

● VENDOR CONTACT INFORMATION

FRASER HEALTH REGION

CANADIAN RED CROSS

Basic equipment: 604-930-9049
Advanced equipment (delivery, installation and return): 604-930-9073

ALTERNATE VENDORS

BC Medequip Home Health Care Ltd

Burnaby 604-888-8811

National Seating & Mobility

Tricities (Port Coquitlam, Coquitlam, Port Moody, Maple Ridge, Mission, Pit Meadows)

Communities North of the Fraser River

604-944-9644

Abbotsford 604-852-3191

Surrey 604-574-5801

HME Home Health Ltd.

South Surrey 604-535-5768

INTERIOR HEALTH REGION

CANADIAN RED CROSS

Basic equipment: 250-765-3465
Advanced equipment (delivery, installation and return): 250-491-8443 ext. 220

ALTERNATE VENDORS

Kootenay Columbia Home Medical Equipment

Cranbrook 250-426-6000 or 1-800-661-4022

Castlegar 250-365-7772 or 1-866-515-7772

National Seating Mobility (PG Surg Med)

Vernon 1-250-549-7288 or 1-833-676-6683

Kamloops 1-236-425-1235 or 1-833-676-6683

Kelowna 1-236-420-7288 or 1-833-676-6683

NORTHERN HEALTH REGION

CANADIAN RED CROSS

Basic equipment and Advanced equipment (delivery, installation and return): 250-564-6566

ALTERNATE VENDORS

National Seating Mobility (PG Surg Med)

Prince George 1-250-564-2240 or 1-800-663-2963

Motion (North Coast)

Terrace 1-250-638-1301 or 1-888-222-2172

VANCOUVER COASTAL HEALTH REGION

CANADIAN RED CROSS

Basic equipment: 604-301-2566
Advanced equipment (delivery, installation and return): 604-270-4224

ALTERNATE VENDORS

BC Medequip Home Health Care Ltd

Burnaby 604-888-8811

National Seating & Mobility

Vancouver North Shore 604-990-9422

Vancouver 604-872-5800

HME Mobility & Accessibility

Richmond 604-821-0075

Coast Ability

Sechelt 604-747-4722

VANCOUVER ISLAND HEALTH REGION

CANADIAN RED CROSS

Basic equipment and Advanced equipment (delivery, installation and return): 250-382-2043

ALTERNATE VENDORS

G.T. Medical Care Equipment

(Life Support Assisted Living Systems)

Parksville 250-954-0309 or 1-800-224-8662

Nanaimo 250-585-3035 or 1-800-224-8662

Island Mediquip Ltd.

Victoria 250-391-0388 or 1-800-350-6377

Duncan 250-597-0151 or 1-800-350-6377

Nanaimo 250-824-0390 or 1-800-350-6377

Courtenay 778-346-1073 or 1-800-350-6377

Campbell River 778-346-1073 or 1-800-350-6377

HME Mobility & Accessibility

Victoria 250-386-0075

National Seating & Mobility

Nanaimo 1-833-676-6683 or 250-751-3735

Visit www.redcross.ca/bc for contact details for your nearest location.

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MEDICAL EQUIPMENT PROVISION PROGRAM



MEPP provides **SHORT-TERM MEDICAL EQUIPMENT RENTAL** for patients and clients in B.C. who require medical equipment to stay at home safely

The Medical Equipment Provision Program (MEPP) provides **SHORT-TERM Medical Equipment RENTALS**

THE SEVEN STEPS TO PARTICIPATE IN MEPP:

1. Get an assessment

Your health authority clinician (such as an occupational therapist, physical therapist, or nurse) will assess your needs and prescribe the equipment. The clinician, with input from you, will determine the length of the MEPP rental period.

2. Obtain the equipment

- Your clinician will let you know which location the items can be picked up from.
- If the equipment requires set up and installation, you will need to prepare the space in your home ahead of time. You will be contacted with a delivery time and will need to arrange for someone to be available. Your clinician may provide you with additional instructions.

3. Learn how to use and care for the equipment

Review any instructions on the use and care of the MEPP equipment. If you have any questions, you can ask your vendor or clinician.

Lifts or hospital beds **must** be taken apart and removed by the **VENDOR ONLY**.

4. Plan ahead

Remember MEPP is for short-term equipment

rentals; begin planning early for any long-term equipment needs you may have. Speak with your health authority clinician about your other options for rental or purchase after your MEPP rental period ends.

5. Connect with your health authority clinician if:

- Your clinical needs or equipment needs change; and/or
- You will be moving, as you may require a different MEPP vendor in your new location.

6. Keep track of which vendor has provided your equipment

You may have equipment from more than one vendor. Knowing where your equipment comes from will help you connect with the right vendor if you have any questions about or problems with the equipment.

7. Return the rental equipment

There is a limited supply of medical equipment. At the end of the authorized MEPP rental period:

- Return the equipment to the vendor that you got it from.
- For items that were delivered and installed, contact the vendor to arrange to have it taken apart and returned.
- Timely return of medical equipment will allow others in need to access it. Return the equipment early if no longer needed.
- You may be responsible for rental fees if you keep the equipment longer than prescribed or if the equipment is lost or damaged.

Clinician instructions

Clinician Contact

QUESTIONS OR CONCERNS?

If you have questions or concerns about your care, please talk about it with the person who cared for you or that person's manager. It is best to talk about your concerns as soon as possible.

If you are uncomfortable talking to a manager or you are unhappy about how your concerns were handled, you can talk to the Patient Care Quality Office (PCQO) in your Health Authority.

Contact your Health Authority Patient Care Quality Office.

<https://www.patientcarequalityreviewboard.ca/makecomplaint.html>

Client Information Disclosure

Your personal health care information will be shared with health care providers in order to ensure the delivery of safe, effective, and quality care. All providers have comprehensive policies related to the confidentiality of client information.