



Welcome to HMEDA

Founded in 1994, the Home Medical Dealers' Association of British Columbia (HMEDA) represents Suppliers and Manufacturers involved in providing home medical equipment to people living in BC.

We work together with healthcare professionals in achieving common goals, resulting in better care and improved independence for children, adults and seniors in British Columbia.

Equipment Trials

'In-Home' Trials are a unique service offered by HMEDA members, intended to assist clients with the process of selecting specialized medical equipment. Trained sales consultants work with clients and their healthcare professionals to ensure that any required equipment will meet their needs and be functional in their 'home' environment.



Trial Deposits

HMEDA members historically have offered to clients, therapists and dealer-sales consultants, no-fee, no-deposit trials of manual and tilt wheelchairs, scooters and powerchairs.

The travel and labour costs associated with providing these in-home equipment trials were absorbed by dealers as part of the sales process, in the expectation of a completed sale.

In recent years, however, a growing number of clients accessing the in-home trial service subsequently have taken the equipment specifications to a competing supplier.

Unfortunately, this practice leaves HMEDA dealers with considerable outlays with no opportunity for cost-recovery through a sale.

To address this challenge, HMEDA members have implemented a deposit system effective January 1, 2015 to ensure that the provision of in-home trials is sustainable, and available to all clients who require assistance in making a decision in regards to their personal equipment needs.

Amounts and Visit Guidelines

Trial deposits are non-refundable, and should be collected before beginning your in-home equipment trial. The most important thing to remember about your trial deposit is that it will be applied to your final purchase.

YOUR EQUIPMENT COST WILL REMAIN THE SAME

| Equipment | Visits | Deposit |
|---------------------------------------------------------|----------------------|---------|
| Manual wheelchairs, lifts, Non-Mobility Rehab Equipment | Maximum two visits | \$400 |
| Manual Tilt Wheelchair | Maximum three visits | \$600 |
| Scooter | Maximum two visits | \$600 |
| Basic Powerchair | Maximum two visits | \$700 |
| Advanced Power Wheelchair - Tilt/Alternate drive | Maximum three visits | \$900 |

Special Circumstances

- In cases where an additional visit by a sales consultant is required (i.e. complex seating requirements), the deposit will be increased by \$200 for each additional visit.
- In the event that a client decides – within one week of the beginning of a trial – not to purchase a piece of equipment, 50% of their deposit will be refunded. Should the client keep the equipment longer than one week and does not make a purchase, the deposit is non-refundable.
- In the event a client does not purchase from the dealer, the trial deposit is forfeited, but the client gets a copy of the quote with which they may use to purchase the equipment at any time in the future.
- Should a client who makes a deposit be unable to participate further in the trial process due to death or medical emergency within one week after a trial begins, 50% of the deposit will be refunded.



TRIAL DEPOSIT GUIDELINES

For further information, contact HMEDA

www.hmeda.com

Contact info@hmeda.com

BENEFITS OF HMEDA MEMBERS

1. HMEDA dealers have trained and certified sales and repair staff.
2. HMEDA dealers maintain MDEL licensed storefronts and repair facilities.
3. HMEDA dealers follow a Code of Ethics that requires the highest levels of professionalism.
4. HMEDA and it's partners actively promote and advocate for fair access to Medical Equipment for all.

Please visit our website
www.hmeda.com > **Members**
to find a member in your area.

www.hmeda.com | Contact info@hmeda.com

