



NRRTS MISSION STATEMENT

- NRRTS is a professional association of committed, skilled, experienced individuals who provide Complex Rehab* technology and services to people with significant postural or mobility deficits. This technology includes wheelchairs and seating systems along with other enabling technology.
- NRRTS helps facilitate the well-being of the consumers our Registrants serve. NRRTS accomplishes this through credentialing and registration of individuals who supply Complex Rehab* products and services; by enhancing the stature of the NRRTS Registrant through the persistent achievement of rigorous professional and ethical standards; and through industry cooperation and advocacy.
- NRRTS is committed to empowering consumer self-advocacy to assure access to appropriate technology.

NRRTS VISION AND GOALS FOR THE NEAR-TERM

Our Destination

- NRRTS Registration will be recognized as the pre-eminent specialty credential* for suppliers who are actively, directly involved in and responsible to the consumer in the service delivery process for Complex Rehab* products and services.

Our Path

- NRRTS will enhance the value of NRRTS Registration among current and former NRRTS Registrants.
- Consumers who utilize Complex Rehab* products and services will realize the value of NRRTS Registration.
- State Medicaid agencies and other payers will recognize the value of NRRTS registration.
- All other stakeholders in the Complex Rehab* industry and profession will realize the value of NRRTS registration.
- NRRTS will raise the level of knowledge and professionalism of NRRTS Registrants by becoming the primary source of relevant, cost-effective educational programming and information about the industry and profession.
- NRRTS will update its registration and renewal policies to assure that new Registrants and renewing Registrants demonstrate a high level of competency in the provision of Complex Rehab* products and services. NRRTS will improve the efficiency and effectiveness of interactions among NRRTS staff, NRRTS Registrants, volunteer leadership and other customers.

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*.

*Read the definition of Complex Rehab on www.nrrts.org.

*A credential is an attestation of qualification and competence, issued to an individual by a third party with a relevant *de facto* authority or assumed competence to do so. NRRTS has been providing credentials to rehabilitation technology suppliers for 17 years, longer than any organization in the Complex Rehab industry and profession.

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.

NRRTS STANDARDS OF PRACTICE

1. A rehabilitation technology supplier is a specialist currently working for a medical equipment company that supplies rehabilitation equipment and employs support staff capable of providing ongoing service and consumer support; and
 - participates directly in the assessment process by offering a variety of product choices from multiple manufacturers offering product categories from different product lines and provides pricing and funding information to the consumer and referral sources; and
 - works with manufacturers and/or custom fabricators to combine equipment features to meet specific client needs; and
 - provides fittings and deliveries as directed by the referring professional(s); and
 - provides clients with instruction in the safe use of the equipment, offers information on maintenance and care, passes on warranty information and supports the equipment supplied with timely, high-quality service.
2. Consumers receive assistive/rehabilitation technology equipment and services through various models. These models, some of which may employ a multidisciplinary team approach, include: medical, educational, vocational rehab/employment, independent living and consumer/customer.
The rehabilitation technology supplier may be called upon to function in any of these models. To assist consumers in choosing the correct service delivery model and to better communicate with the clinical team, the rehabilitation technology supplier must gain and exhibit a basic working knowledge of the following areas as they relate to the need for, and application of, enabling technology:
 - a. gross musculoskeletal anatomy;
 - b. normal and abnormal neurodevelopment;
 - c. neuromuscular abnormalities;
 - d. disabling conditions and disease processes;
 - e. secondary complications to long term disability; and
 - f. biomechanical principles, concepts and applications.
3. The rehabilitation technology supplier informs the consumer of his/her rights and responsibilities and notifies the consumer of the NRRTS Complaint Procedure.
4. The rehabilitation technology supplier participates directly in the assessment process by:
 - a. gathering and interpreting information;
 - b. offering solution options considering both current and long-term needs;
 - c. providing equipment for simulation and clinical trials when required; and
 - d. discussing funding options.
5. The rehabilitation technology supplier combines equipment and components, from various sources, to create solutions to meet specific consumer needs.
6. The rehabilitation technology supplier performs fitting(s) and delivery as deemed appropriate by the clinical team or as required by the consumer, and provides:
 - a. instruction in the safe use of the equipment;
 - b. information on maintenance/care and passes on manufacturer's warranty information; and
 - c. supports the equipment supplied with timely, high-quality service.

7. The rehabilitation technology supplier regularly attends courses, seminars, trade shows and other continuing education activities to establish, maintain and upgrade his/her knowledge base in order to provide the most appropriate technology available to meet the consumer's needs.
8. The rehabilitation technology supplier strives to provide the consumer, family and funding source with the most cost-effective options to meet the goals and objectives specified.
9. The rehabilitation technology supplier informs the client and/or family of their financial obligations and requirements. Where feasible, the rehabilitation technology supplier should endeavor to inform the consumer and family of alternative funding sources that may exist.
10. The rehabilitation technology supplier recognizes the need for, and actively pursues, communication and interaction with other rehabilitation technology suppliers. The goals of these interactions are to:
 - a. maintain the standards of professionalism necessary for continued participation as a respected team member;
 - b. increase the awareness of services and products, improve overall product quality and create the potential to enhance product and service development within the field;
 - c. educate and communicate with local funding agencies and insurance carriers about the needs of the consumer, the referral source and the rehabilitation technology supplier in the area of prior authorization processes and criteria for the provision of assistive/rehabilitation technology; and
 - d. strive to avoid practices that in the short- or long-term may prove, or have proven, to be detrimental to the consumer.

NRRTS BLIND BIDDING POLICY

Blind bidding is the act of providing a competitive bid for customized equipment (or equipment that otherwise requires an assessment to determine the appropriate technology) without seeing the client prior to providing the competitive bid or without clearly disclosing the necessity of independently evaluating the client's needs. Without the benefit of an independent evaluation, it must be fully disclosed, in writing, the bid may be considered for comparative purposes only and is not an agreement to provide such equipment without performing an independent evaluation of the client.

NRRTS TERMINOLOGY

Rehabilitation Technology Supplier (RTS):

A Rehabilitation Technology Supplier (RTS) provides enabling technology in the areas of wheeled mobility, seating and alternative positioning, ambulation assistance, environmental control and activities of daily living.

RTS is a description, NOT a title, and it is inappropriate to list RTS after a name as a title.

NRRTS Registration or Registered Rehabilitation Technology Supplier® (RRTS®):

NRRTS registration confirms a RTS has demonstrated work experience, received recommendations from professional associates, adheres to a stringent code of ethics and commits to participate in ongoing continuing education to remain a NRRTS Registrant or Registered Rehabilitation Technology Supplier® (RRTS®). It is the first step toward certification.

RRTS® Title Usage Samples:

- Mary L. Supplier, RRTS®
- Mary L. Supplier, Registered Rehabilitation Technology Supplier®
- Mary L. Supplier, NRRTS Registrant
- Mary L. Supplier, Registrant of NRRTS

Certified Rehabilitation Technology Supplier® (CRTS®):

A NRRTS Registrant in good standing who passed the RESNA ATS (Assistive Technology Supplier) credentialing examination and maintains the ATS with RESNA. It is the certification mark of excellence.

CRTS® Title Usage Samples:

- Aaron O. Technologist, CRTS®
- Aaron O. Technologist, Certified Rehabilitation Technology Supplier®