



Frequently Asked Questions

1. What is AT?

AT stands for Assistive Technology which is a generic term that includes assistive, adaptive, and rehabilitative devices for people with disabilities, injuries or illness. This includes the process that is used in selecting, locating and using them.

2. Why am I here?

Your physician made a referral to the Assistive Technology(AT) Program. We are here in order to assist you in becoming as independent by using different types of assistive technology.

3. Will or Can I get an iPad?

This will be determined after being evaluated by a member of the AT Team. We will make a determination on the most appropriate device that will meet your goals/needs so that may or may not be an iPad.

4. Does it matter if I am service connected or not?

Most of the time it does not matter if you are service connected or not when it comes to AT devices. However, if you need any driving adaptations then service connection does matter. For further details, contact Kinesotherapy (KT) Driving Rehab at x5392.

5. Does the AT Program install devices outside of the hospital?

No, AT does not do home installations of AT equipment. The AT Program makes final recommendations, submits consults to prosthetics and then prosthetics obtains quotes for the installations from third party vendors in your local area to complete the installations.

6. Does this device cost me anything?

The AT devices does not cost you any money. However, you may be responsible for utility expenses (i.e. if a smartphone is purchased then the veteran is responsible for the phone service or if a printer is purchased, the veteran is responsible for the replacement ink cartridges).

7. When will I receive my device?

Prosthetics has 7 days to complete the purchase order for the recommended device. The devices' arrival date will vary depending on the manufacturer or vendor. The AT clinician will contact you as soon as the device arrives to set up a follow up appointment to issue and train you on the device.

Note: *Powered mobility, adaptive sports equipment, environmental control units and adaptive driving equipment will vary on their delivery dates. Contact your treating AT clinician for details*

8. What if my device is outdated?

Replacement devices are only recommended when there is a clear clinical justification that the current AT device does not meet your needs.

9. What if it breaks?

If your AT device breaks, contact Prosthetics (804-675-5000 x5121) and let them know so that they can either replace the item or have someone repair the AT device.

10. What if it gets lost? Or Stolen?

*If your AT device is lost, notify the AT clinician that issued you the device and they will put in a new consult to prosthetics for a **one** time replacement.*

If your AT device is stolen, put in a police report. Once you have a copy of the police report, turn that into the AT clinician that issued you the device and they will put in a new consult to prosthetics to replace it.

11. What if I have questions after I am discharged from the AT Program?

Always contact the AT clinician you were working with or the AT Program Coordinator, Melissa Oliver, OTR/L (804-675-5000 x2134) so that we may be able to assist you with your questions.

12. Do I have to come back to receive my device?

Yes, the AT Program provides hands on education and training with the AT devices; therefore, normally you will come back to the AT program to receive your device in order to be trained. The AT clinician can also answer any questions you might have.

**FOR FURTHER INFORMATION, PLEASE CONTACT THE
AT PROGRAM at 804-675-5000 x2134**