

## **Guidelines for the Setup of Computer Equipment**

- **Table of contents**
- **[Introduction](#)**
- **[Rationale for setup](#)**
- **[Funding of setup](#)**
- **[Clinical indicators of the need for setup](#)**
- **[The planning process](#)**
- **[The training process](#)**
- **[Steps to Setup for a veteran in a BRC CAT program](#)**
- **[Verification](#)**
- **[Absence of a VIST Coordinator](#)**
- **[Setup process if the veteran receives local training](#)**

### **Introduction**

This document provides guidelines to field staff for ensuring continuity of care in computer access training in matters related to setup of equipment.

[Return to Table of Contents](#)

### **Rationale for setup**

Some veterans participating in the Department of Veteran's Affairs (VA) Blind Rehabilitation Service (BRS) computer

access training program (CAT) need assistance with computer setup. This applies to those receiving computers as in-patients or outpatients. While veterans are taught to set up their equipment, some will need assistance due to physical limitations. Some veterans will also lack access to reliable assistance from family or friends. In addition, there will be veterans who will require assistance in setting up and configuring ISP service.

Assisting these veterans with in-home setup provides good customer service, contributes to continuity of care, and may avoid injury to veterans. In addition, it prevents damage to equipment.

When possible, it is desirable for many veterans to be independent in computer setup. This allows them the freedom to relocate their computers at any time without dependence on others. Nevertheless, other veterans require this service and VA is obligated to provide this support.

[Return to Table of Contents](#)

### **Funding of setup**

Prosthetics and Sensory Aids Service (P&SAS) pays for the setup of computers, peripherals and software. Prosthetics pays for such services to ensure proper installation, setup and education of the veteran.

[Return to Table of Contents](#)

### **Clinical indicators of the need for setup**

Generally, setup assistance is indicated if veterans have limitations in overall strength, stooping, bending, and lifting as well as limitations due to decreased motor function in the hands and upper body.

Setup of computers, peripherals and software is not indicated when the CAT instructor and the veteran agree

that the veteran has the ability to properly set up the equipment.

[Return to Table of Contents](#)

### **The planning process**

If setup is necessary, the process requires coordination among the VIST Coordinator, local vendors, BRC, P&SAS and the veteran. Decision making is a collaborative process between the veteran and the clinical team. In order to ensure that setup occurs in a timely manner planning should begin as soon as it is determined that setup will be required.

[Return to Table of Contents](#)

### **The training process**

To ensure that the veteran is fully competent to perform independent setup after training, the veteran should demonstrate and acknowledge competence. If appropriate this would include the ability to setup and configure ISP service.

[Return to Table of Contents](#)

### **Process for arranging setup for a veteran in a BRC CAT Program**

For some Blind Rehabilitation Centers (BRC), notably those with catchments areas involving a large geographic area with numerous referring VIST programs, the most appropriate model of setup management is for the referring VIST Coordinator to coordinate setup with local vendors. For other Blind Rehabilitation Centers, the most effective process is for the BRC to arrange setup. Each BRC should determine, in consultation with P&SAS and the affected VIST coordinators, the most effective means of serving their veterans.

For BRC CAT programs which rely on the VIST Coordinator to manage the setup process, the following steps are recommended:

- The need for setup is addressed during the assessment and training process.
- The plan for setup is documented in the medical record.
- The referring VIST Coordinator is notified by the CAT Supervisor or designee that setup will be required.
- The VIST Coordinator at the local station is responsible for coordinating the setup process in collaboration with the local Prosthetic Activity following locally established procedures.
- The BRC facility ships the equipment to the veteran or identified vendor as appropriate. The VIST Coordinator collaborates with the BRC CAT supervisor or designee on the setup plan.
- The vendor providing setup is provided any special instructions such as a need to connect and configure e-mail and the Internet. This is the responsibility of the CAT supervisor or designee. A copy of the instructions should be provided to the home station VIST Coordinator.
- At the completion of the setup the vendor completes a delivery and setup report that is signed by the veteran.
- The vendor also provides a copy of the setup checklist to the VIST Coordinator in electronic format to be loaded into CPRS as a historical note.

For BRC CAT programs which manage the setup process, the following steps are recommended:

- The VIST Coordinator at the local station, in collaboration with the BRC, assists the local Prosthetic Activity in identifying local vendors who will provide setup.
- The VIST Coordinator provides a list of vendors to the BRC.

- The need for setup is addressed during the assessment and training process.
- The plan for setup is documented in the medical record.
- The BRC facility makes arrangements for setup directly with the vendor.
- The vendor providing setup is provided any special instructions such as a need to connect and configure e-mail and the Internet. This is the responsibility of the CAT supervisor or designee. A copy of the instructions should be provided to the home station VIST Coordinator.
- The BRC facility ships the equipment to the veteran or identified vendor as appropriate. The VIST Coordinator collaborates with the BRC CAT supervisor or designee on the setup plan.
- At the completion of the setup the vendor completes a delivery and setup report that is signed by the veteran.
- The vendor also provides a copy of the setup checklist to the VIST Coordinator in electronic format to be loaded into CPRS as a historical note.

[Return to Table of Contents](#)

## **Verification**

- In a BRC and at local training facility, responsible personnel will verify in the training plan if setup will be required.
- Any special instructions to the vendor will be documented in writing by the training facility.
- Completion of setup and veteran satisfaction will be documented and the veteran will verify with a signature.

[Return to Table of Contents](#)

## **Absence of a VIST Coordinator who manages the setup process**

When a referring VIST Coordinator has a scheduled absence at the time of veteran discharge, they are expected to notify the BRC and assist as required in ensuring a smooth setup plan.

When a referring VIST Coordinator has an unscheduled absence of significant duration, the BRC should attempt to arrange setup through the local Prosthetic Activity, following the procedures established by the VIST Coordinator.

When VIST positions are vacant, the National Program Consultant will work with the local facility to establish setup procedures.

[Return to Table of Contents](#)

## **Setup process if the veteran receives local training**

If a veteran receives CAT services at a local community based training facility and setup is not included in the cost of training, the following steps are recommended:

- The VIST Coordinator at the local station assists the local Prosthetic Activity in identifying local vendors who can provide setup.
- The need for setup is addressed during the assessment and training process.
- The plan for setup is documented in the training plan.
- The VIST Coordinator is notified by the training facility that setup will be required.
- The VIST Coordinator is responsible for coordinating the setup process in collaboration with the local Prosthetic Activity following locally established procedures.

- The training facility ships the equipment to the veteran or identified vendor as appropriate. The VIST Coordinator collaborates with the training facility on the setup plan.
- The vendor providing setup is provided any special instructions such as a need to connect and configure e-mail and the Internet.
- At the completion of the setup the vendor completes a delivery and setup report that is signed by the veteran.
- The vendor also provides a copy of the setup checklist to the VIST Coordinator in electronic format to be loaded into CPRS as a historical note.

[Return to Table of Contents](#)