About Us
Wheelchair Seating Service (WSS) provides mobility devices and custom seating systems for patients with special needs. Wheelchair Seating Service offers long-term support and service for the equipment it provides.

How to Contact Us

Hours of Operation: Monday through Friday 8:30 a.m. to 5:00 p.m.
Phone: (734) 971-8286 or (877) 868-8889
Fax: (734) 232-2277

Please note: Wheelchair Seating Service does not currently offer after-hours emergency services or voicemail. If you have a medical emergency, please call 9-1-1. If you are experiencing an equipment malfunction, please call during our normal business hours to schedule an appointment.

Products and Services
Your Wheelchair Seating Service clinical team members will:

- Complete an assessment
- Plan and design your custom equipment
- Order the equipment and necessary accessories
- Monitor the construction of the equipment
- Supervise the delivery and set-up of the equipment for you
- Teach you and your caregiver how to safely and effectively use the equipment so that you achieve maximum benefit from your customized mobility equipment and/or seating system.
The staff at Wheelchair Seating Service offers products and services for both adult and pediatric patients.

**Products**
- Manual Wheelchairs
- Power Wheelchairs
- Reclining Wheelchairs
- Indoor and Outdoor Scooters
- Bathroom Safety Equipment
- Lightweight Wheelchairs
- Tilt-in-space Wheelchairs
- Standing Wheelchairs and Frames
- Specialty Beds
- Ambulation Equipment
- Custom Seating and Positioning Systems
- Custom Scooter Seating
- Custom Electronics and Driving Systems
- Specialized Sport Equipment for Cycling, Racing, or Skiing

**Services**
- Patient Assessment and Evaluation
- Innovative Solutions for Mobility and Positioning
- Home Assessment and Modification Suggestions
- Product Research
- Equipment Maintenance and Repair
- Billing and Reimbursement Services and Information
- Equipment Planning and Development
- Coordinated Care with Various Health Care Providers

**Getting Started: Order and Delivery Information**

**Obtaining a Prescription**
To obtain an evaluation for your mobility or seating requirements, Wheelchair Seating Service *requires a prescription* from your physician that states: “Evaluate seating and mobility needs”.

2
**Paying for your equipment**
We will work with your insurance company to help you pay for the equipment, let you know ahead of time what your costs are, and set up a payment plan if needed. You will be given payment information. A new Estimate of Cost sheet will be sent or given to you if your out-of-pocket costs will be different due to a change in your therapy or insurance requirements.

**Scheduling an Appointment**
Once we have received your prescription, a Customer Service Representative will contact you to *schedule an appointment* for your evaluation.

- Your appointment may be scheduled at the hospital, the Wheelchair Seating Service office, a clinic, or a school.
- For special circumstances, we will need to perform an additional evaluation at your home due to the type of equipment being recommended. This type of appointment would be coordinated with you at the time of your initial evaluation.

After the evaluation, any recommended equipment or services will be processed. The average timeframe for delivery of your equipment is 3-6 months after your evaluation. If you would like to know the status of your order, call us anytime during business hours.

**Delivery of your Equipment**
When ready, your Rehabilitation Technology Supplier (RTS) or Customer Service Representative will contact you to *schedule the delivery of your equipment appointment*. This may be scheduled at the Wheelchair Seating Service office, hospital, a clinic, or a school.
Some deliveries may require multiple appointments depending on the level of complexity of your equipment. Additional appointments will be coordinated with you at your initial delivery appointment.

**Returns and Repair Information**

**Returning equipment when service completed:**
You must call Wheelchair Seating Service at (734) 971-8286 or (877) 868-8889 to arrange for the pickup of any equipment that you have not purchased when you are finished using the rental or on-loan equipment.

**What if I am not happy with the product?**
- Most of the equipment obtained from Wheelchair Seating Service is patient specific; therefore, returning the equipment is not always possible. In fact, custom-made equipment is generally not returnable. Additionally any equipment, which has been modified, or is damaged and/or worn significantly, may not be returned.
- If you feel your equipment is not meeting your needs, please contact the Customer Service Representative (CSR) that you have worked with within 30 days after receipt of your equipment. We will do everything possible within reason to accommodate the needs of our patients.
- If WSS is not able to resolve your concerns, you may contact Michigan Medicine’s Patient Relations & Clinical Risk (PRCR) office at 877-285-7788, Monday – Friday, 8:00 a.m. – 4:00 p.m.
- WSS Management will review any return requests, discuss the request with the patient or caregiver, then make the decision.
- If you are able to return the equipment, a restocking fee may be charged.
- All refunds will be issued to the entity (party) that paid for the equipment or service.
**Repairing equipment**

Wheelchair Seating Service requires a prescription from your physician in order to bill your insurance for repair services performed.

- If you purchased your equipment through WSS, we will have your prescription on file.
- For all orders where your equipment was not originally purchased through WSS, a prescription and insurance qualification will be required before services can be provided.

Service appointments are scheduled at our location. This allows us to complete many repairs and maintenance requirements in one visit because parts and tools are more readily available. Please understand there may be occasions where we will be required to order parts. We will contact you when the part has arrived to schedule the completion of your repair or maintenance.

Multiple visits may be required to complete your repair. Repair parts will be ordered and shipped standard shipping. All express shipping (overnight, 2nd day, etc.) will be at the patient’s expense. We are unable to anticipate your service requirements until we evaluate your equipment.

**When should I call Wheelchair Seating?**

- When your insurance changes.
- If you have problems or questions concerning your wheelchair or equipment.
- When there are changes in your address.
- When there are changes involving the person caring for you.
- When there are changes with the physician managing your care.
Travel Considerations

When traveling with your power wheelchair or scooter, it is very important to make sure that your batteries meet all current transportation regulations. Wheelchair Seating Service can assist you before travel, offering inspection of your equipment, and reference material to assist you for safe travel. Each airline has its own policy and requirements about traveling with mobility system batteries. Please visit the website of the airline you are traveling with for more information.

- Wheelchair Seating Service exclusively distributes batteries which are A-67 DOT/FAA/IATA Standard approved for airline and public transportation.
- A battery is classified as non-dangerous when it is labeled “ICAO, IMDG, IATA, or DOT Air Transport Approved.” It is not restricted for air transport, and is exempt from the hazardous materials regulations.
- Batteries must be labeled as “Non-Spillable” or “Non-Spillable Battery.”
- A visual inspection of the battery must show no obvious defect or damage.
- If the battery is mounted to a wheelchair or scooter, it must be disconnected and the terminals must be insulated to prevent short circuits.
- The battery must be protected against short circuits.
- The battery must be securely attached to the wheelchair or scooter, or it must be removed and placed in a strong rigid packing marked “Non-Spillable” or “Non-Spillable Battery.”

Disclaimer: This document contains information and/or instructional materials developed by Michigan Medicine for the typical patient with your condition. It may include links to online content that was not created by Michigan Medicine and for which Michigan Medicine does not assume responsibility. It does not replace medical advice from your health care provider because your experience may differ from that of the typical patient. Talk to your health care provider if you have any questions about this document, your condition or your treatment plan.

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