

# WELCOME PACKET CONTENTS

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Dear Valued Client,

Thank you for choosing National Seating & Mobility (NSM) as your 360-degree Complete Mobility Solutions Provider. We are honored to join you on your mobility journey. At NSM our mission is to provide you with the mobility solutions you need to ensure independence and self-reliance as you move through life - wherever it takes you.

Whether your mobility needs are straightforward or complex, NSM is here to support you. That may mean customizing a power wheelchair to maximize your comfort and independence, installing a chair lift to access the second floor of your home, or simply repairing your existing equipment to keep you moving.

Throughout your mobility journey, our goal is to not only meet, but exceed your expectations. That is why in this welcome packet we have provided information to help keep you informed throughout the order process.

We also want to assure you that nothing is more important to us than your health and safety. Our Serving Safely commitment means you can feel confident we're going above and beyond to put your safety first, no matter what. To learn more about our Serving Safely Commitment, click [here](#).

Thank you from the bottoms of our HEARTS for allowing us to help you move through life. We look forward to caring for you now and in the future.

Sincerely,

**Your NSM Care Team**

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

**Please Note:** Global supply chain disruptions are impacting our order processing times. Click [here](#) for more details.

# COMPLETE MOBILITY SOLUTIONS



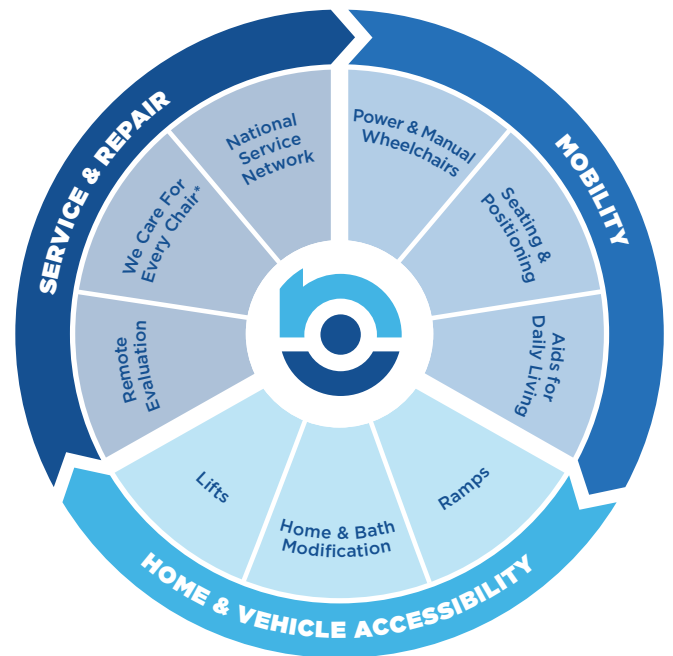
## NSM360

COMPLETE MOBILITY SOLUTIONS

MOBILITY

ACCESSIBILITY

SERVICE



Whether the mobility needs are simple, complex, or somewhere in-between, National Seating & Mobility (NSM) 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 NSM, 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://www.MyNSMOrder.com)

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

## MOBILITY

National Seating & Mobility (NSM) 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 NSM 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.

NSM 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 NSM, 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 NSM, 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, NSM 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.



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)

# EVALUATION & DELIVERY OPTIONS TO KEEP YOU MOVING

As an Essential Provider, we place emphasis on the importance of following our infection control policies and additional processes to further ensure a safe experience for you and our employees.

- ✓ New screening procedures prior to in-person client interactions to minimize the risk of exposure.
- ✓ Restricting visitors to our facilities except for clients and those directly supporting them.
- ✓ Disinfecting work surfaces before and after use.
- ✓ Disinfecting new and used equipment upon receipt and prior to presenting to client.
- ✓ Continuous education and communication around best practices for infection control.

Available Now: No Contact and Limited Contact Evaluation & Delivery Options

## EVALUATION OPTIONS

### NO CONTACT CARE

Using HIPAA approved compliant telehealth options, we are able to perform many new equipment and repair evaluations remotely. Some evaluations may not apply.

### LIMITED CONTACT CARE

If we can't resolve a request remotely, we will provide the safest options to complete the request in a timely manner.



## CURBSIDE DELIVERY OPTIONS

Select the best option for No Contact or Limited Contact service appointments:

**NEAREST BRANCH**

**AT HOME**

**AT YOUR HEALTHCARE FACILITY**

After delivery, if needed, we can set up a time to remotely review safety and functional training.



TO GET STARTED, VISIT [NSM-SEATING.COM](https://www.nsm-seating.com) TO FIND A LOCATION NEAR YOU.



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://www.nsm-seating.com/safe)





# NAVIGATING YOUR HOME

## THE ESSENTIAL CHECKLIST TO A SAFE AND COMFORTABLE HOME

These days, everyone is spending more time in their home due to the COVID-19 pandemic. While not ideal, this does give you a chance to look around your house and plan for the future. As we get older, new challenges present themselves. Parts of our house that we don't even think about now may become harder to navigate later.

**With that in mind, you can use our Essential Home Accessibility Checklist to identify potential trouble spots before they become an issue and prepare accordingly.**

### DOES YOUR HOME HAVE STAIRS TO A SECOND FLOOR?



This is the biggest obstacle most people face as they age. Aching in the legs and joints is only made worse as you have to constantly walk up and down stairs, and can be impossible after even minor operations that further limit your mobility while you're recovering.

If your home only has small staircases and you don't anticipate needing a wheelchair, then a sturdy pair of handrails may be all you need. However, if you have a home that is more than a one story, then it's time to start looking into [stairlifts](#). Even if you don't need one now, it's good to be educated so that if you do need one you are ready.





## DO YOU HAVE STAIRS AT ANY OF YOUR ENTRANCES?



Most homes have two to three entrances: front door, back door and maybe a garage or side door. If you have stairs at your entrances, then you may be able to use a ramp to easily enter and exit your home should navigating stairs become a challenge.

Ramps are the accessibility feature people are most familiar with because we see them at virtually every business we go to, thanks to accessibility regulations. However, you might not realize that there is [actually a lot of variety](#) available when it comes time to choose a ramp for your home. Wheelchair ramps can be customized to any length you need and can be made of wood, aluminum and even steel. Got an entryway with a small step up? They make [miniature threshold ramps](#) too.

## DO YOU HAVE A TUB?



Even if you aren't having any trouble getting in and out of your tub right now, it's not a bad idea to install some [shower handrails](#) for extra support. The bath portion of your shower/tub combo could present tripping hazards. In this instance, you can get a curbless barrier-free shower installed that will not only make your bathroom safer, but will give you a little more room in the shower too.

## CAN YOU REACH ALL OF YOUR CABINETS COMFORTABLY?



Many people have more dishes, utensils and cooking appliances than they use on a daily basis. One thing you can do to save yourself the stress of constantly bending down or stretching high is to put the things you use most often within a comfortable reaching distance. This will reduce strain on your back and decrease your risk of having an accidental fall.

## DO YOU HAVE A FAVORITE RECLINER?



Many people have that one favorite go-to recliner in their living room. These overstuffed chairs are so comfortable because you can just lean back and sink into them. Unfortunately, the same thing that makes these seats so comfy is also what can make them difficult to get out of.

But, did you know there are [motorized recliners](#) that can actually lift you up and out of them? With the push of a button, these chairs will lift up and tilt forward, making getting out a breeze.

# 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 National Seating & Mobility (NSM).
4. Have National Seating & Mobility staff communicate in a manner that is understandable. If a client does not understand English, NSM 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, National Seating & Mobility'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 NSM 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 National Seating & Mobility 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, NSM 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 NSM 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 NSM. Any questions or concerns regarding service, equipment, or safety should be directed to your NSM representatives, or you may contact an NSM corporate representative through the NSM website at [www.nsm-seating.com](http://www.nsm-seating.com), or by sending an email to [complaintresolution@nsm-seating.com](mailto:complaintresolution@nsm-seating.com), or by calling NSM at 615-595-6752.





# NOTICE OF PRIVACY PRACTICES

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

## UNDERSTANDING THIS NOTICE:

National Seating & Mobility (“NSM”) is required by law to maintain the privacy of Protected Health Information (“PHI”). PHI is information that may identify you and that relates to your past, present or future physical or mental health, the provision of health care to you, or the payment for the provision of health care to you. This Notice of Privacy Practices (“Notice”) describes how we may use and disclose PHI for treatment, payment or health care operations activities or as otherwise permitted or required by law. This Notice also describes our legal duties and your rights with respect to your PHI. We are required by law to provide you with this Notice.

We are required to follow the terms of our Notice currently in effect. We reserve the right to change our practices and this Notice and to make the new Notice effective for all the PHI we maintain, including information created or received before the change. Should our privacy practices change, we are not required to notify you, but we will post the new Notice at our local branch offices. You may also request copies of the new notice in person at our local branch offices or on our web site at [www.nsm-seating.com](http://www.nsm-seating.com).

## HOW WE MAY USE AND DISCLOSE YOUR PHI:

The following categories describe different ways that we use and disclose your PHI. We have provided you with examples in certain categories. Not every use or disclosure in a category will be listed. However, all of the ways we are permitted to use and disclose your PHI should fall within one of these categories.

**Treatment.** We may use and disclose your PHI to provide you with health care products or services or to coordinate or manage your health care with other health care providers. For example, we may use or disclose your PHI to provide you with a customized wheelchair or to provide you with appointment reminders or information about treatment alternatives or other health-related benefits or services that may be of interest to you. We may also disclose your PHI to therapists, physicians and other health care providers who are involved in your care.

**Payment.** We may use and disclose your PHI for various payment-related functions. For example, we may disclose your PHI to a third-party payer, such as an insurance company, Medicare or Medicaid, for the purpose of getting the payer’s prior authorization to provide our products or services to you. We may also send a bill to you or a third-party payer. The bill may include information that identifies you, as well as your diagnosis and the products or services we provided to you.

**Health Care Operations.** We may use your health information for certain operational, administrative and quality assurance activities. For example, we may use information in your health record to monitor the performance of the Rehab Technology Specialists who provide services to you. This information will be used in an effort to continually improve the quality and effectiveness of the health care and services we provide.

**As Otherwise Allowed by Law.** We are *permitted* to use or disclose your PHI for the following purposes. However, *we may never have reason to make some of these uses or disclosures.*

- *Business Associates.* We allow business associate to provide certain services on our behalf that involve the disclosure of your PHI. However, our business associates will agree to take appropriate steps to safeguard your information.



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- *To Communicate with Individuals Involved in Your Care or Payment for Your Care.* We may disclose PHI to a family member, other relative, close personal friend or any other person you identify. We will endeavor to disclose only the PHI that is directly relevant to that person's involvement in your care or payment related to your care.
- *Food and Drug Administration (FDA).* We may disclose to the FDA, or persons under the jurisdiction of the FDA, PHI relative to adverse events with respect to products and product defects, or post-marketing surveillance information to enable product recalls, repairs, or replacement.
- *Worker's Compensation.* We may disclose your PHI to the extent authorized by, and to the extent necessary to comply with, laws relating to worker's compensation or other similar programs established by law.
- *Public Health.* Consistent with applicable law, we may disclose your PHI to public health agencies or legal authorities charged with preventing or controlling disease, injury, or disability.
- *Law Enforcement.* Consistent with applicable law, we may disclose your PHI for law enforcement purposes if asked to do so by a law enforcement official.
- *As Required by Law.* We may use or disclose your PHI when required to do so by federal, state, or local law.
- *Health Oversight Activities.* We may disclose your PHI to an oversight agency for activities authorized by law. These oversight activities include audits, investigations, inspections and credentialing, as necessary for licensure and for the government to monitor the health care system, government programs, and compliance with civil rights laws.
- *Judicial and Administrative Proceedings.* We may disclose your PHI in response to a court or administrative order. We may also disclose health information about you in response to a subpoena, discovery request, or other lawful process, but only if the requesting party represents that it has made efforts to tell you about the request or to obtain an order protecting the information requested. Ver 3.27.2013
- *Research.* We may disclose your PHI to researchers when their research has been approved by an institutional review board or privacy board that has reviewed the research proposal and established protocols to ensure the privacy of your information.
- *Notification.* We may use or disclose your PHI to notify or assist in notifying a family member, personal representative, or another person responsible for your care, regarding your location and general condition.
- *Fundraising.* We may contact you as part of a fundraising effort.
- *To Avert a Serious Threat to Health or Safety.* Consistent with applicable law, we may use and disclose your PHI when necessary to prevent a serious threat to your health and safety or the health and safety of the public or another person.
- *Military and Veterans.* If you are a member of the armed forces, we may release PHI about you as required by military command authorities. We may also release PHI about foreign military personnel to the appropriate foreign military authority.
- *National Security, Intelligence Activities, and Protective Services for the President and Others.* We may release PHI about you to federal officials for intelligence, counterintelligence, protection to the President, and other national security activities authorized by law.
- *Victims of Abuse or Neglect.* We may disclose PHI about you to a government authority if we reasonably believe you are a victim of abuse or neglect. We will only disclose this type of information to the extent required by law, if you agree to the disclosure, or if the disclosure is allowed by law and we believe it is necessary to prevent serious harm to you or someone else.

**Other Uses and Disclosures of Your PHI.** We will obtain your written authorization before making a use or disclosure of your PHI that does not fall into one of the categories listed above. You may revoke your authorization in writing at any time. Upon receipt of the written revocation, we will stop using or disclosing your PHI, except to the extent that we have already taken action in reliance on the authorization.



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## YOUR HEALTH INFORMATION RIGHTS:

**Right to Inspect and Copy.** In most cases, you have the right to inspect and copy the PHI that we maintain about you. To inspect or copy your PHI, you must send a written request to your local NSM branch office. We may charge you a fee for the costs of copying (25 cents per page), mailing and supplies that are necessary to fulfill your request. We may deny your request to inspect and copy in certain limited circumstances.

**Right to Amend.** If you feel that PHI we maintain about you is incomplete or incorrect, you may request that we amend it. To request an amendment, you must send a written request to your local NSM branch office. You must include a reason that supports your request. In certain cases, we may deny your request for amendment.

**Right to an Accounting of Disclosures.** You have the right to receive an accounting of the disclosures we have made of your PHI after April 14, 2003 for most purposes other than treatment, payment, or health care operations. The right to receive an accounting is subject to certain exceptions, restrictions, and limitations. To request an accounting, you must submit a request in writing to your local NSM branch office. Your request must specify the time period. The time period may not be longer than six years and may not include dates before April 14, 2003. The first accounting you request within a 12-month period will be free. For additional accountings, we may charge you for the costs of providing the accounting.

**Right to Request Restrictions.** You have the right to request a restriction on our uses and disclosures of your PHI for treatment, payment, or health care operations. You also have the right to request restrictions on our disclosures to persons, such as family members, involved in your care or the payment for your care. However, we are not required to agree to these requests. To request restrictions, you must make your request in writing to the local NSM branch office. In your request, you must tell us (1) what information you want to limit; (2) whether you want to limit our use, disclosure or both; and (3) to whom you want the limits to apply, for example, disclosures to your spouse.

**Right to Request Communications by Alternative Means or at Alternative Locations.** You have the right to request that we communicate with you about medical matters in a certain way or at a certain location. For example, you can ask that we contact you only at work or by mail. To request communications by alternative means or at alternative locations, you must make your request in writing to the local NSM branch office. We will accommodate all reasonable requests. Your request must specify how or where you wish to be contacted.

**Right to a Paper Copy of This Notice.** You have the right to a paper copy of this notice. You may ask us to give you a copy of this notice at any time. Even if you have agreed to receive this notice electronically, you are still entitled to a paper copy of this notice. To obtain a paper copy of this notice please contact the local NSM branch office. You may also obtain an electronic copy of this notice at our website, [www.nsm-seating.com](http://www.nsm-seating.com).

## FOR MORE INFORMATION OR TO REPORT A PROBLEM:

If you have questions or would like additional information about NSM's privacy practices, you may contact our Privacy Officer at (615) 595-6752.

If you believe your privacy rights have been violated, you can file a written complaint with the Privacy Officer or with the Secretary of Health and Human Services. Send written correspondence to the Privacy Officer c/o National Seating & Mobility, Inc., 320 Premier Court, Suite 220, Franklin, TN 37067. There will be no retaliation for filing a complaint.



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# EQUIPMENT SAFETY CONSIDERATIONS

## EQUIPMENT SAFETY CONSIDERATIONS

National Seating & Mobility 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)

NSM 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 National Seating & Mobility location, email [info@nsm-seating.com](mailto:info@nsm-seating.com), or visit us on the internet at [nsm-seating.com](http://nsm-seating.com).



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