

Our promise to the VA

Committed to serving our Veterans

Safety

Permobil has procedures in place to ensure employees and equipment leaving facility are safe.

Permobil Reps:

- Have completed training in Safety Precautions and Infection Control, and have appropriate PPE
- Ensure demo equipment and tools are cleaned before/after use
- Will observe proper infection control procedures and expect the same from others
- Follow VA protocol to ensure safe successful visits with Veterans
- If seeing the Veteran at their home, and the client doesn't have a mask, we will provide one for them



Professional Service

We will always act ethically, in the best interest of the VA and the Veteran, protecting their health and their privacy.

Evaluation

- Assist with wheelchair seating and mobility evaluations at clients' homes or at VA Clinic
- Utilize VA Video Connect, Facetime, Microsoft Teams or other teleconferencing tools when needed
- Collaborate with VA Clinicians on the appropriate equipment recommendations under direction of VA Clinician
- Provide mobile hotspot in the absence of WiFi at Veteran's home
- Utilize tripod for iPhone for successful telehealth visit
- Provide written product quote and information requested by clinician

Delivery

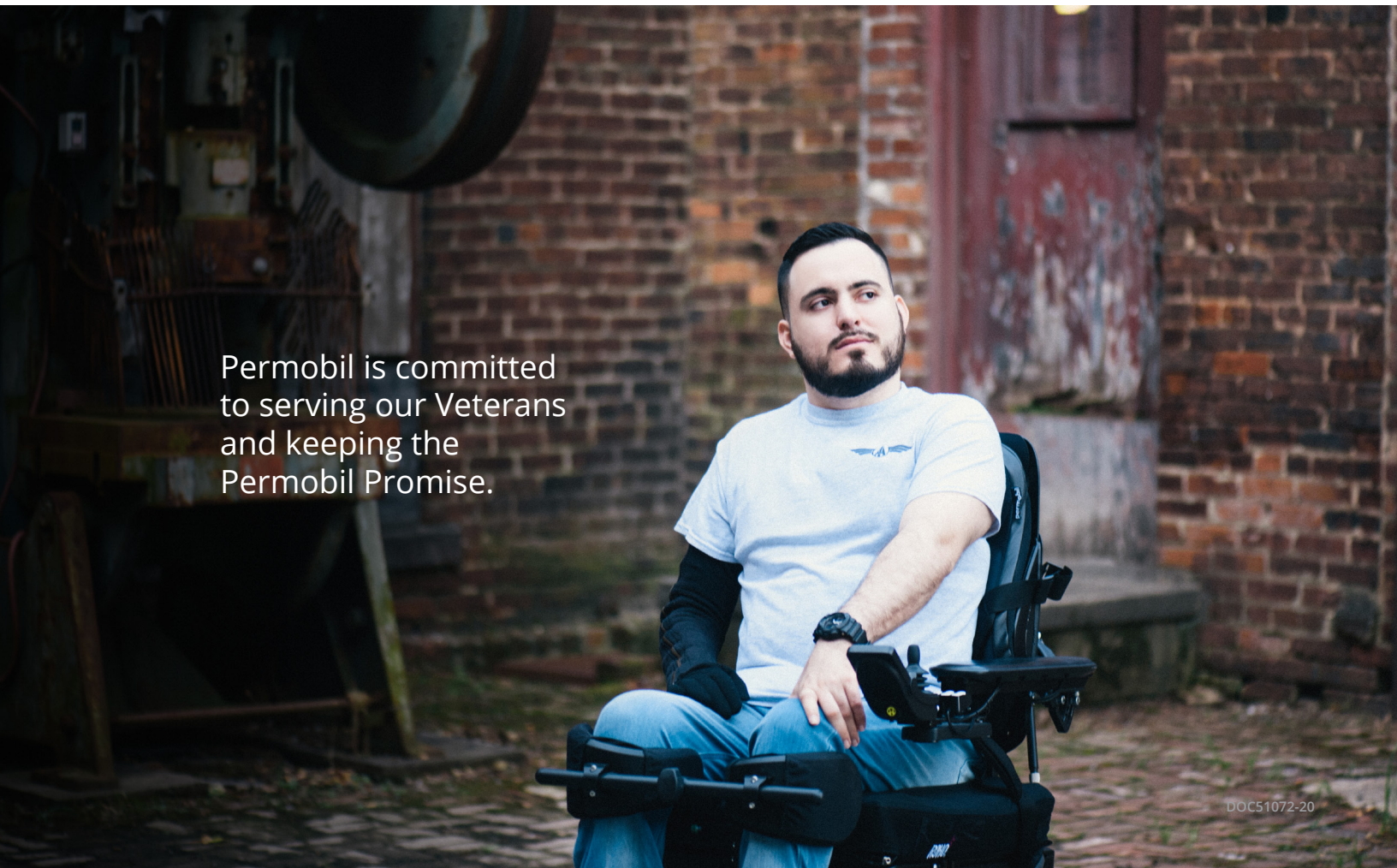
- Provide timely product delivery at the most appropriate location for the Veteran, under the direction of their clinician
- Make all necessary adjustments and programming to help assure successful outcomes
- Ensure the VA and Veteran are completely satisfied with the quality of service and products provided

Education

Provide product training and CEU education to advance clinical expertise, and to promote evidence-based optimal outcomes.

Education for COVID-specific concerns

- Permobil has educational tools for Veterans and VA staff about proper cleaning and maintaining of wheelchair and seating equipment: <https://hub.permobil.com/permobil-product-cleaning-videos>
- Dual Protection Amid COVID-19: Infection Control and Skin & Soft Tissue Protection webinar: <https://hub.permobil.com/dual-protection-amid-covid-19>
- Clinical Education Team can provide live virtual CEU and equipment application training, as well as on-demand webinar education opportunities



Permobil is committed to serving our Veterans and keeping the Permobil Promise.