



CHILDREN'S MEDICAL EQUIPMENT RECYCLING AND LOAN SERVICE (CMERLS)

PROCESS FOR HEALTH CARE PROFESSIONALS REQUEST TO TRIAL/LOAN CMERLS EQUIPMENT

1. Decide on type, model and size of equipment needed. Use manufactures and distributor websites and size charts. You are welcome also to state that you need something like model and size such and such. We may have items you have not considered or don't have knowledge about.
2. Check with Red Cross, by email or fax. Use our request form <http://www.redcross.ca/crc/documents/cmerls-non-biomed-request-for-equipment.pdf> to make sure all information is included in your request. We suggest you create a personal template so you only need to add client information and equipment needs. You may also check on our online inventory list at <https://healthequipmentloans.redcross.ca> , however, we may have items that have recently arrived that are not yet posted, or some items may of been tagged but not posted off to other clients.
3. For wheelchairs it is best to contact us and we will put them together to suit your client needs. Note wheelchairs are stored usually just as a frame and our tech build them up to suit your specifications.
4. Tell us the client name and birth date so we can confirm eligibility. IF the application to AHP is recent let us know that too.
5. We will get back to you with equipment availability (usually within a few days) and advise you when it will be shipped. Let us know where to ship it to, andwhen. **To follow-up call 604 709 6669. IF we do not have the equipment you will need to get quotes and ask MCFD to purchase the equipment for your client.**
6. You will need to schedule an appointment to see the client to determine if equipment is suitable, and to do family teaching concerning equipment use. (If you need a tech to help adjust equipment please let us know. Technicians can only adjust equipment at the direction of a therapist.)
7. Equipment may be used on trial for 30 days. If you need more time let us know.
8. If equipment is successful let us know, and let AHP/MCFD know you want the child to keep this equipment by means of a letter of justification. Send a copy of the Red Cross trial loan form with your letter to MCFD.
9. If equipment is not suitable, please let us know as soon as possible so we can pick it up. **Call 604-709-6668.**

10. Please always label returned equipment attention to Children's Medical Equipment Loans, and include the name of the child it is being returned from. Please be sure to return all the accessory items as well.

You can trial several pieces of equipment at one time.

Returning items: Please **label** with *your name, the client name and return address*, and with *our address. Please do not write directly on the equipment and when ever possible prevent courier from doing this. Help by having a label they can write on! (Sadly we get good equipment back with messy permanent marking writing on it!)*

Our Address:

Children's Medical Equipment Recycling and Loan Service, Canadian Red Cross
3400 Lake City Way, Burnaby, BC ,
V5A 4Y2

Call 604-709-6668 or 1-800-565-8000

IMPORTANT:

Please label equipment "Handle with Care – Medical Equipment", and include a packing slip telling us which child it is being returned from. Please package/secure all small removable parts. Please protect parts that are easy to break with padding or bubble wrap. Client information helps us UPDATE INVENTORY/REPAIR ELIGIBILITY RECORDS.

What if I want to transfer equipment from one child to another? First – be sure to let us know so records can be updated. This way we don't ask families to verify existence of equipment they no longer have!

Equipment transfers can be arranged; however the same process applies in regard to request. Also, **equipment must be cleaned and assessed to ensure that it is suitable for use** by another client. Therapist can discuss this process with a CMERLS staff member. For remote clients we may choose to do this via the local Red Cross or a dealer in the area, of a combination of the two.

What if your client is not on the At Home Program or In Care?

What if what your client need is not a MCFD benefit??– I.e. an adapted bike. **Call the CMERLS Manager (604-709-6685) for options.**

Children's Community Equipment Inventory (CCEI)

Equipment from this inventory is intended to meet the needs of families that do not have the financial or insurance or other funding resources for equipment purchase.

When this equipment is given to a family it is done so with the family signing of a waiver of liability form that advises the family that they are being given the equipment, ownership is transferred to the family and they are responsible for all repair and care of the equipment.

When a child outgrows or no longer needs equipment from the CCEI they may donate it back to the Red Cross to benefit another child.

We look forward to assisting you to obtain necessary equipment for your clients.

