



**OVERHEAD LIFT**

**AFTERHOURS/HOMECARE CASE COORDINATOR/REHABILITATION SERVICES**

**TROUBLESHOOTING PROCESS**

**HOW TO FIELD CLIENT & FAMILY OVERHEAD LIFT CONCERNS**

When community client or family calls with concerns about their overhead lift equipment ask for the following information:

*Home Care Staff can log information on the after-hours log or in the chart, as per usual process. Completion of this form is not required.*

Client name:		Client phone number:	
Client address:		Family member's name:	
Family member's phone # if they are phoning:			
Nature of concern – what is happening, what equipment is not working?			
<input type="checkbox"/> lift stops working	<input type="checkbox"/> with client in it	<input type="checkbox"/> no other way to transfer client	
<input type="checkbox"/> sling tears/wearing	<input type="checkbox"/> battery not charging	<input type="checkbox"/> client is moving	
<input type="checkbox"/> lift is no longer needed	<input type="checkbox"/> other		
How long the equipment has been in need of repair:			
Check to see if they have a back up plan if they are unable to use the lift for transfers:			
<input type="checkbox"/> Back up plan _____			
<input type="checkbox"/> No back up plan/need assist problem solving			
If the concern is about a piece of MDA equipment, provide them with the MDA contact information or call Home Care Coordinator.			
If the concern is about a piece of equipment client owns, direct them to the vendor who provided it to them.			

SH-SS Overhead Lift Troubleshooting: What to do if.....	
The lift stops working	<ul style="list-style-type: none"> <li>➤ call vendor to report equipment problem</li> <li>➤ call HC manager on call if client does not know how to transfer or it is not an emergency situation</li> <li>➤ advise client to call 911 if it is an emergency and they are unable to transfer</li> </ul>
The lift sling tears or is wearing thin	<ul style="list-style-type: none"> <li>➤ call vendor for replacement</li> <li>➤ troubleshoot with client/family regarding transfers until a replacement sling is obtained</li> </ul>
The battery doesn't take a charge	<ul style="list-style-type: none"> <li>➤ call vendor for repair visit</li> </ul>
The lift stops working with the client in the lift** or the client in need of being moved to another surface and cannot be manually lifted or	<ul style="list-style-type: none"> <li>➤ <b>**direct client/family to the overhead lift user manual (page 17-18) <a href="http://001.16000.33.EN_rev.171.pdf(arjo.com)">001.16000.33.EN rev. 171.pdf (arjo.com)</a></b></li> <li>➤ call manager on call</li> </ul>

transferred in another manner	<ul style="list-style-type: none"> <li>➤ client/family to call 911 for assistance if it is an emergency</li> <li>➤ call vendor and report need for repair</li> </ul>
The lift is no longer needed	➤ contact vendor and Rehabilitation Services Admin Assist
Client is moving to another location/home	➤ contact vendor and Rehabilitation Services Admin Assist

<b>Contact Numbers</b>	
<b>Homecare Manager on Call</b>	<ul style="list-style-type: none"> <li>➤ East 204-346-7065</li> <li>➤ South 204-331-2294</li> <li>➤ North 204-239-2705</li> </ul>
<b>Rehabilitation Administrative Assistant – Debby Odlum</b>	<b>204-822-2672</b>
<b>Home Equip – Teresa (Monday – Friday work hours)</b>	<b>204-949-2313</b>
<b>Home Equip – Brian (Monday – Friday work hours)</b>	<b>204-949-2311</b>
<b>Home Equip After Hours (evenings, weekends, holidays)</b>	<b>204-771-6280</b>
<b>Materials Distribution Agency (MDA)</b>	<b>MDA Medical Equipment Technician (8 am – 4 pm): 204-945-6376</b>  <b>Toll Free (8 am – 4 pm): 1-877-632-7867</b>  <b>MDA After Hours Emergency (4 pm – 8 am): 204-805-4096</b>