

1. A Certified Complex Rehabilitation Technology Supplier, CRTS®, or Registered Complex Rehabilitation Technology Supplier, RRTS®, is a Supplier 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 Certified Complex Rehabilitation Technology Supplier, CRTS®, or Registered Complex Rehabilitation Technology Supplier, RRTS®, 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 Certified Complex Rehabilitation Technology Supplier, CRTS®, or Registered Complex Rehabilitation Technology Supplier, RRTS®, 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 Certified Complex Rehabilitation Technology Supplier, CRTS®, or Registered Complex Rehabilitation Technology Supplier, RRTS®, informs the consumer of his/ her rights and responsibilities and notifies the consumer of the NRRTS Complaint Procedure.
  4. The Certified Complex Rehabilitation Technology Supplier, CRTS®, or Registered Complex Rehabilitation Technology Supplier, RRTS®, 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 Certified Complex Rehabilitation Technology Supplier, CRTS®, or Registered Complex Rehabilitation Technology Supplier, RRTS®, combines equipment and components, from various sources, to create solutions to meet specific consumer needs.
6. The Certified Complex Rehabilitation Technology Supplier, CRTS®, or Registered Complex Rehabilitation Technology Supplier, RRTS®, 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 Certified Complex Rehabilitation Technology Supplier, CRTS®, or Registered Complex Rehabilitation Technology Supplier, RRTS®, 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 Certified Complex Rehabilitation Technology Supplier, CRTS®, or Registered Complex Rehabilitation Technology Supplier, RRTS®, strives to provide the consumer, family and funding source with the most cost-effective options to meet the goals and objectives specified.
9. The Certified Complex Rehabilitation Technology Supplier, CRTS®, or Registered Complex Rehabilitation Technology Supplier, RRTS®, informs the client and/or family of their financial obligations and requirements. Where feasible, the Certified Complex Rehabilitation Technology Supplier, CRTS®, or Registered Complex Rehabilitation Technology Supplier, RRTS®, should endeavor to inform the consumer and family of alternative funding sources that may exist.
10. The Certified Complex Rehabilitation Technology Supplier, CRTS®, or Registered Complex Rehabilitation Technology Supplier, RRTS®, recognizes the need for, and actively pursues, communication and interaction with other Certified Complex Rehabilitation Technology Supplier, CRTS®, or Registered Complex Rehabilitation Technology Supplier, RRTS®, s. 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 Certified Complex Rehabilitation Technology Supplier, CRTS®, or Registered Complex Rehabilitation Technology Supplier, RRTS®, 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.