



NRRTS CODE OF ETHICS

The National Registry of Rehabilitation Technology Suppliers provides a mechanism so consumers, clinicians and third party payers can identify qualified suppliers to provide high-quality rehabilitation technology and related services to people with physical disabilities. Certified Rehabilitation Technology Supplier[®], CRTS[®], is a NRRTS Registrant, RRTS[™], who passed the Assistive Technology Supplier Certification exam. NRRTS promotes high standards of ethical conduct by its Registrants and has a formal complaint process. When accepted, a NRRTS Registrant, RRTS[™], subscribes to these principles and agrees to:

1. Provide competent, timely, high-quality equipment and services to meet the physiological and functional needs, as well as the goals, of the consumer.
2. Strive to recognize when the physiological, functional or technical needs of the consumer are beyond the capabilities of the NRRTS Registrant (RRTS[™]) and inform the consumer of the need for additional assessment and/or intervention. The NRRTS Registrant, RRTS[™], will assist the consumer in identifying medical professional(s) or other rehabilitation technology supplier(s) who can meet the consumer's needs.
3. Present the consumer with complete information on the choices of available equipment, pricing, funding options and the consumer's financial responsibility.
4. Explain fully the consumer's rights and responsibilities, including the right to work with a supplier of his/her choice*.
5. Notify the consumer of the NRRTS complaint resolution procedure*.
6. Accept the responsibility to expand and improve professional knowledge and skills so the consumer receives the most appropriate technology and service available.
7. Do everything necessary to provide high-quality equipment, ongoing support and long-term service.
8. Abide by all applicable federal and local laws.
9. Respect the confidentiality of information pertaining to individual consumers and disclose such information only with proper authorization or as required by law.
10. Serve all consumers equally regardless of race, creed, gender, sexual orientation or reason of disability.