



# Virtual Vehicle Final Fitting

## Introduction:

In-person vehicle checkouts conducted by the mobility equipment dealer (*dealer*), driver rehabilitation specialist (*specialist*), and client are the preferred method to “ensure the optimal functioning of the vehicle and equipment per the prescription/recommendation form.” (*ADED Best Practice Guidelines for the Delivery of Driver Rehabilitation Services*. 2016)

Final fittings are indicated to ensure that the correct and prescribed equipment is installed and safely useable. Individual driver rehabilitation programs are encouraged to develop policies and procedures in conjunction with their own risk management and legal departments to address final fittings. Whenever possible, the preferred method for final fitting should be conducted as a face to face interaction for both evaluations and delivery/final fitting.

The COVID-19 pandemic has significantly impacted the ability of driver rehabilitation specialists to conduct in-person vehicle final fittings, however other instances may occur where in-person fittings with the specialist cannot be conducted. In circumstances where it is not advisable or possible to have the driver rehabilitation specialist present for a live, in-person vehicle final fitting, these procedures are designed to comply with ADED and NMEDA/QAP best practice guidelines while maintaining social distancing measures for public health and safety.

Procedures for virtual vehicle final fittings (VVFF) can be instituted in partnership with the mobility equipment dealer, state vocational rehabilitation agencies, the US Department of Veterans Affairs, and driver rehabilitation service providers.

## Protocol

- **Safety Measures:** The mobility equipment dealer shall share with the driver rehabilitation specialist and the client the safety measures they will be taking to ensure that: neither the client nor the service team has symptoms of any illness, nor been exposed to someone who has tested positive for COVID-19 in the past 2 weeks. Policies for face mask, face shields, sanitization and social distancing measures should also be provided. Information on how to protect yourself and others from COVID-19 can be learned through the CDC ([cdc.gov](https://www.cdc.gov)) and includes how to properly sanitize vehicles to prevent the spread of the virus.

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- **Technology Requirements:** Prior to the session, the dealer shall have documentation on record that the client agrees to the use of virtual technology for a virtual vehicle final fitting. The mobility equipment dealer and driver rehabilitation specialist will identify the preferred multi-media video conferencing application that will be used during the virtual vehicle final fitting (VVFF). The preferred platform shall be compliant with all business and facility HIPPA/PHI requirements. It is recommended that the video conferencing platform includes both phone video and computer screen sharing capabilities. The driver rehabilitation specialist shall be trained and confident in the use of the agreed-upon video conferencing application.

## Qualified Client

VVFF may be used as an acceptable option in certain situations when there is a collaborative agreement by the client, driver evaluator, funding source, mobility dealer with respect to the client's status and to ensure the best probability for a safe outcome.

For purposes of VVFF, a qualified client may be considered:

1. passenger only
2. driver who has current experience operating adaptive equipment, and meets all the following criteria:
  - whose medical condition has not changed
  - is currently licensed to drive the same (similar) adaptive equipment,
  - has not experienced any changes or decline in medical or functional status (maybe include a signed verification by the client?)
  - does not use driving equipment that is deemed high tech
  - does not require behind the wheel assessment or training after the final fitting.

## Virtual Final Fitting Process

1. If possible, prior to the VVFF, the dealer will e-mail the necessary documents (final work order/invoice, QAP documents, inspections, etc.), demonstrating that all elements of the prescription have been satisfied on the documentation. The dealer may elect to provide the client a copy upon arrival for the VVFF.
2. The specialist and dealer will coordinate a time for the VVFF where the client can attend the dealer location, or dealer could deliver the vehicle to the client home.
3. To start the VVFF, the specialist will visually confirm the presence of the driver as shared in real time over the video conferencing application hosted by the dealer. Ideally the dealer and client should be visible in the video conferencing while adhering to all CDC recommended safety measures (cdc.gov).
4. The dealer will use the video conferencing application to review all the equipment installed in the vehicle, ensuring that equipment installed matches the prescription and work order.
5. VVFF procedures will then continue depending on the type of client:
  - a. Passenger

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- i. Demonstrate remote access for entry/exit system
  - ii. Start vehicle; power lockdown alarm should be audible (if applicable)
  - iii. Client enters the vehicle and secures the wheelchair/scooter
    1. Alarm should silence for power lockdown
    2. Check 4-point securement for manual tie-downs
  - iv. Attempt release with the vehicle running (it shouldn't release)
  - v. Secure seat belt to ensure proper application by client/caregiver and proper fit of the lap belt and shoulder restraint.
  - vi. Turn vehicle off and release wheelchair securement
  - vii. Client exits the vehicle via the entry/exit system
  - viii. Entry/exit system is stowed
  - ix. For lifter applications, client/caregiver demonstrates proper stowing/unloading of wheelchair/scooter.
  - x. Obtain serial numbers, VIN, etc. for funding source
- b. Driver
- i. Client enters the vehicle via entry/exit system and secures wheelchair/scooter
  - ii. Client positions independently in the driver's area
  - iii. Parking brake is set and vehicle ignition performed
  - iv. Gas/Brake tasks are performed on command in the parked position by client
  - v. Steering right/left performed by client
  - vi. Observe installation of any other recommended equipment (i.e. turn signal extension, pedal block)
  - vii. review and/or demonstrate operation of additional equipment listed on the prescription
  - viii. Execute Gear Shift Operation; driver shifts car between P, R, N, D several times to ensure proper fit of the controls and driver position.
  - ix. Force test the equipment to ensure bolts are tightened sufficiently (client or MED performs)
  - x. Client exits the vehicle
  - xi. Entry/exit system is stowed
  - xii. Obtain serial numbers, VIN, etc. for funding source
6. If any adjustments to the equipment are required, by the specialist, they will be performed by the dealer and documented as necessary.
7. Upon satisfaction of all regulatory and best practice requirements, the specialist will complete the VVFF documentation and submit to the driver, funding agencies, and dealer.

## References:

- AED Best Practice Guidelines for the Delivery of Driver Rehabilitation Services. 2016
- NMEDA Quality Assurance Program Guidelines

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