

Tips for Getting Your Child's Medical Equipment



Thank you for coming to our equipment clinic! We want to help you get your child's medical equipment as soon as possible. It is important for you to be your child's strong partner to help them get their equipment faster.

How can I get my child's medical equipment?

**Please follow the steps below, before or just after your appointment at the equipment clinic.*

- 1) Call your child's referring doctor or schedule an appointment with the specialist that is part of your child's care. This may be from Neurology, Pulmonary or Orthopedics.
- 2) Make sure the doctor knows what equipment is being ordered for your child.
- 3) Let the doctor know which vendor you are working with (see the vendor list below). This is important so that your insurance does not change vendors which can make the process longer.
- 4) The doctor will write a note about the equipment that your child needs in their medical chart. You may need to make an appointment with the doctor to talk about the equipment your child needs so they can include it in their note.
- 5) Your child's doctor should provide:
 - A prescription for the medical equipment with the vendor information.
 - A note in the medical chart from the last in-person visit with your child about their equipment.
- 6) One month after your appointment, call the vendor that will order the equipment for your child. Make sure they have all the paperwork that they need. If anything is missing, contact the doctor and ask them to please send it to the vendor. You will be given a card with the vendor contact information.

The vendor you work with is listed below:

- National, Seating and Mobility
- Access Medical
- Numotion
- Western Drug Medical Supply

How long will it take to get my child's medical equipment?

Equipment may take 4-5 months, or up to a year to arrive. The more you follow-up with the vendor, doctor, and insurance company the faster you will receive the equipment.

FINAL TIPS:

- You should receive regular updates on the status of your equipment from the vendor. If you do not hear from the vendor, **call them** to check in on the status.
- You can also call your insurance company and ask about the status of approval/authorization.
- If your insurance company wants to change vendors after your appointment, you can ask them to please keep the vendor that did the evaluation.
- If you receive the wrong equipment or if it does not fit, do not sign or keep the equipment at the time of delivery. **Once you sign for the equipment, you cannot exchange it.**