests in just one appointment allowing our clients to get back to what matters most to them.

## EXPERT CARE

Our experienced technicians stand ready to assist each client with the same personal attention they have come to expect from HME. From repairs to preventative maintenance, we are always working to provide quality and safe care for our clients and their equipment. Once a service request is evaluated our team of experts will seek the necessary approvals and order the necessary parts. In the meantime, if a backup chair is needed, we'll do our best to provide the appropriate rental or loaner equipment.

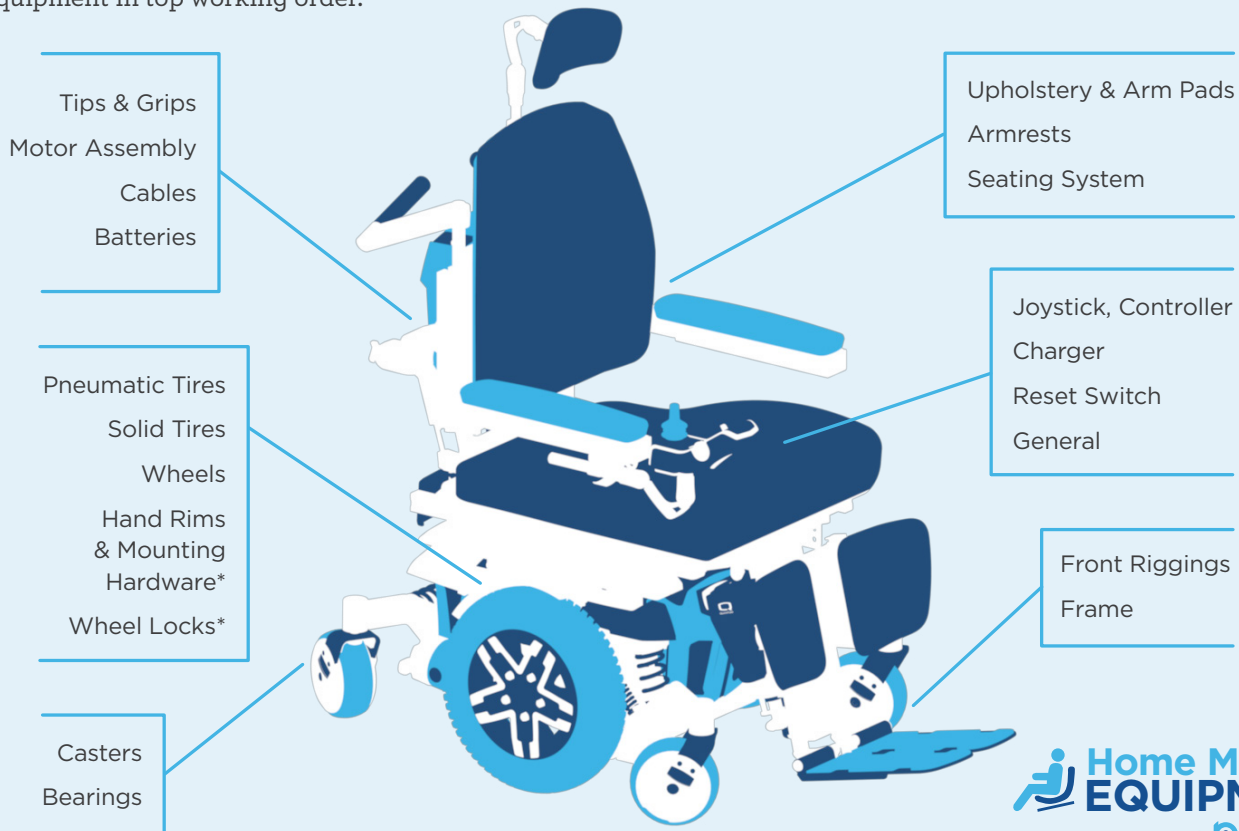
## WE CARE FOR EVERY CHAIR

At Home Medical Equipment, we care for every chair, regardless who provided it.\* Your satisfaction, and your independence, is why we are here.

*\*Some rental agreements and payer contracts may prohibit HME from servicing a chair.*

## MULTI-POINT EQUIPMENT INSPECTION

During every in-person and remote evaluation, we provide a multi-point inspection for each piece of equipment because each component plays a vital role in the comfort and safety of our clients. Preventative maintenance is the key to keeping all equipment in top working order.



*\*Applies to manual chair only*



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## SHARE YOUR EXPERIENCE

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- Visit [www.nsm-seating.com/new-york-city/contact-us](http://www.nsm-seating.com/new-york-city/contact-us).
- Complete the Press Ganey® satisfaction survey when it arrives via email.



Nothing is more important to us than your health and safety. To learn more about our Serving Safely Commitment, visit [nsm-seating.com/safe](http://nsm-seating.com/safe)




# Now Offering REMOTE EVALUATION

Timely. Expert. Care.



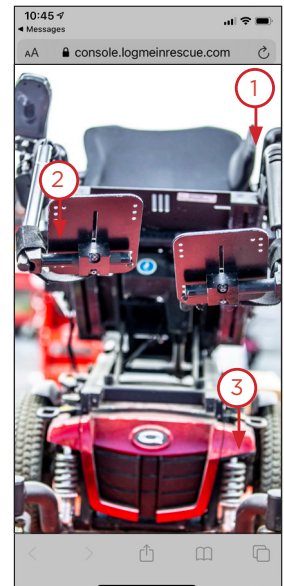
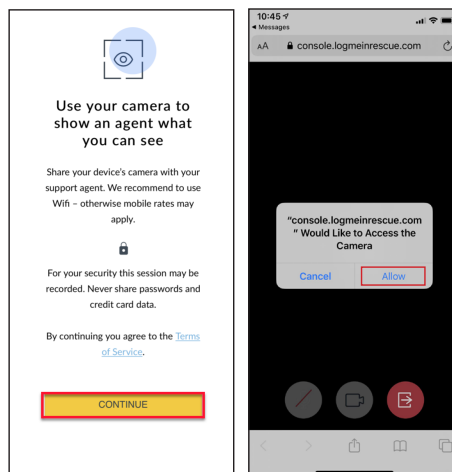
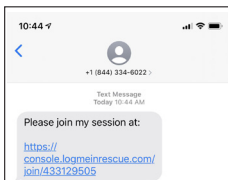
We are here to guide you through every service experience, working as efficiently as possible to help keep you moving.

Our team of service experts utilize our Remote Evaluation process to review each request using audio and video diagnostics and many times can resolve issues remotely without having to schedule an in-person evaluation.

-  **Phone**  
Call your local branch to troubleshoot with a trained Technician
-  **Video**  
Connecting with Live Lens on your mobile device enables you to show our Technicians the areas of concern to more accurately diagnose the problem.
-  **Connected Chair**  
If your chair is equipped with connected chair technology, our Technicians can leverage the information to better assess what repairs may be required.

## Your Live Lens session is just a click away!

- 1** Click the link provided to you via SMS text message
- 2** Click Continue and Allow the App to access the camera
- 3** Using your camera, show our Technician the areas of concern to accurately diagnose the problem.



Nothing is more important to us than your health and safety. To learn more about our Serving Safely Commitment, visit [nsm-seating.com/safe](https://nsm-seating.com/safe)



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# CLIENT RIGHTS & RESPONSIBILITIES

## YOU HAVE THE RIGHT TO:

1. Refuse care, treatment and services in accordance with law and regulation.
2. Receive a clear and concise explanation about the function of the products and services provided.
3. Be fully informed on the use and care of all equipment in your home provided to you by Home Medical Equipment (HME).
4. Have Home Medical Equipment staff communicate in a manner that is understandable. If a client does not understand English, HME will, if possible, assist in meeting translation needs.
5. Expect that all information will be kept in strictest confidence.
6. Have your personal privacy respected.
7. Expect all equipment to be clean and in good repair.
8. Have your property respected during visits.
9. Have any questions answered promptly, correctly and courteously.
10. Have personal, cultural, and ethnic preferences considered.
11. Participate in planning how service will be provided to you.
12. Expect a resolution to any problem or complaint.
13. Understand that each patient has the right to self-determination regarding life-sustaining equipment and resuscitative services, while being aware that if he/she is found unresponsive, Home Medical Equipment's policy is for staff to call 911 for emergency medical intervention and/or decision making in the regard.
14. Express dissatisfaction and suggest changes without coercion, discrimination, reprisal, or unreasonable interruption in service.
15. Contact the Office of Quality Monitoring of the Joint Commission if you have any concerns about patient care and safety that HME has not addressed. The Joint Commission can be reached by calling 1-(800) 994-6610, or by emailing [complaint@jointcommission.org](mailto:complaint@jointcommission.org). Matters concerning billing, insurance, and payment disputes are not within the authority of the Joint Commission.

## YOU HAVE THE RESPONSIBILITY TO:

1. Be aware that, while Home Medical Equipment will make every attempt to modify it to meet your needs, medical equipment cannot be returned.
2. Understand that if you refuse delivery of the equipment, you may be responsible for paying a restocking fee.
3. Give accurate and complete health information concerning your past use of equipment and any changes in address, doctor, insurance carrier, and prescription.
4. Ensure that someone is present at the time of evaluation, delivery, or repair who can understand English and can translate the information to you if you do not speak, understand, or read English. If possible, HME will assist in meeting translation needs.
5. Assist in developing and maintaining a safe environment.
6. Follow instruction in the care and use of all equipment.
7. Request further information concerning anything you do not understand.
8. Treat HME associates with respect, courtesy, and consideration.
9. Have someone present who can transfer the client, if necessary, at the time delivery or repair of the equipment is scheduled.
10. Promptly pay all invoices that are due and not covered by insurance, including any collection or attorney fees associated with collections on your account.
11. Accept the consequences of any refusal or choice of non-compliance, including changes in reimbursement eligibility.

Client concerns are an important form of feedback for HME. Any questions or concerns regarding service, equipment, or safety should be directed to your HME representatives, or you may contact an HME corporate representative through the HME website at [www.nsm-seating.com/new-york-city](http://www.nsm-seating.com/new-york-city), or by sending an email to [complaintresolution@nsm-seating.com](mailto:complaintresolution@nsm-seating.com), or by calling HME at 615-595-6752.



# EQUIPMENT SAFETY CONSIDERATIONS

## EQUIPMENT SAFETY CONSIDERATIONS

HME is committed to providing safe, quality care to all of our clients. In addition to following all manufacturer's instructions for the safe use of your equipment, there are potential hazards at home you should consider before and during the use of your equipment.

We recommend you pay special attention to and address the following potential issues that could impact your safety. Check for and correct:

- damaged, weak, water soaked or crumbling floors, walls, ceilings, doors, doorways, halls, walkways, etc.
- hidden damage to the structure of a home or building due to fire, flood, hurricane, weight of ice or snow
- pets that might damage equipment or fray electrical lines
- tripping or falling hazards, such as loose throw-rugs, open stairways, extension or other electrical cords that cross pathways
- potential electrical hazards, including overloaded electrical breakers or fuse boxes (most have a 15 amp capacity; only a limited number of larger amp electrical equipment, such as; refrigerators, space heaters, freezers, etc., should be on the same circuit as medical equipment)
- frayed, bare or otherwise unsound electrical cords or lines (use of extension cords is discouraged but, if necessary, high grade/high amp load/heavy duty cords should be used)

HME strongly recommends that clients and caregivers have an emergency plan that addresses what to do in case of a fire or other emergency and that you know and keep local emergency numbers in an easily accessible place. Your plan should include sources of local information, such as, radio and television stations.

We further suggest that you notify the local emergency department that an individual with a disability resides at your address so that they can respond appropriately in an emergency. If your city, county or state has a registry of persons with disabilities, it is recommended that you contact them and have them include you so that you can receive assistance in the event of a natural or other disaster.

## ADDITIONAL SAFETY CONSIDERATIONS

- Make sure you don't exceed your chair's weight limitations.
- When moving up and down an incline, avoid sudden starts and stops.
- Keep chair moving slowly and steadily.
- Avoid high speeds and sudden movements when turning corners so as to avoid tipping over.
- Avoid any surface -interior or exterior- if you are unsure of its stability.
- Approach any drop-off, raised surface, or door with caution. Assess situation before proceeding.
- Extreme care must be taken when entering a motor vehicle without assistance.
- Do not attempt to reach objects if you have to move forward in the seat or pick them up from the floor by reaching down between your knees.
- Do not lean over the top of the back upholstery. This will change your center of gravity and may cause you to tip over.

If you have questions about the safe use of your equipment, please contact your local HME location, email [Info@hmeny.net](mailto:Info@hmeny.net), or visit us on the internet at [www.nsm-seating.com/new-york-city](http://www.nsm-seating.com/new-york-city).

# FREQUENTLY ASKED QUESTIONS

## ABOUT SERVICE AND REPAIR

**Q: My chair is broken, but I didn't get my chair from HME.**

**Will you fix it?**

**A:** Yes, at HME, we care for every chair, regardless of who built it. Go to [www.nsm-seating.com](http://www.nsm-seating.com) and find a branch location nearest you to set up an appointment.

**Q: I think my repair might be very simple. Can you do it on the spot?**

**A:** Depending upon your insurance and the parts needed for repair, we can repair your chair on the spot, at your location or in the nearest HME branch (if the necessary parts are in stock). The first step is to schedule an evaluation appointment with your ATP, who will assess the repair and discuss any out-of-pocket costs with you.

**Q: If my chair requires parts that must be ordered, can I get a loaner chair?**

**A:** Yes, HME can deliver appropriate rental and loan equipment available to support your independence while your chair is being repaired.

**Q: What about regular maintenance?**

**A:** Proper maintenance prolongs the life of a chair, so as with a car, it's a good idea to consider regular maintenance in order to be able to get around efficiently and safely. HME offers 20-point annual maintenance which can be performed at your nearest HME branch.

## ABOUT WARRANTY

**Q: Does National Seating & Mobility provide me with my equipment's warranties?**

**A:** No. Your equipment's warranties are provided by the manufacturers. Because HME is not a manufacturer and specifies your chair and components from many different manufacturers to meet your therapeutic needs, the manufacturers of your equipment provide the warranties.

**Q: Who do I call for a warranty problem?**

**A:** Some warranty problems will be handled by your HME local branch and some will be handled by the manufacturer. You can call your local HME branch if you are in doubt (go to [www.nsm-seating.com](http://www.nsm-seating.com) to find a branch nearest you). We can always help with warranty issues.

**Q: How do I get my chair repaired when there is a problem?**

**A:** Contact your local HME branch and tell us your situation. We will coordinate a time for you to visit our office to address your repair needs. It may be necessary to get the approval of your funding source before we can proceed.

**Q: Does my warranty cover preventive maintenance procedures on my chair?**

**A:** We at HME can assist with any maintenance needs, but we do not cover the cost for parts and labor if a repair is required.

**Q: What if I move or my phone number changes?**

**A:** Contact your local HME branch and notify us of any changes. Go to [www.nsm-seating.com](http://www.nsm-seating.com) to find a branch nearest you.

**Q: If my chair is not under warranty, how do I get it fixed?**

**A:** Contact your local HME branch and tell us your situation. We will coordinate a time for you to visit our office to address your repair needs. It may be necessary to get the approval of your funding source before we can proceed.