



Durable Medical Equipment - Frequently Asked Questions

Assistive Technology Center Phone Number: 515-309-2395

AT Center Email: atinfo@eastersealsia.org

AT Center Toll Free number: 1-866-866-8782

AT Center TTY: 515-289-4069

Donating Durable Medical Equipment:

Is an appointment needed to make a durable medical equipment donation?

Yes. If possible, please make an appointment before donating equipment. This allows the Assistive Technology team members adequate time to assure that we have enough space for equipment and allows us to be available to assist with unloading of equipment if needed.

How do I schedule an appointment to make a durable medical equipment donation?

An appointment can be made by calling 515-309-2395 or our TTY line at 515-289-4069 and speaking with an Assistive Technology team member to schedule a time for donation drop off. If no one is available to answer the phone, please leave a message and a team member will give you a call back within 24 hours. If you need a response within 24 hours, you can also email: atinfo@eastersealsia.org to arrange an appointment.

Where should I drop off my durable medical equipment donation?

All donations should be dropped off at the Assistive Technology Center located at Easterseals Camp Sunnyside at 401 NE 66th Avenue, Des Moines, IA 50313. To find the AT Center, turn into the Easterseals Camp Sunnyside driveway and follow it up the hill. At the top of the hill, you will see the parking lot on your right. Keep driving straight and go back down a hill. At the bottom of the hill on the left-hand side there will be a sign for the Assistive Technology Center, two parking spaces, and a loading dock. Feel free to park in one of the parking spaces and come inside the Assistive Technology Center to let a team member know you are here. They will be able to assist you with filling out a donation form and unloading equipment if needed. All equipment should be dropped off on the loading dock. Please remember to contact Easterseals to arrange an appointment before dropping off equipment.

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Date Created 1/29/2023

Is there any durable medical equipment that cannot be left on the loading dock?

If you are donating items that could potentially be harmed by rain, snow, etc., then please drop off these items inside the AT Center right inside of the blue door. This door may be locked, so please make sure to contact us to arrange an appointment.

Can I receive a tax donation letter for donating my durable medical equipment?

Yes. A tax donation form will be available for you to complete when you drop off your items. You will be asked to make your best estimate of the value of the items that you are donating. Easterseals does not determine the value of the equipment. You will receive a copy of the donation form when you drop off the durable medical equipment. Within 3 weeks of making the donation, you will also receive a letter from Easterseals acknowledging your donation.

What equipment does Easterseals accept for donations?:

Is there any durable medical equipment that Easterseals does not accept?

Easterseals Iowa reserves the right to refuse donations. We accept useable durable medical equipment. If the equipment is not useable, we ask that you do not donate those items. If you are unsure whether or not something is useable, the Assistive Technology team member can help to make this determination.

We do not accept the following items:

- Hearing aids
- Oxygen tanks
- Manual hospital beds
- Eyeglasses
- Craftmatic-style beds
- CPAP machines
- Prosthetic devices
- Diabetic supplies
- Tubing
- Knee braces
- Foot boots
- Nebulizers
- IV poles

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Items that can be accepted but would be unable to be used through Easterseals services so they would be donated to another organization that could put them to use:

- Adult briefs if in unopened boxes
- Bandages and other medical supplies if in unopened boxes

Does Easterseals accept durable medical equipment that is not working to part out or scrap out?

Easterseals Iowa follows environmental laws when disposing of unsafe equipment. We work to part, scrape, re-use, and recycle equipment through other agencies when Easterseals Iowa is not able to make use of the equipment. However, we ask that only usable, quality durable medical equipment is donated.

Can I swap a piece of durable medical equipment that I currently have and donate it to Easterseals and receive a new piece of durable medical equipment from Easterseals?

No. Donations of durable medical equipment and receiving durable medical equipment are two separate processes.

Does Easterseals accept power wheelchairs that are not working?

No. All power wheelchairs that are donated must be in working, useable condition.

Does Easterseals accept ramps and stair lifts?

Free standing, aluminum ramps can be donated and picked up. However, since we cover the whole State of Iowa, we prefer that people deliver to us if possible. If it is not possible for you to deliver, please call 515-309-2395, our TTY at 515-289-4069, or email us at atinfo@eastersealsia.org to discuss possible pick-up options with an AT team member.

We do not accept stairlifts, however, if you have a stairlift you would like to donate please contact us and we will try to help you get connected to someone who is looking for a stairlift.

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Does Easterseals accept open boxes of medical supplies – how about boxes that are not opened?

We do not accept boxes of opened medical supplies. We do accept unopened boxes of medical supplies. We will donate these items to lowans in need. If we have an excess of medical supplies, we will donate them to an organization who makes use of them in the United States or internationally.

Does Easterseals pick up donated durable medical equipment?

Since we cover the entire State of Iowa, we do not typically pick up equipment. However, if there is no way for you to get your donation to us, please call the Assistive Technology Center at 515-309-2395 to ask about a donation pick up. The AT team member will make the determination if/when we are able to pick up the donation. If it is determined that it can be picked up, it will likely be several weeks before someone can come by to pick up the donation.

Repairs and Installations:

Does Easterseals repair CCTVs?

No. All donated CCTVs must be in working condition.

What if I have a piece of durable medical equipment that was purchased from another vendor and it does not work, does Easterseals make repairs?

We do not make repairs on durable medical equipment. All equipment that is donated must be in workable condition.

Does Easterseals remove or install equipment?

We do not remove equipment or install equipment in people's home or vehicles such as stair lifts, elevators, vehicle hand controls or other home and vehicle accommodations.

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Selling Durable Medical Equipment:

What if I am wanting to sell my durable medical equipment?

If you are wanting to sell your durable medical equipment instead of donating, you can post your equipment on our online AT Exchange platform located at: www.eastersealsia.at4all.com. This platform operates similar to Facebook Marketplace where the seller can post an item for a price they identify. This platform can also be used to search for wanted equipment.

Loaning/Borrowing Equipment:

What is the step-by-step process to request durable medical equipment?

1. Call our phone number at 515-309-2395, our TTY at 515-289-4069, or email us at atinfo@eastersealsia.org and speak to an Assistive Technology team member to determine if we have the equipment that you are needing. If no one is available to answer the phone, please leave a message and a team member will give you a call back within 24 hours.
2. If we have the equipment, you will need to get a note from a medical practitioner or a prescription specifying the type of equipment that is needed.
3. There are a couple of options to fill out the Durable Medical Equipment application. You can either fill out the application online found on the Easterseals Iowa website at <https://www.easterseals.com/ia/our-programs/assistive-technology-center/>, or you can fill out an application in person when equipment is picked up.
4. Once you have the prescription, you will need to call 515-309-2395 again to set up a time to pick up the equipment.
5. There is a one-time cost associated with each piece of durable medical equipment. The fee for the equipment will need to be paid at the time that equipment is picked up.
6. All equipment will be picked up from the Assistive Technology Center.

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What is the cost of durable medical equipment?

There is a one-time cost associated with each piece of equipment. The cost varies depending on which equipment is needed. A list of equipment and fees is attached. If funding is a barrier to receiving equipment, there are limited scholarships available to help cover the cost of equipment. Please ask an Easterseals team member for more details about the scholarships.

How long can I use a piece of durable medical equipment?

The equipment can be used as long as needed. We just ask that the equipment is returned when you are done using it if it is still in usable condition so we can loan it out again to someone else.

Who is eligible for the Easterseals durable medical equipment?

Durable medical equipment is available to all persons in need in the State of Iowa.

Is there a limit to the amount of durable medical equipment that someone can receive?

As long as the durable medical equipment is available in our inventory, a completed application is provided, along with the one-time fees, there is not a limit to the amount of durable medical equipment that someone can receive.

Do I need to fill out a new application each time I loan a piece of equipment?

No. Durable medical equipment applications are good for one year. However, a new prescription or note from a medical practitioner is needed for each piece of equipment that is loaned. For example, if you completed one application and received a medical practitioner's approval for a raised toilet seat and you need another raised toilet seat within 12 months, a new application is not needed. However, if you are requesting a new piece of equipment such as a shower bench, a new application and a new note from a medical practitioner would be needed.

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Date Created 1/29/2023

Where can I find the Easterseals durable medical equipment application form?

The application form can be found on the Easterseals Iowa website at <https://www.easterseals.com/ia/our-programs/assistive-technology-center/>, or you can fill out a paper copy when you pick up your equipment. Online copies will either need to be printed out and brought to Easterseals, or they will need to be emailed to atinfo@eastersealsia.org or faxed to 515-289-1281.

What if I am not satisfied with the piece of equipment I loaned from Easterseals?

If you receive a piece of durable medical equipment that does not meet your needs, you are able to return it within 14 days of receiving the equipment for a full refund or to explore if a replacement piece of equipment is available in our inventory. To do so, please call 515-309-2395, our TTY at 515-289-4069, or email us at atinfo@eastersealsia.org to schedule a time to drop off the piece of equipment. After 14 days refunds nor replacement equipment will be an option.

Can a person who receives equipment through Easterseals give the equipment to a friend or family member in need?

Since every person has unique equipment needs, we ask that equipment is not shared or given to other people. If there is someone else who is in need of equipment, we would ask that they make an appointment with us so we can determine if we have equipment that will fit their specific needs.

Does Easterseals provide funding to purchase durable medical equipment from other vendors?

No – Easterseals does not provide funding for durable medical equipment from outside vendors. We can provide you with possible funding referrals, but we do not provide any funding ourselves.

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Inventory of Durable Medical Equipment:

Where does Easterseals receive the durable medical equipment that they have in their inventory?

All of the equipment that is available through Easterseals Iowa comes from donations from the community.

What is Easterseals' sanitation policy?

Each piece of equipment that is received is thoroughly sanitized by the Assistive Technology team before it is loaned back out to the community. We use an Aqua Phase sanitation machine on the items that are received through the Durable Medical Equipment program. Once the items are received, we put them in the machine where they are thoroughly sanitized with warm sanitizing solution. We then provide additional clean up and sanitation on any parts of the equipment that still need it.

Is the Durable Medical Equipment program similar to a "store" where someone can look around and pick out the equipment that they need?

No. Equipment is loaned out on an individual basis to meet the specific needs of each person. Persons in need of equipment should call ahead of time so the Assistive Technology team can determine if we have the equipment they are looking for.

Will Easterseals always have every item available that is offered through the Durable Medical Equipment program?

Not always. Because our inventory changes based on the donations we receive, we may or may not have the piece of equipment you are looking for. It is always best to call before you visit to see what is in our inventory at that time.

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Date Created 1/29/2023

If Easterseals doesn't have the piece of equipment that I am looking for, is there a waiting list that I can be put on?

No. If we don't have the equipment that you need at this time, we encourage you to call back again in a few weeks. Our inventory changes regularly, so it is possible that someone could donate what you are looking for at a later date.

Who is the owner of the Easterseals durable medical equipment?

Since this is a loan, all equipment remains the property of Easterseals.

If I obtained a piece of durable medical equipment through Easterseals and it does not work, does Easterseals make repairs?

If there are any concerns about equipment that is obtained through Easterseals, please contact the Assistive Technology Center team at 515-309-2395 so we can determine how to best support your needs. You are able to return it within 14 days of receiving the equipment for a full refund or to explore if a replacement piece of equipment is available in our inventory. To do so, please call 515-309-2395, our TTY at 515-289-4069, or email us at atinfo@eastersealsia.org to schedule a time to drop off the piece of equipment. After 14 days refunds nor replacement equipment will be an option.

How is the Easterseals Durable Medical Equipment Recycling Program funded?

This program is funded by the Department of Health and Human Services, Administration for Community Living as authorized by the Assistive Technology Act (P.L. 108-364). The Center for Disabilities and Development, Iowa's University Center for Excellence in Developmental Disabilities, is the lead agency and Easterseals Iowa is the implementing agency for these funds.

Without the generous donations of durable medical equipment, this program would not exist.

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Easterseals Iowa
Equipment Loan Fees

Effective as of 1/1/2019 and
 Current as of 1/1/23

Type of Equipment	One Time Fee
Bathtub/shower chair- non-transfer	\$25
Bathtub/shower chair- transfer	\$35
Bed rails	\$20
Cane	\$10
CCTV	\$125
Commode	\$20
Crutches	\$10
Daily living devices	\$5
Elevated toilet seat	\$15
Exercycle	\$20
Geriatric chair	\$35
Grab bars	\$10
Hospital bed- electric	\$150
Hoyer Lift (with sling)- hydraulic	\$75
Hoyer Lift (with sling)- battery	\$130
Hoyer Lift sling ONLY	\$10
Lift chair	\$85
Overhead table	\$30
Ramp	\$50
Stair lift	\$100
Standing aid	\$70
Toilet safety arms	\$15
Transfer board	\$10
Transport chair	\$35
Trapeze bar	\$35
Walker- standard	\$10
Walker with fold down seat/Rollator	\$40
Walker with forearm supports	\$20
Wheelchair- manual	\$75
Wheelchair – standard power	\$225 (plus batteries)
Wheelchair – specialized power	\$500 (plus batteries)
Wheelchair cushion- standard	\$10
Wheelchair cushion- Roho/gel	\$40