

Revised: 10/1/2019

MCGUIRE
VA
MEDICAL
CENTER

ASSISTIVE TECHNOLOGY PROGRAM



10/2019

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Note: Large Print available upon request

INTRODUCTION

ASSISTIVE TECHNOLOGY MISSION

Mission:

- To enhance the ability of Veterans and Active Duty Members with disabilities to fulfill life goals through the coordination and provision of appropriate interdisciplinary assistive technology services.
- To serve as an expert resource to support the application of assistive technology within the VA health care system.

CORE VALUES:

1. **Integrity:** We practice open, truthful, and timely communication with veterans, employees, and external stakeholders. By carefully listening and responding to their concerns, we pursue continuous improvement in our programs and services. Through our words and actions, we earn the complete trust of our patients and their families, our community and our coworkers.
2. **Professionalism:** Our success depends on maintaining a highly-skilled, diverse, and compassionate workforce. We foster a culture that values equal opportunity, innovation, and accountability.
3. **Stewardship:** We will ensure responsible stewardship of the human, financial, and natural resources, as well as, data and

information entrusted to us. We will improve performance through the use of innovative technologies, evidence-based medical practices, and sound business principles.

4. **Excellence:** We seek to exceed the expectations of veterans and their families. We aim to perform at the highest level of competence and take pride in our accomplishments. Our goal is to remain efficient while performing in the best possible manner.

5. **Teamwork:** We pursue our mission and goals by working together. Through the collective and coordinated efforts of our staff, we apply our diverse talents, backgrounds, ideas and experiences to create solutions and benefit veterans, employees and external stakeholders.

ASSISTIVE TECHNOLOGY TEAM

AT Team Member	Title	Phone Extension
Melissa Oliver	Program Coordinator Occupational Therapist	x 2134
Brian Burkhardt	Clinical Rehab Engineer	x 2176
Seth Hills	Clinical Rehab Engineer	x 4897
John Miller	Clinical Rehab Technician	x 7180
Alicia Sullivan	Occupational Therapist	x 2964
John Moossa	Mobility Director Occupational Therapist	x 3585
Brittany Reed	Speech Therapist	x 2463
Stacy Gross	Speech Therapist	x 3231
Nicole Shuman	Recreational Therapist	x 6433
Erin Brandon	Physical Therapist	x 7071
Jennifer Sites	Speech Therapist	x 5576
_____	Other: _____	x _____

McGuire VA Medical Center Frequently Called Numbers:

Main hospital	804-675-5000
Green Clinic	x5536
Yellow Clinic	x5542
Red Clinic	x5543
Orange Clinic	x5680
Blue Clinic	x5680
Drug Rehab Clinic	x5410
Mental Hygiene Clinic	x5411
PTSD Clinic	x3495
Rehabilitation Clinic	x5330 or x5331
Audiology	x5254
Blood Lab	x4883
Compensation & Pension	x4665
Fisher House	x6601
Health Benefits	x5611
Home Based Primary Care	x6766
Medical Specialty Clinics	x5602
Oxygen	x4352
PADRECC (Parkinsons)	x5931
Patient Representatives	x5246, x5545
Police	x5134, x5278
Prosthetics	x5121
Pulmonary Sleep Lab	x6738
Supplies	x5724
Surgical Clinics	x5752
VISOR	X2231

VISN 6 FACILITIES

NOTE: Community Based Outpatient Center (CBOC)

1. Asheville VAMC, NC

1100 Tunnel Rd
Asheville, NC 28805
Phone: 828.298.7911

Franklin CBOC

647 Wayah St.
Franklin, NC 28734-3390
Phone: 828.369.1781

Rutherford County CBOC

374 Charlotte Rd
Rutherfordton, NC 28139
Phone: 828.288.2780

2. Durham VAMC, NC

508 Fulton St
Durham, NC 27705
Phone: 919.286.0411

Hillandale CBOC

1824 Hillandale Rd
Durham, NC 27705
Phone: 919.383.6107

Raleigh CBOC

3305 Sungate Blvd
Raleigh, NC 27610
Phone: 919.212.0129

Greenville CBOC

800 Moye Blvd
Greenville, NC 27858
Phone: 252.830.2149

Morehead City CBOC

5420 U.S. 70
Morehead City, NC 28557
Phone: 252.240.2349

Dialysis Clinic, Brier Creek

8081 Arco Corporate Drive, Suite 130
Raleigh, NC 27617
Phone: 919.286.5220

Blind Rehab Clinic, Brier Creek

8081 Arco Corporate Drive
Raleigh, NC 27617
Phone: 919.286.5235

3. Fayetteville VAMC, NC

2300 Ramsey St
Fayetteville, NC 28301
Phone: 910.488.2120

Hamlet CBOC

100 Jefferson St
Hamlet, NC 28345
Phone: 910.582.3536

Jacksonville CBOC

241 Freedom Way, Suite 1
Midway Park, NC 28544
Phone: 910.353.6406

Robeson County CBOC

139 Three Hunts Drive
Suite 102
Pembroke, NC 28372
Phone: 910.272.3220

Wilmington CBOC

736 Medical Center Drive,
Wilmington, NC 28401
Phone: 910.763.5979
Future address:
1705 Gardner Rd
Wilmington, NC 28405

Village Green Annex

1991 Fordham Drive
Fayetteville, NC 28304
Phone: 910.822.7998

Dialysis Center/C&P

2301 Robeson St
Fayetteville, NC 28305
Phone: 910.483.9727

4. Hampton VAMC

100 Emancipation Dr
Hampton, VA 23667
Phone: 757.722.9961

Virginia Beach CBOC

244 Clearfield Ave
Virginia Beach, VA 23462

Albemarle CBOC

1845 W City Drive
Elizabeth City, NC
Phone: 252.331.2191

5. Richmond VAMC

Hunter Holmes McGuire VAMC
1201 Broad Rock Blvd
Richmond, VA 23249
Phone: 804.675.5000

Emporia CBOC

1746 East Atlantic St
Emporia, VA 23847
Phone: 434.348.1055

Fredericksburg CBOC

Townsend Office Park
1965 Jefferson Davis Hwy
Fredericksburg, VA 22401

Charlottesville CBOC

650 Peter Jefferson Pkwy, Suite 160
Charlottesville, VA 22911
Phone: 434.293.3890

6. Salem VAMC

1970 Roanoke Blvd
Salem, VA 24153
Phone: 540.982.2463

Danville CBOC

705 Piney Forest Rd
Danville, VA 24540
Phone: 434.710.4210

Lynchburg CBOC

1600 Lakeside Drive
Lynchburg, VA 24501
Phone: 434.316.5000

Staunton CBOC

102 Business Way
Staunton, VA 24401
Phone: 540.886.5777

Tazewell CBOC

123 Ben Bolt Ave
PO Box 645
Tazewell, VA 24651
Phone: 276.988.2526

Wytheville CBOC

165 Peppers Ferry Rd
Wytheville, VA 24382
Phone: 276.223.5400

7. Salisbury VAMC

W.G. "Bill" Hefner VAMC
1601 Brenner Ave
Salisbury, NC 28144
Phone: 704.638.9000

Charlotte CBOC

8601 University East Dr
Charlotte, NC 28213
Phone: 704.597.3500

Hickory CBOC

2440 Century Place SE
Hickory, NC 28602
Phone: 828.431.5600

Winston-Salem CBOC

190 Kimel Park Drive
Winston-Salem, NC 27103
Phone: 336.761.5300

Winston-Salem Clinic

Marketplace Mall
2101 Peters Creek Pwy
Winston-Salem, NC 27127
Phone: 336.761.5300

8. VISN 6 Office

VA Mid-Atlantic Health Care Network (VISN6)
300 W. Morgan St. Suite 700
Durham, NC 27701
Phone: 919.956.5541

SECTION 1

INFORMATION ABOUT THE AT PROGRAM

Description of Assistive Technology Services

The Assistive Technology Program of the Physical Medicine & Rehabilitation Service is responsible for the evaluation, development and implementation of appropriate assistive technology services, strategies, devices and/or practices to improve the functional challenges faced by service members and veterans in their daily life roles in various environments.

Administers and interprets assistive technology evaluation in the following areas of assistive technology:

- Powered Mobility & Seating
- Augmentative and Alternative Communication (AAC) Devices
- Specialized Computer Access
- Electronic Cognitive Devices
- Electronic Aids to Daily Living
- Adaptive Sports
- Learning Technologies

Adapts and modifies treatment plans, activities and procedures to meet the needs of the patients. Elicits patient participation in implementing assistive technology objectives in restoring or maintaining patient performance. Determines need for appropriate assistive/adaptive devices/equipment and training. Educates patient and family/caregiver in the proper application/installation/use of specific device(s).

The Assistive Technology Program team members provide services in the primary areas of polytrauma, spinal cord injury, mental health, acute care, outpatient, and community living centers.

The Assistive Technology Program provides these services either in-person or via telerehabilitation. In-person appointments are held either in the Polytrauma Transitional Rehabilitation Center AT Outpatient Clinic or the PM&RS Inpatient AT clinic. **Telerehabilitation** uses video teleconferencing as a convenient alternative for providing Assistive Technology care for Veterans, especially for those who live in rural areas or who have difficulties traveling outside their home. In addition, the AT program utilizes the patient open wireless access available throughout the hospital.

McGuire VA Medical Center Vision Impairment Services in Outpatient Rehabilitation (VISOR) Programs provides assistive technology evaluations and treatment for individuals with low vision deficits and blindness. For more information, call 804-675-5221 or visit www.richmond.va.gov/services/Vision_and_Blind_Rehabilitation_VISOR.asp

Eligibility for Assistive Technology Services...

Individuals meet the following criteria:

- Veteran or Active Duty Service Member
- At least 18 years of age
- Medically stable
- Have impairments that restrict ability to participate in functional areas such as basic daily living tasks, independent living, employment, school, cognition, and/or psychosocial adjustment
- Willing to participate in the AT program.

TRANSITIONAL CRITERIA:

Criteria for transition of AT services includes:

- Transition level of care: intensity (frequency and duration) of treatment increases or decreases
- Transition from location: location of services changes.

DISCHARGE CRITERIA:

The treating AT clinician determines discharge when the patient:

- Has met documented rehabilitation goals
- Becomes unwilling to participate in the program
- Reaches a plateau in progress toward long term goal achievement
- Becomes medically unstable

HOURS OF OPERATION:

Monday - Friday 7:00am - 4:30pm

TELEREHABILITATION:

The Assistive Technology Program offers clinical video telerehabilitation to other VA Medical Centers, CBOCs and your home. The AT Program offers evaluations, training, education and consultation in most areas of assistive technology that the program provides.

If you are interested in AT services, but want to go to a closer VA medical center or CBOC, a TeleHealth Service Agreement must be put into place between the two facilities, prior to the first appointment.

If you are interested in AT services at your home, then the following needs to be answered:

- What do you need?
 - Internet Connection

- Email Address
- Computer, laptop, smartphone or tablet with microphone/camera access (download a free app with iOS: VA Video Connect)
- Interested?
 - Contact Melissa Oliver at 804-675-5000 x2134 or Jessica Barton 804-675-5000 x3712



Commonly 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 the devices.

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 more 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, which 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 Kinesiotherapy (KT) Driving Rehab at x6857.

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 and submits consults to prosthetics. Prosthetics then obtains quotes from third party vendors, in your local area, to complete the installations.

6. Does this device cost me anything?

The AT devices do 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?

Once your AT evaluation and training are completed, the AT Clinician will put in a consult to Prosthetics. Then, 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 my device breaks or needs maintenance/repairs?

If your AT device breaks, contact Prosthetics (804-675-5000 x5121) and notify them, so that they can either replace the item or have someone repair the AT device. See Adaptive Sports Education Sheet for information regarding maintenance and repairs for wheeled sports.

10. What if my device 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 to be trained. The AT clinician can also answer any questions you may have.

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

SECTION 2

ADDITIONAL INFORMATION

PATIENT RIGHTS AND RESPONSIBILITIES

Veterans Health Administration (VHA) employees will respect and support your rights as a patient. We are pleased you have selected us to provide your health care. We plan to make your visit or stay as pleasant for you as possible. Your basic rights and responsibilities are outlined in this document. Please talk with VA treatment team members or a patient advocate if you have any questions or would like more information about your rights.

I. Respect and Nondiscrimination

- You will be treated with dignity, compassion, respect and free of humiliation, as an individual. Your privacy will be protected. You will receive care in a safe environment. We will seek to honor your personal and religious values.
- You or someone you choose has the right to keep and spend your own money. You have the right to receive an accounting of VA held funds.
- Treatment will respect your personal freedoms. In rare cases, the use of medication and physical restraints may be used if all other efforts to keep you or others free from harm have not worked.
- As an inpatient or long-term care resident, you may wear your own clothes and keep personal items. This depends on your medical condition.
- As an inpatient or long-term care resident, you have the right to social interaction and regular exercise. You will have the opportunity for religious worship and spiritual support. You may decide whether or not to participate in these activities. You may decide whether or not to perform tasks in or for the Medical Center.
- As an inpatient or long-term care resident, you have the right to communicate freely and privately. You may have or refuse visitors. You will have access to public telephones. You may participate in civic rights.

- As a long-term care resident, you can organize and take part in resident groups in the facility. Your family also can meet with the families of other residents.
- In order to provide a safe treatment environment for all patients and staff, you are asked to respect other patients and staff and to follow the facility's rules. Avoid unsafe acts that place others at risk for accidents or injuries. Please immediately report any condition you believe to be unsafe.

II. Information Disclosure and Confidentiality

- You will be given information about the health benefits that you can receive. The information will be provided in a way you can understand.
- You will receive information about the costs of your care, if any, before you are treated. You are responsible for paying for your portion of the costs associated with your care.
- Your medical record will be kept confidential. Information about you will not be released without your consent unless authorized by law (i.e., State public health reporting). You have the right to information in your medical record and may request a copy of your records. This will be provided except in rare situations where your VA physician feels the information will be harmful to you. In that situation, you have the right to have this discussed with you by your VA provider.
- You will be informed of all outcomes of care, including any injuries caused by your medical care. You will be informed about how to request compensation for injuries.

III. Participation in Treatment Decisions

- You, and any persons you choose, will be involved in decisions about your care. You will be given information you can understand about the benefits and risks of treatment. You will be given other options. You can agree to or refuse treatment. Refusing treatment will not affect your rights to future care but you have the responsibility to understand the possible results to your health. If you believe you cannot follow the treatment plan, you have a responsibility to notify your treatment team.
- As an inpatient or long-term care resident, you will be provided any transportation necessary for your treatment plan.
- You will be given, in writing, the name and professional title of the provider in charge of your care. As a partner in the health care process, you have the right to be involved in choosing your provider. You will be educated about your role and responsibilities as a patient. This includes your participation in decision-making and care, at the end of life.

- Tell your provider about your current condition, medicines (including over the counter and herbals) and medical history. Also, share any other information that affects your health. You should ask questions when you don't understand something about your care. This will help in providing you the best care possible.
- You have the right to have your pain assessed and to receive treatment to manage your pain. You and your treatment team will develop a pain management plan together. You are expected to help the treatment team by telling them if you have pain and if the treatment is working.
- You have the right to choose whether or not you will participate in any research project. Any research will be clearly identified. Potential risks of the research will be identified and there will be no pressure on you to participate.
- You will be included in resolving any ethical issues about your care. You may consult with the Medical Center's Ethics Committee and/or other staff knowledgeable about health care ethics.
- If you or the Medical Center believes that you have been neglected, abused, exploited or humiliation, you will receive help.

IV. Complaints

- You are encouraged and expected to seek help from your treatment team and/or a patient advocate if you have problems or complaints. You will be given understandable information about the complaint process available to you. You may complain verbally or in writing, without fear of retaliation.

PATIENT RESPONSIBILITIES

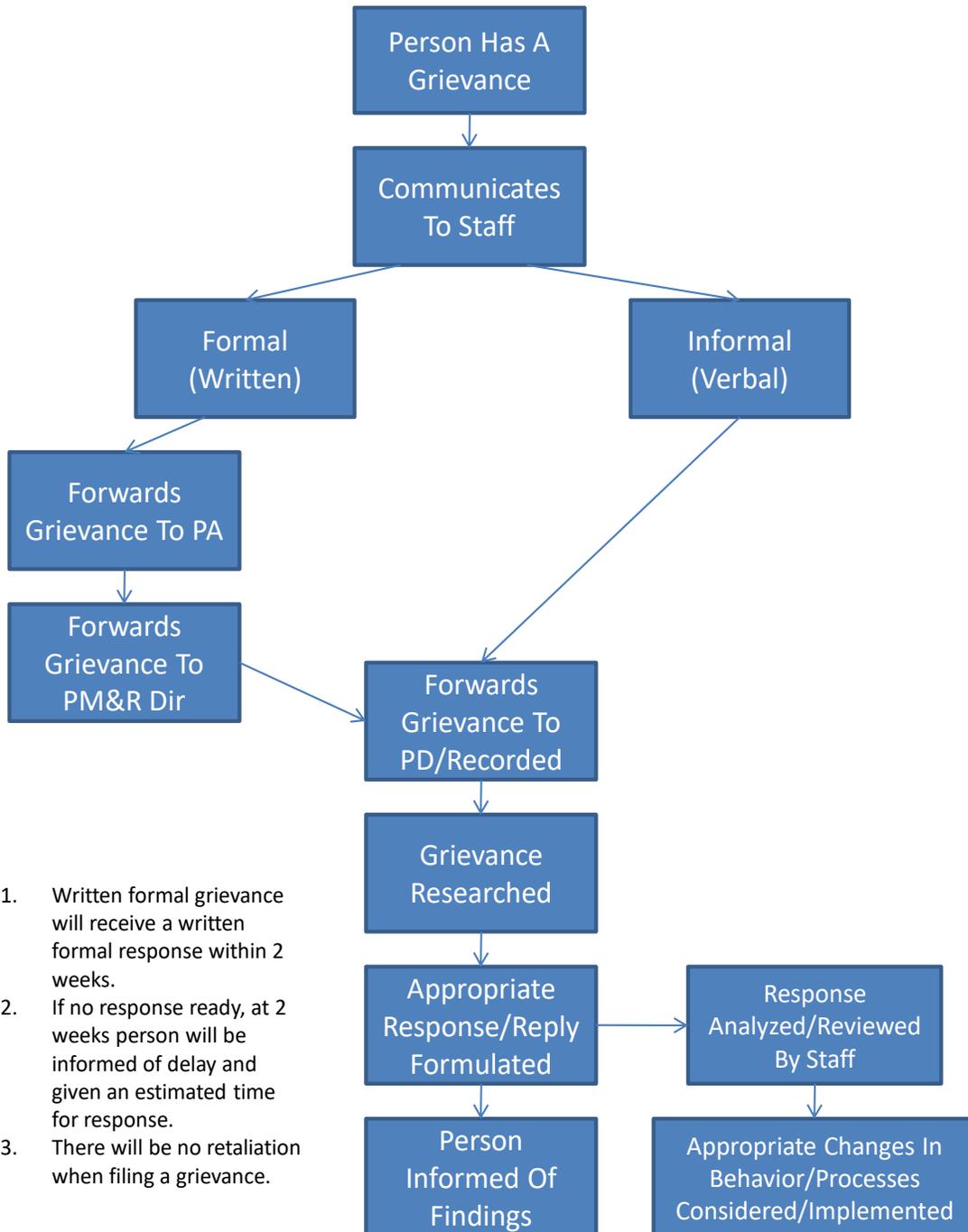
Your compliance with the following list of patient responsibilities is necessary to assure that you receive the highest quality of care. It also shows the importance of your contribution to your care.

You are responsible for:

1. Following all of the Medical Center's safety rules and posted signs.
2. Being considerate and respectful to all medical center staff and other patients.
3. Cooperating with your treatment team. If you have any questions or disagree with your treatment plan, you are responsible for discussing it with your treatment team.
4. Trying to prevent any injury to yourself, other patients, visitors, and staff members by your own actions and to be responsible for the safekeeping of clothing, money, and personal possessions you choose to keep with you, while you are in this facility.
5. Keeping all of your scheduled diagnostic or treatment appointments on time.
6. Avoiding interference with the treatment plan of other patients, particularly in emergency situations.
7. Assisting staff by alerting them when another patient is having any difficulty.
8. Telling your visitors to be considerate of other patients and medical center staff.
9. Being understanding and patient if you encounter delays.

How to Address Concerns or Questions

Grievance Process



1. Written formal grievance will receive a written formal response within 2 weeks.
2. If no response ready, at 2 weeks person will be informed of delay and given an estimated time for response.
3. There will be no retaliation when filing a grievance.