

## **SELECTING ASSISTIVE TECHNOLOGY**

**For persons with a** disability or those experiencing the effects of aging, assistive technology (AT) devices and services can be the key to greater independence and productivity. An AT device is any item used to maintain or improve a person's functional capabilities. An AT service is any service that helps an individual select, acquire or learn to use an AT device.

**Selecting assistive technology** involves



following a process which results in finding the “best fit” between person, environment and technology. Prospective end-users of AT devices and those assisting them must carefully evaluate information and make informed decisions. Using a process for device selection is important because it decreases the likelihood of bad decisions that waste time, money and patience. Poorly chosen equipment may be of little help to the user or even end up unused in a closet.

### **Considerations for Selecting Assistive Technology**

#### **Define Your Goal – What do you want the AT to accomplish?**

What does the individual want the AT help them do? This defines the critical “feature match” between the end-user and the technology.

#### **Consider the AT Team**

Selecting an AT device requires input from the individual who is going to use it. It may also require input from family members, educational, medical and vocational professionals, co-workers and caregivers. A good rule of thumb is to include anyone who frequently works with the end-user or the technology. There may be formal requirements for team membership and documentation if funding is tied to educational or employment objectives or medical diagnosis. Having appropriate individuals on the AT team is vital to a successful outcome.

#### **Consider the End-User**

The individual's abilities and limitations, as well as, what assistance or accommodations are needed in sensory, cognitive and motor areas is necessary.

#### **Consider the Environment**

Will the technology help the individual achieve the desired functional goal? Who will be interacting with the person and the technology in the environments?

#### **Consider the Technology**

What device, adaptation or system is the “best match” for the identified needs and environments?

#### **Device Factors to Consider:**

Is the end-user comfortable with the way that the technology looks, feels and sounds? Is it age, gender and culturally appropriate? Is it easy to use? Which device allows the greatest independence? Is it easy to transport from place to place? Does it require training prior to use? If training is required, where and how can one obtain it? What will it cost? Does the device pose any safety risks to those that may work with it?

Is the device reliable and durable? How and where are necessary repairs done? How difficult and time-consuming is it to obtain service?

#### **Considerations when Selecting a Vendor**

It is not enough that a particular vendor sells a piece of equipment that an individual needs. The dealer's consumer responsiveness, professionalism and service orientation should be a part of the decision process.

#### **Questions to Ask the Vendor**

How long has the vendor been in business? How long has the vendor supplied the

device you are interested in? Will the vendor provide references from customers using similar equipment?

Do they have knowledge about particular disabilities? How does the vendor stay up-to-date on new developments in both technology and rehabilitation? Does the vendor have an ATP credential?

What is the vendor's responsibility if errors occur in measuring, ordering, assembling or delivering the device? Does the vendor carry professional liability insurance?

**Questions to Ask Specific to Vendor Services**

Does the vendor have in-house service people and adequate parts inventory to service the device? What is the average "turn-around" time for a repair? Will the vendor provide a written estimate of cost and time for a repair? Will the vendor make comparable equipment available for loan during a repair? Does the vendor provide a warranty on service or customization of equipment?

**Consider Device Training Needs**

The arrival of a piece of equipment is not the end of the process. Both the end-user and anyone else who provides support in device use should receive training. Training may be provided by the vendor, a manufacturer's representative, staff from a

medical or educational setting or an ATP credentialed individual. Training helps insure that the technology is used effectively, safely and consistently in all the relevant environments. Proper use and maintenance also minimizes the cost and inconvenience of breakdowns and repairs.

**Next Steps** - Selecting the right assistive technology can increase an individual's independence and productivity. A simple first step is to contact the **Arizona Technology Access Program.**

Visit our website [www.aztap.org](http://www.aztap.org)



Website QR Code

Call 800-477-9921, 602-728-9534; 602-728-9536 (TTY). Reach us by email: [askaztap@nau.edu](mailto:askaztap@nau.edu).

The 56 statewide Assistive Technology (AT) Programs form a national network of statewide assistive technology (AT) programs. Information contained in this brochure represents the accumulation of knowledge of this national network. The AT programs receive funding from the US Department of Education, Rehabilitation Services Administration (RSA) to implement the Assistive Technology Act of 1998, as amended. No official endorsement by the U.S. Department of Education of any product, commodity, service or enterprise mentioned in this publication is intended or should be inferred. In Arizona this

program is known as the Arizona Technology Access Program (AzTAP) Grant # H224A130003.

**AzTAP is a Phoenix-based program of the Institute for Human Development at Northern Arizona University.**



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