



**Switch It, Inc. Rehab Provider Standards**  
*Effective July 1, 2009*

A Switch It rehab provider will:

1. Maintain a commercial business location consistent with the needs of its business activities and customers.
2. Operate its business in compliance with all applicable federal and state licensure and regulatory requirements.
3. Have processes in place that promote compliance with all applicable Federal and State laws and regulations.
4. Apply ethical business practices and refrain from offering or accepting unlawful inducements in order to influence business.
5. Promote continuing education for staff that is appropriate for each individual employee's area of responsibility.
6. Engage in responsible promotion and sale of Switch It products which includes delivery, instruction, set up, programming, and service of the products to assure their safe and comfortable use by the customer. This includes but is not limited to providing clear instructions related to use, maintenance and potential hazards of equipment and accessories to customers and/or caregiver(s) of customers to ensure safe and appropriate use of Switch It products.
7. Maintain a working knowledge and remain current on all updated Switch It product technologies.
8. Assume responsibility for and have the resources and ability to provide services for all Switch It products (service what you provide).
9. Establish an account with Switch It and maintain account in good standing so that prompt delivery and service to end-users may be assured.
10. Employ at least one credentialed Rehab Technology Supplier (RTS) consistent with Medicare requirements (currently defined as ATS, ATP or CRTS) at each business location that is directly involved in the selection, installation and fitting of Switch It products for customers.
11. Employ at least one trained rehab technician per service area and must service (set-up, program, adjust, modify and repair) all Switch It products they sell.
12. Have at least one credentialed RTS and a rehab service technician participate annually in training to ensure adequate knowledge and, if applicable, credentials for their positions.
13. Conduct in-person and individualized evaluations of clients to determine the appropriate product requirements.
14. Adhere to Switch It's drop-ship policy. Switch It drive control products will only be shipped to the provider's authorized business location, with the intention that the provider will, within a reasonable timeframe, have a qualified representative visit the end user to perform the initial setup of the product and provide the necessary training to ensure safe and effective use of the product.

*The intention of this document is to ensure that entities providing Switch It products understand and adhere to set standards for the benefit of our providers and consumers and the good reputation of Switch It products. Violation of any of the standards listed in this document may result in the termination of the provider's right to purchase Switch It products.*