



# Customer Handbook

---

[www.palmettoseatingandmobility.com](http://www.palmettoseatingandmobility.com)

# Table of Contents

<b>Table of Contents</b> .....	<b>2</b>
<b>About Palmetto Seating &amp; Mobility</b> .....	<b>3</b>
<b>Letter to Our Patients</b> .....	<b>4</b>
<b>Working with Palmetto Seating &amp; Mobility</b> .....	<b>5</b>
<b>Our Code of Ethics</b> .....	<b>6</b>
<b>Equipment Process - Evaluation to Delivery</b> .....	<b>2</b>
<b>Product Information - Manual Wheelchairs</b> .....	<b>2</b>
<b>Product Information - Power Wheelchairs</b> .....	<b>2</b>
<b>Equipment Safety, Maintenance and Cleaning</b> .....	<b>2</b>
<b>Customer’s Bill of Rights &amp; Responsibilities</b> .....	<b>2</b>
<b>Services &amp; Repairs</b> .....	<b>2</b>
<b>Safety and Performance Inspection</b> .....	<b>2</b>
<b>Transfer Policy</b> .....	<b>2</b>
<b>Rental and Loaner Wheelchairs</b> .....	<b>2</b>
<b>Child and Elder Abuse</b> .....	<b>2</b>
<b>Use of Latex Notice</b> .....	<b>2</b>
<b>Emergency Preparedness</b> .....	<b>2</b>
<b>Equipment Warranty Information</b> .....	<b>2</b>
<b>Insurance Coverage</b> .....	<b>2</b>
<b>Billing and Financial Responsibility</b> .....	<b>2</b>
<b>Medicare DMEPOS Supplier Standards</b> .....	<b>2</b>
<b>Medicare, Medicaid, and Assignment Information</b> .....	<b>2</b>
<b>Customer Complaints</b> .....	<b>2</b>
<b>Palmetto Seating &amp; Mobility Notice of Privacy Practices</b> .....	<b>2</b>
<b>Palmetto Seating &amp; Mobility Non-Discrimination Notice</b> .....	<b>2</b>

# About Palmetto Seating and Mobility

**Palmetto Seating and Mobility**  
780 Tillotson Road  
Anderson, SC 29621

**Palmetto Seating and Mobility**  
9481 Industrial Center Dr, Unit 3  
North Charleston, SC 29456

**Phone: (864) 296-6911**

**Fax: (864) 296-6910**

**Emergency Situations: Should a life threatening situation arise, please dial 911 immediately. For non-emergency situations please contact our office during business hours.**

What started as a parent's desire to give the very best for their special needs child turned into a company that became the state's most trusted provider of mobility equipment and medical supplies. Since then, Palmetto Seating and Mobility has sought to give each customer the finest products personalized for their lives and homes for over 20 years. Palmetto Seating and Mobility provides top-quality medical equipment and premium medical supplies. Our unique, one-stop-shop approach eases the burden for both caregivers and their families by eliminating the hassle of having to deal with multiple companies.

Palmetto Seating and Mobility, based in Anderson, South Carolina, is staffed with dedicated professionals who have first-hand experience in working with the families of individuals with special needs.

From helping with insurance obstacles to providing custom-tailored equipment, we have an in-depth understanding of the challenges faced by families and caregivers of those with special needs. We are extremely proud to be a family-owned company in which quality service is at the heart of what we do.



# Letter to Our Patients

Dear Patient,

We would like to express our gratitude for choosing Palmetto Seating and Mobility for your mobility and supply needs. Our goal is to enhance the lives of individuals with disabilities by facilitating their active participation in daily activities. We are committed to promoting independence and improving quality of life by offering high-quality supplies, durable equipment, and exceptional service. Our aim is to streamline the process of obtaining these resources for our patients.

At Palmetto Seating and Mobility, we are dedicated to delivering the right solutions from the outset, working collaboratively as a team to meet the specific needs of our customers. As your mobility partner, we are committed to providing outstanding service throughout your journey with us. We are dedicated to getting things right the first time, being accountable, and working cohesively as a team while upholding a high standard of integrity.

Customer service is a cornerstone of our approach, and we continuously strive to improve. We value your input as it enables us to enhance our services. Your experiences and feedback are instrumental in our ongoing efforts to refine our offerings. We welcome you to share your experience with Palmetto Seating and Mobility by submitting a review on Google, Facebook, or LoopIt. Your feedback is greatly appreciated. For questions or immediate concerns, call our number (864) 296-6911.

Once again, we thank you for entrusting us with your business.

Sincerely,

A handwritten signature in black ink that reads "Mark Mitchell". The signature is written in a cursive, flowing style.

Mark Mitchell, Owner

# Working with Palmetto Seating & Mobility

## Our Team

Palmetto Seating and Mobility is staffed with dedicated professionals who have first-hand experience in working with the families of individuals with special needs. From helping with insurance obstacles to providing custom-tailored equipment, we have an in-depth understanding of the challenges faced by families and caregivers of those with special needs. We are extremely proud to be a family-owned company in which quality service is at the heart of what we do.



## How We Operate

Palmetto Seating and Mobility collaborates with individuals and their healthcare professionals to develop personalized mobility and medical supply solutions that are tailored to their unique requirements. We engage with therapists, physicians, pharmacists, early interventionists, nurses, and, most importantly, parents to ensure that our patients receive the quality care they deserve. Our team will assist you through the insurance procedures and deliver continuous service and support, aiming to minimize the burden on you and your family, thereby reducing stress for our patients.



## Our ATPs on Staff

We are proud to have several Assistive Technology Professionals (ATPs) on staff. Your ATP and other DME Technicians are critical members of your team on your journey to get your mobility needs met. Along with your doctor and therapists, they help analyze your unique needs and situation, your home, deliver the equipment, assist in the selection of the appropriate equipment, and finally train the recipient on how to properly use the specific equipment.

# Our Mission

Our mission is to enhance the quality of life for individuals with disabilities by facilitating their full participation in daily activities. We are committed to promoting independence and improving their well-being through the provision of high-quality supplies, durable equipment, and outstanding service. Additionally, we endeavor to streamline the procurement process for our clients. At Palmetto Seating and Mobility, our objective is to deliver the right solutions promptly, working collaboratively as a team to meet the unique needs of each customer.

Our mission statement is as follows: We are dedicated to helping all individuals with disabilities be as independent as possible while improving their quality of life by providing premium supplies, durable equipment, and exceptional service.

## Medicare DMEPOS Supplier Standards

The products and/or services offered by Palmetto Seating and Mobility are governed by the supplier standards outlined in the Federal regulations found in 42 Code of Federal Regulations Section 424.57(c). These standards pertain to various aspects of business professionalism and operations, such as warranty fulfillment and business hours. The complete set of these standards is available for review on the U.S. Government Printing Office website. Upon request, we are able to provide you with a written copy of these standards.



# After-Hours

Palmetto Seating and Mobility provides the client with information regarding after-hours access and emergency coverage. The work hours are given to clients and the after hours phone number is listed with directions. Palmetto Seating and Mobility maintains a log which includes the time the call was received, the time the call was returned, the concern or reason for the call, and the resolution. The on call program provides that a visit will be made when problems that arise after hours cannot wait until the next service day and is duly documented. The date of implementation for this policy is 1/22/24.

# Grievances and Complaints

Patients are encouraged to provide feedback to Palmetto Seating and Mobility. If a customer feels that their rights have been denied or wishes to seek further clarification or lodge a complaint regarding any aspect of the service or equipment, they may contact the General Manager or Compliance Officer of Palmetto Seating and Mobility without fear of retaliation. A complaint form will be provided for submission. Within five (5) calendar days of receiving a beneficiary's complaint, the supplier shall notify the beneficiary, using either oral, telephone, e-mail, fax, or letter format, that it has received the complaint that it is investigating. Within 14 calendar days, the supplier shall provide written notification to the beneficiary of the results of its investigation and response. These forms will be kept on file and logged. The implementation date for this policy is 2/5/2024.



# Customer's Bill of Rights & Responsibilities

## **Your Customer Bill of Rights includes, but is not limited to the right to:**

- Be fully informed in advance about the service/care that is to be provided and any modifications to the service/care plan that may occur.
- Take part in the development and periodic review of the service or care plan.
- Provide informed consent or refusal of service, care, or treatment after being fully informed of the consequences of refusal.
- Receive advance notice of charges, including payment for services expected from third parties and any charges for which you will be responsible.
- Expect respectful treatment of your property and person, with consideration for your dignity and individuality.
- Have the freedom to choose your healthcare company or provider.
- Receive professional quality services without discrimination based on race, creed, color, religion, gender, national origin, sexual preference, disability, or age.
- Be free from physical and mental abuse, neglect, and exploitative practices.
- Be able to identify visiting staff members through proper identification.
- Express grievances, complaints, or recommendations for changes in policy, staff, or service without interference, coercion, discrimination, or reprisal.
- Have grievances or complaints regarding equipment or care that fail to be furnished, or lack of respect for property, investigated.
- Expect confidentiality and privacy of all information contained in the customer record and Protected Health Information.
- Be informed of the company's policies and procedures regarding the disclosure of clinical records.
- Be informed of any financial benefits when referred to an organization.
- Be informed of your responsibilities.
- Be informed of provider service or care limitations.
- Receive timely responses to any requests for services.



# Customer's Bill of Rights & Responsibilities

## **Customer Responsibilities - you have the responsibility to:**

- Provide accurate and comprehensive information about your medical condition, allergies, and any other relevant details to the best of your knowledge.
- Adhere to the treatment plan or service recommended by your physician.
- Properly care for, use as directed, and return any loaner or rental equipment in good condition, excluding normal wear and tear.
- Cover the replacement cost of any equipment damaged, destroyed, or lost due to misuse, abuse, or neglect.
- Inform Palmetto Seating and Mobility of any equipment malfunction or defect and allow company technicians to enter the premises to repair, relocate, or provide substitute equipment.
- Take responsibility for any payments not covered by your insurance company, except where prohibited by law.
- Clearly acknowledge your understanding of the equipment and services being provided and request further information about anything you do not comprehend.
- Notify Palmetto Seating and Mobility of any changes in your status, including but not limited to insurance, address, name, doctor, and medical condition.
- Assist in creating and maintaining a safe home environment.
- Inform Palmetto Seating and Mobility when you are unable to keep a scheduled appointment.

# Transfer Policy

Kindly be advised that Palmetto Seating and Mobility's policy prohibits our technicians from providing assistance with transfers. This policy is in place to ensure the safety of both the patient and our staff. We kindly request that arrangements be made to have caregiver assistance available if transferring the patient out of the chair is necessary, in order to ensure the safe provision of services and to minimize the risk of injury to the wheelchair user.

## Use of Latex Notice

Employees at Palmetto Seating and Mobility are permitted to utilize latex gloves when engaging in physical interactions with customers or their equipment. If you have a latex allergy or have previously experienced a reaction to latex, kindly notify our staff promptly. Symptoms of a latex allergy may encompass itching, hives, a runny nose, itchy or teary eyes, rash, difficulty breathing, nausea, facial swelling, swelling in other parts of the body, or anaphylactic shock. Should you encounter any of these symptoms, we advise you to seek medical attention from your healthcare provider or dial 911.



# Emergency Preparedness

Our equipment is designed to withstand common inconveniences, such as short power outages during storms. However, in the event of potential emergencies, such as floods, fires, or other natural disasters, where your needs may surpass the resources we can reasonably provide, it is important to consider your emergency plans.

If you are at risk due to immobility, rely on medical equipment that requires electrical power, or live in an area prone to evacuation during major storms, we strongly advise you to develop a plan and be prepared. It is recommended to explore community resources such as local Civil Defense offices or the Red Cross. Many local agencies encourage individuals in need of medical assistance or reliant on equipment to pre-register for transportation, shelter, or support.

Regarding resuscitation guidelines, it is explicitly understood that all staff will offer emergency assistance to the best of their knowledge and training. However, it is not a company requirement for employees to be CPR-trained and certified. It is advisable to consult state guidelines for any specific requirements for professional staff.



# Service & Repair

We know your wheels are your independence, and we're able to provide you with fast, reliable and convenient service. Contact us as soon as you notice signs that your wheelchair is not functioning correctly.

## **Service at a Palmetto Seating and Mobility Location**

Repairs should be conducted at the Palmetto Seating and Mobility office due to the availability of a wider range of parts, tools, and a dedicated workspace. In cases where visiting our office is not feasible, we can arrange for a technician to be dispatched to your home, healthcare facility, school, or workplace. Certain repairs necessitate the use of our shop facilities, particularly those requiring more than one day to complete. In such instances, we may be able to offer a rental or loner wheelchair, provided that a clinically suitable option is available at the servicing location.

Additionally, Medicare provides coverage for Capped Rental items, such as hospital beds and wheelchairs, on a monthly rental basis for a period of 13 months, after which ownership of the equipment transfers to the individual. Medicare also covers items classified as "Inexpensive or Routinely Purchased," such as canes and walkers, either through purchase or rental. Individuals are encouraged to contact their physician, healthcare provider, or supplier with any concerns or questions, and can reach Medicare at 800.633.4227, with TTY users calling 877.486.2048.

## **Service Technicians**

Our team of service technicians at Palmetto Seating and Mobility plays a crucial role in ensuring the safety and comfort of our customers. Prior to engaging with clients, our technicians undergo a comprehensive training program to familiarize themselves with the technical intricacies of wheelchairs and to deliver optimal service to our customers. Each of our centers is equipped with specialized testing, equipment, and tools, and our staff consists of certified experts with extensive experience working with various wheelchair manufacturers and other brands. We are committed to providing assistance to all individuals, regardless of whether they purchased their product from Palmetto Seating and Mobility.

# Rental and Loaner Wheelchairs

The wheelchairs available for rental or loan are owned by Palmetto Seating and Mobility. Rental services will be offered in accordance with the terms and conditions specified by your insurance provider. In cases where repairs take an extended period or there are delays in obtaining new equipment, rental or loaner wheelchairs may be provided, subject to availability. Please note that the loaner wheelchair may not necessarily match the original wheelchair being replaced.

It is expected that rented or loaned wheelchairs will be kept in good condition, with normal wear and tear being considered acceptable. However, any misuse, damage, loss, theft, sale, or other form of disappearance of the wheelchair will result in the individual being held responsible for the cost of replacement.

If your doctor has prescribed a capped rental item for you and you meet Medicare coverage guidelines, Medicare will cover the cost of this item on a monthly rental basis. Medicare will provide rental coverage for 13 months, after which ownership of the equipment will transfer from Palmetto Seating and Mobility to you. Once you own the equipment, you are responsible for arranging any necessary service or repairs, with Medicare potentially assisting with the costs.

Throughout the rental period, Palmetto Seating and Mobility is accountable for maintaining the equipment in good working order. Please contact us if you encounter any issues with your rental equipment. Medicare rental coverage may cease before the conversion to purchase if (1) your physician has documented that you only require the item for a short term; (2) you stop using the equipment regularly in your home; (3) you are admitted to a hospital or nursing facility; or (4) you switch to a different type of insurance coverage. It is your responsibility to inform Palmetto Seating and Mobility if you discontinue using the equipment, move from your current residence, or change insurance providers.

[palmettoseatingandmobility.com](http://palmettoseatingandmobility.com)



# Equipment Instruction & Failure

Clients who receive equipment and services from Palmetto Seating and Mobility will receive initial instructions and ongoing guidance on how to safely operate the prescribed equipment. This guidance will be tailored to their particular equipment or services and the instructions provided by their physician. Each interaction with the client will serve as a chance to review and explain the physician's orders related to the use of Palmetto Seating and Mobility equipment, as well as the client's role and obligations in the care process. Palmetto Seating and Mobility staff will provide guidance to the client and caregivers on various topics such as basic medical equipment usage, home safety, equipment maintenance, specific equipment details including troubleshooting and safe usage, recognizing signs of physical complications related to equipment use, and how to reach out to Palmetto Seating if needed. They will also provide information and one or more brochures on the equipment from the manufacturer. In the event of an equipment failure, once Palmetto Seating and Mobility is notified, we will send a technician out to try to identify the problem with the equipment and repair it if possible. If repair is not possible, we will immediately contact your physician to attempt to get them to provide the appropriate paperwork to provide a replacement. Palmetto Seating and Mobility will expedite the process of providing a replacement as much as we can.



# Equipment Warranty Information

Palmetto Seating and Mobility provides a manufacturer's warranty for every new item sold, with varying lengths and terms. Specific warranty information will be furnished with the equipment. All warranties will be honored in compliance with applicable laws, which may involve the repair or replacement of warranted equipment at no cost to the customer. The company also upholds all manufacturers' warranties on parts for the products it sells, processing warranty claims in accordance with manufacturers' guidelines and legal requirements. Labor charges may be applicable for the replacement of specific warranty parts. Original manufacturer warranties do not apply to used equipment.

The majority of the equipment sold by Palmetto Seating and Mobility is custom or special order and is non-returnable. However, if any equipment is found to be substandard or defective, the company may accept its return and, at its discretion, repair or replace the equipment.

For rental equipment, title will transfer to the consumer upon full payment in accordance with Medicare or insurance regulations. Any remaining manufacturer's warranty will also transfer to the consumer. During the rental period, any necessary repairs to the equipment will be carried out at no charge to the consumer, unless the damage is a result of the consumer's abuse or misuse. Once title transfers to the consumer, any non-warranty repairs will be the financial responsibility of the consumer.

## Insurance Coverage

We accommodate a wide range of insurance plans and funding sources for the majority of our services. For services not covered by insurance, we also accept payments via check or credit card on a case-by-case basis.

# Equipment Process - Evaluation to Delivery

1. The process of initiating an equipment order commences with communication from the patient, their physician, or their therapist. Initial details are collected through communication and documented, encompassing the patient's personal information such as name, address, and contact number, as well as insurance particulars, current equipment usage, duration of use, and medical diagnosis.
2. Following consultation with the therapist or physician, Palmetto Seating will proceed to validate the patient's insurance coverage. This involves inquiring about the fulfillment of yearly out-of-pocket expenses, co-pay amount, insurance coverage extent, and the necessary documentation for obtaining prior authorization. Insurance coverage is reconfirmed multiple times throughout the process, including at the outset, before equipment ordering, and prior to delivery. Any alterations in coverage will prompt immediate communication with the patient. It is incumbent upon the patient to promptly inform Palmetto Seating and Mobility of any changes in their insurance coverage, including Medicare and Medicaid. Failure to do so may lead to delays in equipment delivery or increased out-of-pocket expenses for the patient.
3. Once insurance verification or payment is secured, an appointment will be scheduled for equipment evaluation, to be conducted at the patient's residence or a designated facility. This evaluation will involve a Durable Medical Equipment Specialist from Palmetto Seating and Mobility, and potentially the patient's therapist, nurse, or physician. The patient's equipment options will be deliberated and presented, and measurements of the patient's body will be taken to ensure the selection of appropriate equipment size and type. During this appointment, the patient will be requested to sign an evaluation checklist, granting Palmetto Seating and Mobility access to their medical information. Additionally, the patient will sign documentation acknowledging the obligation to notify the company of any insurance changes and their responsibility for the cost of non-covered items, co-pays, or deductibles.
4. Subsequent to the evaluation, the patient's therapist and physician will complete the requisite paperwork for submission to the insurance provider. The Palmetto Seating and Mobility team will compile these documents and work towards obtaining prior authorization for the equipment, a requirement for most insurance types. The duration for obtaining prior authorization varies depending on the patient's insurance, generally taking less than 30 days, but occasionally longer.
5. Upon receipt of authorization from the insurance provider, the equipment order will be placed. Insurance coverage will be reconfirmed at this stage for added assurance.
6. Due to the intricate nature of the equipment provided, the arrival of all components may take 3-6 months. Upon receiving the equipment, our ATPs and technicians will assemble it based on the evaluation notes.
7. Insurance will be verified once more, and Palmetto Seating and Mobility will coordinate with the patient and/or their therapist for equipment delivery. At the time of delivery, operational instructions and safe usage guidelines will be reviewed, and an equipment manual will be provided, along with essential warranty and safety information.
8. For any repair or adjustment needs, the patient is advised to contact Palmetto Seating and Mobility.



## Operating Instructions

### 1. Folding and unfolding the wheelchair:

Folding and unfolding the wheelchair can be achieved by lifting up under the center of the front edge of the seat upholstery to fold, and tilting the chair slightly to one side to raise the wheels on the opposite side off the floor and then pressing down on one or both seat rails to unfold. It is important to note that some ultra-lightweight wheelchairs do not fold.

### 2. Applying the wheel locks:

To apply the wheel locks, push forward on the lock tips (or pull back on the pull-to-lock type) until the locks snap into the locked position. It is crucial to ensure that the locks are securely engaged before entering or exiting the wheelchair. These locks may require periodic adjustment.

### 3. Folding the footplates up into a vertical position:

Folding the footplates up into a vertical position can be done by first pulling forward the heel loops, if equipped, over the rear of the footplates. Then, the footplates can be folded up into the vertical position by lifting up on the inside edges of the footplates.

### 4. Releasing and swinging away the front rigging:

Releasing and swinging away the front rigging, whether the wheelchair is equipped with standard footrests or elevating leg rests, allows for closer approaches for easier and safer transfers to beds, toilets, automobiles, etc. The front rigging can also be removed from the chair entirely, making lifting the chair or loading into a car easier for the caregiver. The front rigging can be returned to the standard position by swinging back to the front of the wheelchair, where it will lock automatically.

### 5. Elevating legrest adjustment:

If the wheelchair is equipped with elevating legrests, the legs of the user can be elevated by lifting the leg rests up to the desired position. To lower them, support the leg rest with one hand while activating the elevation release mechanism with the other and lower to the desired position.

## Operating Instructions

### **6. Footrest length adjustment:**

The position of the footplate on either standard footrests or elevating legrests is adjustable to fit the user's leg length. The foot plate should be adjusted to support the weight of the user's foot and lower leg in a position that permits weight bearing by the thighs. The lowest edge of the footplate must be at least two inches above the floor to provide safe clearance when negotiating ramps or inclines. Loosening the adjustment bolt with a wrench, telescoping the footplate in or out to achieve the desired position, then retightening the bolt securely, makes this adjustment.

### **7. Removing and replacing detachable arms:**

Removing and replacing detachable arms permits lateral or sliding transfers to and from the side of the wheelchair. Attention to the location of the rear receiver socket will make replacing the arm easier.

### **8. Wheelchairs equipped with desk-length detachable arms permit closer approaches to tables or desks.**

Wheelchairs equipped with desk-length detachable arms permit closer approaches to tables or desks. If it is occasionally desirable to have arm support more forward on these models, this is easily accomplished by swapping sides and reversing the desk-length arms.

### **9. Use of the tipping levers:**

The use of tipping levers should be performed with extreme caution and only at the advice of a therapist or physician. Injury could result from tipping the wheelchair on its rear wheels. If anti-tipping devices have been installed on the wheelchair, they should not be removed or adjusted without consulting a therapist or physician.

### **10. Special features:**

The driver/technician delivering the wheelchair will demonstrate the basic operating procedures as well as any other special features or extra accessories that were ordered on the chair. These might include seat positioning or safety belts, grade-aids or hill-holders, wheelchair tray, hemi or low seat frame, reclining back, and others. Some of these accessories are provided for safety, and the wheelchair should not be used without them in the correct functioning position.

## Operating Instructions

A power wheelchair is a highly expensive and service-intensive mobility device, incorporating advanced electronics that require users to adhere to specific safety precautions for reliable and secure operation. Similarly, scooters, while less costly and technologically advanced, also necessitate certain safety measures.

### Owner's Manual

The wide array of features and designs in modern power wheelchairs and scooters makes it impractical to cover specific operating instructions for every model and manufacturer in this brief guide. Therefore, it is crucial for users to thoroughly study and comprehend the information provided in the owner's manual accompanying their new power wheelchair or scooter. Regular review of the owner's manual is also advised, as it serves as the most dependable source of information. Palmetto Seating and Mobility will supply the owner's manual with your power wheelchair or other equipment.

### Prudent Use

Judicious operation of your power wheelchair or scooter within its reasonable capabilities and your own is essential. Avoid attempting to navigate steep inclines, operating laterally across inclines, or using the device on rough terrain or soft surfaces. Additionally, it is important to observe the surface ahead to prevent getting stuck, running over bumps, or causing damage to the wheelchair or scooter.

### Service and Maintenance

Service and maintenance of your power wheelchair or scooter should only be carried out by qualified technicians, as high-tech electronics and complex circuitry require specialized expertise. Furthermore, the installation of accessories not specifically approved by the manufacturer is discouraged, and even approved accessories must be correctly installed.

### Battery Safety

Battery safety is paramount, as the batteries used in power wheelchairs and scooters contain lead and sulfuric acid, posing potential dangers. Charging should always take place in a well-ventilated area away from living and sleeping facilities. Palmetto Seating and Mobility exclusively provides sealed batteries, which enhance safety and reduce maintenance.

## Operating Instructions

### Battery Replacement

The average life of a good quality battery for power wheelchairs and scooters typically ranges from six months to one year, and it is important to note that wheelchair batteries are different from conventional automobile batteries. It is also crucial to ensure that the battery charger is suitable for the type of battery being used.

### Electromagnetic Interference

Electromagnetic Interference (EMI) can cause unintentional and erratic movement of power wheelchairs and scooters under certain conditions. Sources of EMI include radio waves emitted from cellular phones, two-way radios, walkie-talkies, and other electronic devices. Users should be alert to nearby sources of radio waves and take common sense precautions to avoid accidents caused by EMI.



# Equipment Safety, Maintenance and Cleaning

These are general recommendations, and it is advisable to consult your owner's manual for specific safety measures and maintenance instructions for your wheelchair or other medical equipment. Every manufacturer of durable medical equipment is obligated to provide a user manual that outlines the appropriate usage, upkeep, and potential risks associated with their products. Palmetto Seating and Mobility ensures that each patient receives the relevant manufacturer's user manual for every delivered product.

**Precautions and maintenance tips for your wheelchair or other medical equipment include:**

- Regularly clean your wheelchair to remove excess dirt, mud, moisture, and road salt by wiping it with a damp cloth and general-purpose cleaner once a month.
- Periodically inspect your wheelchair to ensure that all nuts, bolts, and hardware are securely tightened.
- Verify that the wheel locks are properly adjusted and securely lock the drive wheels.
- Check the tightness and security of hand grips and rubber tips on tipping levers.
- Ensure proper footrest length adjustment.
- If there are significant changes in your physical condition or body weight, consult your physician or therapist to confirm the suitability of your wheelchair.
- Avoid developing pressure sores from prolonged sitting by frequently shifting your weight.
- Refrain from leaning forward in your wheelchair unless both feet are flat on the floor, especially if using elevating leg rests with heavy leg casts.
- When transferring, ensure that power wheelchairs are turned off and wheel locks are engaged.
- Change smoke detector batteries twice a year when adjusting the clocks.
- If your wheelchair has pneumatic tires, check the tire pressure weekly.

# Equipment Safety, Maintenance and Cleaning

- Refrain from using or activating communication devices such as cellular phones, walkie-talkies, or CB radios while your power wheelchair is on.
- Use only batteries approved for use with power wheelchairs.
- Avoid going up or down stairs or on steep inclines, as doing so may cause some chairs to tip over.
- Keep important numbers and emergency contacts programmed into your speed dial.
- Maintain a list of medications, including names, recommended dosages, and prescribing doctor's contact information.
- Remove clutter in hallways, around the bed, and tables, and secure or remove all rugs on the floor. Pad sharp edges of furniture.
- If you require assistance to evacuate your home in an emergency, notify your local fire department in advance of your needs.
- Have a practiced plan in place to safely escape your home in case of a fire. Install smoke detectors, fire alarms, and/or a fire extinguisher. Avoid smoking in bed and handle flammable materials safely.
- Notify the electric company if you have medical equipment that requires electricity in case of a power outage.
- Avoid overloading outlets, use a surge protector strip for more than two items, and use only grounded outlets for medical equipment. Refrain from using electrical appliances near water.

# Palmetto Seating and Mobility Notice of Privacy Practices

## PALMETTO SEATING AND MOBILITY, INC.

### 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.** This Notice of Privacy Practices describes how Palmetto Seating and Mobility, Inc. and all members of its Affiliated Covered Entity (collectively, “Palmetto Seating and Mobility, Inc.,” “we,” “our,” or “us”) may use and disclose healthcare information about you and how you can get access to this information. It applies to the health services you receive at Palmetto Seating and Mobility, Inc. For a complete list of the members of the Palmetto Seating and Mobility, Inc. Affiliated Covered Entity, please contact the Palmetto Seating and Mobility, Inc. Privacy Officer. We will share your health information within Palmetto Seating and Mobility, Inc. to carry out our treatment, payment, and health care operations. The law requires us to maintain the privacy of certain health information called “Protected Health Information” (“PHI”). PHI is the information that you provide us or that we create or receive about your health care. When we use or disclose (share) your PHI, we are required to follow the terms of this Notice or other notices in effect at the time we use or share the PHI. Finally, the law provides you with certain rights described in this Notice. Furthermore, we are required to notify you following a breach of unsecured PHI. If you have any questions about this Notice, please contact Palmetto Seating and Mobility, Inc.’s Privacy Officer at the address and telephone number provided below.

#### **Ways We Can Use and Share Your PHI Without Your Written Permission (Authorization).**

The information you provide us will/may be shared with other organizations directly related to providing the equipment you need, like hospitals and clinics. We do not need any type of permission from you for the following uses and disclosures:

**Uses and Disclosures for Treatment, Payment and Health Care Operations.** We may use and share your PHI to provide “Treatment,” obtain “Payment” for your Treatment, and perform our “Health Care Operations.”

**i. Treatment.** We use and share your PHI to provide care and other services to you. For example, to assess and provide appropriate equipment for your injury or illness. In addition, we may contact you to provide appointment reminders or information about treatment options. We may also share PHI with other healthcare providers involved in your care.

# Palmetto Seating and Mobility Notice of Privacy Practices

## **PALMETTO SEATING AND MOBILITY, INC.**

### **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.** This Notice of Privacy Practices describes how Palmetto Seating and Mobility, Inc. and all members of its Affiliated Covered Entity (collectively, “Palmetto Seating and Mobility, Inc.,” “we,” “our,” or “us”) may use and disclose healthcare information about you and how you can get access to this information. It applies to the health services you receive at Palmetto Seating and Mobility, Inc. For a complete list of the members of the Palmetto Seating and Mobility, Inc. Affiliated Covered Entity, please contact the Palmetto Seating and Mobility, Inc. Privacy Officer. We will share your health information within Palmetto Seating and Mobility, Inc. to carry out our treatment, payment, and health care operations. The law requires us to maintain the privacy of certain health information called “Protected Health Information” (“PHI”). PHI is the information that you provide us or that we create or receive about your health care. When we use or disclose (share) your PHI, we are required to follow the terms of this Notice or other notices in effect at the time we use or share the PHI. Finally, the law provides you with certain rights described in this Notice. Furthermore, we are required to notify you following a breach of unsecured PHI. If you have any questions about this Notice, please contact Palmetto Seating and Mobility, Inc.’s Privacy Officer at the address and telephone number provided below.

### **Ways We Can Use and Share Your PHI Without Your Written Permission (Authorization).**

The information you provide us will/may be shared with other organizations directly related to providing the equipment you need, like hospitals and clinics. We do not need any type of permission from you for the following uses and disclosures:

**Uses and Disclosures for Treatment, Payment and Health Care Operations.** We may use and share your PHI to provide “Treatment,” obtain “Payment” for your Treatment, and perform our “Health Care Operations.”

**i. Treatment.** We use and share your PHI to provide care and other services to you. For example, to assess and provide appropriate equipment for your injury or illness. In addition, we may contact you to provide appointment reminders or information about treatment options. We may also share PHI with other healthcare providers involved in your care.



# Palmetto Seating and Mobility Notice of Privacy Practices

**ii. Payment.** We may use and share your PHI to receive payment for services that we provide to you. For example, we may share your PHI to request payment and receive payment from Medicare, Medicaid, your health insurer, HMO, or other company or program that arranges or pays the cost of some or all of your health care.

**iii. Health Care Operations.** We may use and share your PHI for our health care operations, which include management, planning, and activities that improve the quality and lower the cost of the care that we deliver. For example, we may use PHI to review the quality and skill of our health care providers.

**Treatment Alternatives.** We may use or disclose your PHI to provide you with information about treatment alternatives or to tell you about other health-related services we provide that might interest you.

**Business Associates.** In addition, we may share PHI with third party “business associates” who perform activities and services on our behalf, including those we hire to perform services like auditing or accounting. We will have a written agreement with these business associates that requires them to protect the privacy of your health information.

**Your Other Health Care Providers.** We may also share PHI with your doctor and other health care providers when they need it to provide treatment to you, to obtain payment for the care they give to you, or to perform certain health care operations,

**Public Health and Safety Activities.** We may disclose your information to public health agencies or for public health activities. For example, we may share your PHI for the following:

- i. to report health information to public health authorities for the purpose of preventing or controlling disease, injury, or disability;
- ii. to report abuse and neglect to government authorities, including a social service or protective services agency, that are legally permitted to receive the reports;
- iii. to report information about products and services to the U.S. Food and Drug Administration;
- iv. to alert a person who may have been exposed to a communicable disease or may otherwise be at risk of developing or spreading a disease or condition;

# Palmetto Seating and Mobility Notice of Privacy Practices

- v. to report information to your employer as required under laws addressing work-related illnesses and injuries or workplace medical surveillance; and
- vi. to prevent or lessen a serious and imminent threat to a person for the public's health or safety.

**Respond to Lawsuits and Legal Actions.** We may share your PHI in the course of a judicial or administrative proceeding in response to a valid subpoena, court order or other lawful process.

**Work with a Medical Examiner or Funeral Director.** We may share PHI with a coroner or medical examiner as authorized by law.

**Organ and Tissue Requests.** If you are an organ donor, we may share your PHI with organizations that facilitate organ, eye, or tissue procurement, banking, or transplantation.

**Research.** In certain circumstances, we may use your information in order to conduct research. If we do so, certain privacy protections have to be in place before we can disclose your health information and we will almost always ask for your specific permission before providing a researcher with information that identifies you.

**Workers' Compensation.** We may share your PHI as permitted by or required by state law relating to workers' compensation or other similar programs.

**Law Enforcement and Special Government Functions.** We may share your PHI with law enforcement officials in limited circumstances as required or permitted by law, or to authorized federal authorities for intelligence, counterintelligence or national security purposes. We may also disclose your health information as required by military authorities if you are a member of the armed forces.

**Health Oversight.** We may share your PHI with a health oversight agency that oversees the health care system or ensures compliance with government health programs, such as Medicare or Medicaid to prevent or lessen a serious and imminent threat to a person for the public's health or safety, or to certain government agencies with special functions such as

# Palmetto Seating and Mobility Notice of Privacy Practices

the State Department.

**As Required by Law.** We may use and share your PHI when required to do so by any other law not already referred to above.

**Family, Close Friends or Others Involved in Your Care.** We may share your PHI with your family member/relative, a close personal friend, or another person who has been involved in your care or payment for your care.

**Disaster Relief.** We may share your PHI to a public or private entity authorized by law or by its charter to assist in disaster relief efforts.

**Use or Disclosure with Your Permission (Authorization).** For any purpose other than the ones described above, we may only use or share your PHI when you grant us your written permission (authorization). For example, you will need to give us your permission before we send your PHI to your life insurance company. You may change your mind about your authorization or any written permission regarding your PHI by giving or sending a written “revocation statement” to the Privacy Officer at the address below. The revocation will not apply to the extent that we have already taken action where we relied on your permission.

**Marketing.** We must also obtain your written permission (authorization) prior to using your PHI to send you any marketing materials paid for by a third party. However, we may communicate with you face to face about products or services related to your treatment, case management, or care coordination, or alternative treatments, therapies, health care providers, or care settings. For example, we may not sell your PHI without your written authorization.

**Uses and Disclosures of Your Highly Confidential Information.** Federal and state law requires special privacy protections for certain highly confidential information about you for example psychotherapy notes or HIV/AIDS testing. Palmetto Seating and Mobility, Inc. does not typically maintain this type of information and if we do, we will apply any additional protections required by law should we use or disclose it or remove it.

# Palmetto Seating and Mobility Notice of Privacy Practices

## **Your Rights Regarding Your Protected Health Information.**

**For Further Information; Complaints.** If you want more information about your privacy rights, are concerned that we have violated your privacy rights, or disagree with a decision that we made about access to your PHI, you may contact our Privacy Officer using the contact information provided at the end of this Notice. We will not take any retaliatory action against you if you file a complaint.

**Right to Receive Confidential Communications.** You may ask us to send PHI to a different location than the address that you gave us, or in a special way, or to contact you at a different phone number. You will need to ask us in writing. For example, you may ask us to send a copy of your medical records to a different address than your home address. We will accept all reasonable requests.

**Right to Inspect and Copy Your Health Information.** You may request copies (for a reasonable fee) and/or access to your medical record file, billing records, and other records. You have a right to a copy of your records, if part of a “designated record set” in electronic format, as reasonably available. You can review your medical records and/or ask for hard copies. Under limited circumstances, we may deny you access to a portion of your records. If you want to access your records, you may obtain a record request form from Palmetto Seating and Mobility, Inc.. Return the completed form to the Privacy Officer.

**Right to Amend Your Records.** You have the right to request that we amend PHI maintained in medical record files, billing records, and other records used to make decisions about your Treatment and payment for your Treatment. If you want to amend your records, you may obtain an amendment request form from the Privacy Officer. After which, you can return the completed form to the Privacy Officer. We will comply with your request unless we believe that the information that would be amended is correct and complete or that other circumstances apply.

**Right to Receive an Accounting of Disclosures.** You may ask for a list (accounting) of certain disclosures of your PHI made by us. These disclosures must have occurred before the time of your request, and we will not go back more than six (6) years before the date of your request. If you request an accounting more than once during a twelve (12)

# Palmetto Seating and Mobility Notice of Privacy Practices

month period, we will charge you a reasonable cost based fee. Direct your request for an accounting to the Privacy Officer.

**Right to Request Restrictions.** You have the right to ask us to restrict or limit the PHI we use or disclose about you for treatment, payment, or health care operations. With one exception, we are not required to agree to your request. If we do agree, we will comply unless the information is needed to provide emergency treatment. Your request for restrictions must be made in writing and submitted to the Privacy Officer at the address below. We must grant your request to restrict disclosure of your PHI to a health plan if you have paid for the health care item in full out of pocket.

**Right to Receive a Copy of this Notice.** If you ask, you may obtain a copy of this Notice, even if you have agreed to receive the notice electronically.

**Right to Choose Someone to Act for You** If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your PHI. We will make sure the person has this authority and can act for you before we take any action.

## Effective Date and Duration of This Notice

**Effective Date.** This Notice is effective as of December 31, 2023.

**Right to Change Terms of this Notice.** We may change the terms of this Notice at any time. If we change this Notice, we may make the new notice terms effective for all Protected Health Information that we maintain, including any information created or received prior to issuing the new notice. If we change this Notice, we will post the new notice in common areas throughout our facilities, and on our Internet site at [www.palmettoseatingandmobility.com](http://www.palmettoseatingandmobility.com). You also may obtain a copy of the current Notice by contacting the Privacy Officer.

**Questions or concerns:** You may contact the Privacy Officer for additional information:

Meredith Hill, Privacy Officer,  
Legal and Compliance Dept.  
864-296-6911

# Palmetto Seating and Mobility Notice of Privacy Practices

1-800-MEDICARE

Version 1.0

Effective December 31, 2023