

Wheelchair Clinic

The Wheelchair Clinic at Hershey Medical Center makes every effort to provide new equipment in as timely a manner as possible. However, there are several steps we must take to ensure the equipment is the most reasonable and appropriate intervention to meet a person's specific needs. Most insurance companies and other funding sources also require many of these procedures. This entire process will take ~3-4 months from the date of initial visit to delivery of equipment. The steps necessary in this process are identified below:

1. Initial Evaluation: Client is seen at the HMC Wheelchair Clinic by a physical therapist and an equipment vendor.
2. The Physical Therapist completes an evaluation of the clients seating/mobility needs following that assessment, measurements of the client are taken.
3. A letter of medical necessity is completed within 1-2 weeks of the initial evaluation documenting the client's medical need for recommended equipment.
4. The letter is sent to the vendor.
5. The vendor then sends the letter for the physician to review and sign.
6. The physician then returns the letter to the vendor.
7. The vendor then applies codes to the wheelchair and all appropriate accessories.
8. The vendor sends all necessary documentation to the insurance company.
9. The insurance company reviews the request and approves or denies it.
10. If approved, the wheelchair is placed on order. If not approved, an appeal is submitted by the client and steps 3-9 are repeated. The physical therapist is contacted by the vendor if additional documentation must be submitted.
11. Equipment is ordered, received, and assembled by the vendor.
12. HMC Wheelchair Clinic is notified when a wheelchair is ready for delivery and the client is scheduled.
13. Client is seen at HMC Wheelchair Clinic for delivery. The PT reviews the letter of medical necessity to ensure that all recommended accessories are present on the wheelchair, during this time the vendor is reviewing all features of the wheelchair to the client/family. The client then transfers into the wheelchair system and the PT/vendor ensure that the system fits the client appropriately. If necessary, the PT will also begin wheelchair mobility training.
14. Client is instructed to call the vendor for repairs.