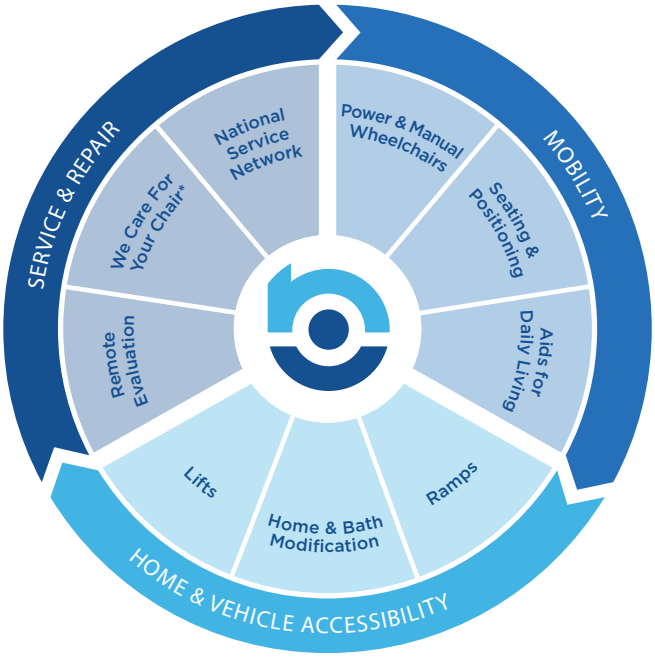
COMPLEX REHABILITATION TECHNOLOGY

NSM360

COMPLETE MOBILITY SOLUTIONS

MOBILITY | ACCESSIBILITY | SERVICE



Whether the mobility needs are simple, complex, or somewhere in-between, National Seating & Mobility (NSM) is focused on providing our clients with 360-degree Complete Mobility Solutions. The solution may be customizing a power wheelchair, helping ensure independence and safety in the home, or servicingequipment to keep our clients moving. No matter the mobility solution, at NSM, our goal always is to help our clients move through life.

**Some rental agreements and payer contracts may prohibit NSM from servicing a chair.*

TRACK YOUR ORDER *MyNSMOrder.com*

Go to **nsm-seating.com** to find a branch location near you.

LET'S GET MOVING TOGETHER.

Every client, caregiver, and health care provider can depend upon efficient, knowledgeable and reliable assistance from our caring team of experts.

National Seating & Mobility provides a comprehensive offering of custom seating and mobility products and services – all designed to meet the therapeutic needs of our clients as prescribed by their clinical providers.

Power Wheelchairs
Manual Wheelchairs
Custom Seating & Positioning
Aids for Daily Living
Service & Repair

It all starts with our Assistive Technology Professional (ATP). Each ATP is certified to provide customized complex rehabilitation technology (CRT) solutions for children and adults that have a broad spectrum of mobility needs.

Throughout the process, from evaluation to delivery, our team works with each client to make sure the compliance and funding aspects of the process are as seamless as possible, and the specifications of all components are ordered and assembled properly to create a complete mobility solution for each client's unique needs.

NEW EQUIPMENT PROCESS TIMELINE: WHAT TO EXPECT

Throughout the order process, our team of experts work together to ensure we deliver a quality solution for each client. The timeline below represents approximate timing for each step in the order process. To keep our clients informed during the order process, we provide text notifications each time an order moves to the next step in the process and a client can visit **MyNSMOrder.com** any time to get a status update.

Evaluation & Design	Funding Approval		Purchase, Assembly & Delivery	
2 days - 1 week Scheduling & Performing	2 - 8 Weeks Collecting Medical Information & Documentation, Submitting to Funding Source	2 - 8 Weeks Awaiting Approval from Funding Source	2 - 6 Weeks Purchasing, Receiving & Verifying Components	1 - 3 Weeks Equipment Assembly, Delivery & Fitting

STEP 1: CLIENT EVALUATION & DESIGN

An Assistive Technology Professional (ATP) carefully evaluates a client's needs and preferences. This information is used to select the appropriate mobility solutions from our network of hundreds of suppliers.

STEP 2: FUNDING APPROVAL

A NSM funding specialist gathers all necessary documentation and submits it to a client's funding source for approval to purchase needed equipment.. This documentation is gathered from multiple sources and can take up to several weeks to complete. While we usually receive approval within 30 days, it can take longer. Clients can help advocate for themselves by making sure their doctors and therapists complete the needed documentation for NSM to submit necessary documentation for funding approval.

STEP 3: PURCHASING, ASSEMBLY & DELIVERY

Once funding approval is complete, components are ordered and when received, assembly begins. Following completion, we schedule client delivery. At delivery, we make any necessary adjustments, review operating instructions, and discuss maintenance care and safety details.

QUESTIONS?

For answers to frequently asked questions, visit us online at **http://www.nsm-seating.com/faq/**

THE JOINT COMMISSION

National Seating & Mobility is the only national mobility solutions provider to earn accreditation and The Gold Seal of Approval® by The Joint Commission for meeting rigorous performance standards in delivering quality, safe care to our clients.

Nothing is more important to us than your health and safety. To learn more about our Serving Safely Commitment, visit nsm-seating.com/safe

NATIONAL SEATING & MOBILITY

SHARE YOUR EXPERIENCE

Your feedback is important to us. Please share your experience using these options.

- Find us on Google and write a review.
- Visit www.nsm-seating.com/contact-us.