

5. The contractor must provide patient education instructions to the veteran and/or caregiver, in accordance with all JOINT COMMISSION standards, in the proper use/function, safety, maintenance, cleaning and infection control of the furnished item(s). Instructions provided will be both verbal and in writing. The contractor will specifically document the patient education with signed receipts from the veteran/caregiver as proof of record that this documentation/education was received. Education shall be conducted by qualified personnel experienced and familiar with the item(s) specified under this solicitation.

G. EQUIPMENT REPAIRS

1. VA primarily uses independent sources to furnish replacement parts and obtain services for major repairs or to refurbish any item. VA reserves the right to furnish replacement parts or obtain services to repair or refurbish any government owned item from the contractor at the request of the COR or designee.
2. If an item is found to be in need of repair, the contractor shall perform minor repairs. Minor repairs – Will be completed within three (3) business days.
Examples: Tighten wheels and casters on wheelchairs, check for loose wiring on motorized wheelchairs and electric beds, minor spot painting of small areas of chipped paint or rust spots on recovered items to be placed in storage. There will be no charge for labor for easily replaced items, including, but not limited to, batteries, arm rests, leg rests, and headrests. After cleaning and sanitizing, the equipment shall be lubricated with an appropriate grease, oil, and /or silicone spray. Any rust spots shall be wire brushed prior to spot painting.
3. If an item needs repair that will require any replacement parts or labor time exceeding 15 minutes, the contractor shall notify the COR or designee in writing via email. If the COR or designee elects to utilize the repair service of this contractor, then a written authorization will be issued for each repair authorized. When the COR or designee determines that it is not economically feasible to repair the item, the contractor will be so advised. The item shall be tagged as unserviceable and shall be stored in the contaminated equipment holding area to be surveyed by the COR or designee during the next quarterly site visit. If, at any time, the number of units to be surveyed becomes excessive, the contractor may request a site visit in addition to the routine quarterly one.
4. For emergency repairs, the contractor may receive notice from non-VA Prosthetics personnel.
 - a) All responses to patient emergency calls must be responded to within ½ hour.