



NATIONAL SEATING & MOBILITY

Policy S-300 Annual Preventative Maintenance

Introduction

Our Customers' wheelchairs go through normal wear and tear over their life expectancy. It is important that we provide a high level of service by maintaining their chairs, so that they can have the best equipment outcomes possible. Proper maintenance prolongs the life of the wheelchair, which improves the quality of our clients' lives.

To assist them with proper maintenance, National Seating & Mobility will contact certain customers to determine whether or not they would benefit from a Preventative Maintenance inspection of their wheelchair. These Preventative Maintenance calls are intended to provide a higher level of service to our clients and to assist them in following manufacturers' service recommendations. They are under no circumstances intended to serve as an inducement for a client to do additional business with NSM, nor are they intended to suggest unneeded repairs or replacements for the sole purpose of generating additional revenue.

Procedure

Customer Service

1. Each month, our branch Customer Service Representatives (CSRs) will run the preventative maintenance report in Rehab Advisor by doing the following:
 - a. Select Tools and Reports from the main menu drop down.
 - b. Select reports.
 - c. Select Preventative Maintenance.
2. The Preventative Maintenance Report will populate. It includes the following information:
 - a. Chairs delivered by NSM within the report month for the previous 6 years.
 - b. The chairs listed are the most current chair delivered to the customer.
 - c. The report displays the chair type, date delivered, and city / zip of the client.
 - d. If the lettering is displayed in red, then the client has had a repair completed within the past 30 days (process per step 3.a.ii.).
 - e. If the lettering is displayed in green, then the client has a current open work order. You should select the binoculars on the main screen of the work order to determine if a repair or new chair order is in progress. If a repair or new chair order is open, there is no reason to make a PM call (process per step 3.a.ii).
 - f. The report can be exported to Excel if desired.

- g. You can open the original work order by clicking on the customer's line.
 - h. The most recent preventative maintenance attempt date will be displayed in the "Prv Mnt" column.
 - 3. Once the report is run, the CSR will open each work order and attempt to schedule preventative maintenance as follows:
 - a. Call the client and offer to have one of our Technicians come out to evaluate the chair.
 - i. If customer responds yes:
 - 1. Go into the "perf" tab of the original work order and click the "Prev Maint Call" box.
 - 2. You will receive an auto note prompt. Enter a note into the work order with the detail of the call.
 - 3. Open a new work order with the repair order type, and select "Preventative Maintenance" as the "Other Referral". This will also be the referral source you select for tracking.
 - 4. If the chair is on anniversary 1-4, schedule a Technician to go out to evaluate the chair.
 - 5. If the chair is on anniversary 5-6, schedule an ATP or qualified Technician to assess the chair for potential replacement. Note the anniversary year (5 or 6) in the notes of the new work order.
 - ii. If the customer responds no or a call is not required (recent repair or open order):
 - 1. Go into the "perf" tab of the original work order and click the "Prev Maint Call" box.
 - 2. You will receive an auto note prompt. Enter a note into the work order with the detail of the call or the reason for no call.
 - iii. If the customer responds no, and does not want or should not have future calls:
 - 1. Go into the "perf" tab of the original work order and click the "Prev Maint Call" box.
 - 2. You will receive an auto note prompt. Enter a note into the work order with the detail of the call.
 - 3. Open the patient in the work order, and click the box next to "Does Not Accept Marketing Calls". The customer will not show up in the report for future calls related to that chair.
 - iv. If the customer does not answer the call:
 - 1. Go into the "perf" tab of the original work order and click the "Prev Maint Call" box.
 - 2. You will receive an auto note prompt. Enter a note into the work order with the detail of the call.

4. Once the CSR has called each customer on the report, the report is complete. If the report is re-run, you will see a current date in the "Prv Mnt" column of the report. The CSR will run the report, and conduct the process again at the beginning of the following month.

Technician / ATP (Evaluation)

- a. The Technician or ATP will conduct the evaluation per normal process with special attention to the following:
 - i. Thoroughly complete the 20 point inspection in the LaborTrak section of Chairbuilder in Rehab Advisor or Air.
 - ii. Determine appropriate replacement equipment and the associated labor time per the normal process.
 - iii. If the chair is over 5 years old (anniversary 5 or 6), assess the appropriate possibility for replacement of the entire chair.
 - iv. If the order will be for replacement versus repair, update the order type to the chair type.
 - v. Process the work order to Chairbuilder Complete per normal process.