



FREQUENTLY ASKED QUESTIONS (FAQs)

1. What is AT?

AT stands for assistive technology. By definition, AT is any item, piece of equipment or product system whether acquired commercially, modified or customized that is used to increase, maintain or improve functional capabilities of individuals with disabilities.

2. To whom do you provide AT services?

Any patient with an identified need. We see both inpatients and outpatients, active duty or veteran, service connected or non-service connected.

3. What can you do for me?

The AT program will evaluate your specific needs and make recommendations that will improve your ability to do daily activities such as read computer screens, use your telephone, open doors, read and understand text, use a computer, remember to take your medications, take notes in class and communicate.

4. Do you provide training on the equipment after the evaluation?

Yes. The number of training sessions will vary depending on your needs; however, our goal is to ensure you are able to manage the equipment independently and successfully.

5. What if I need help, more training or my device is no longer working?

Contact the AT staff at (813) 972-2000 x5229 or x5315.

6. Do you provide AT services in the home?

We attempt to schedule you in conjunction with other VA appointments at our facility. We also provide telehealth and remote services; which means you can receive help from the comfort of your own home or nearby VA community based outpatient clinic and interact with AT staff via telephone, television or computer. In rare instances where this is not feasible, we can schedule home visits as needed.

7. Do you provide iPads and/or smartphones?

The AT staff will complete a thorough evaluation of your specific needs and make recommendations for the most appropriate solution to meet those needs. The goal is to always start with what you may already own and provide education on how best to utilize it effectively. If; however, something additional is required, we initially consider items of least expense and what is commercially available before we consider specialized options.

8. Do you provide upgrades?

Only if there is clearly documented clinical justification that the current device no longer meets your needs as per our clinical practice recommendations. Replacements will not be provided for the sole purpose of obtaining a newer model or because the technology has advanced.

9. Do you provide computers?

If a need is identified that requires computer technology to facilitate functioning and assist in rehabilitation and the client demonstrates ability to use a computer. As per clinical practice recommendations.

10. What if I lost or broke my device or it was stolen?

Repeated device repairs or replacements will require a re-evaluation to determine if an alternative system is indicated.

11. Who do I call for repairs or maintenance on my device?

Contact the AT staff who will assist or help coordinate outside support if needed.

12. What will this cost me?

There is no cost to you for the recommended equipment itself; however, you will be responsible for any associated monthly service plans with mobile devices or internet connectivity requirements.

13. How long until I receive my equipment?

Typically the wait time is 4-6 weeks from the date the order is processed; however, may take longer. The AT staff will contact you upon receipt to issue the equipment and initiate training.

14. Who do I call for status updates on my equipment orders?

The Prosthetics department at extension 7508.

15. Will the equipment be shipped to my home address?

Typically, the item is hand delivered from the AT staff to you during a pre-arranged appointment to allow for setup and initial training.

16. What is CAP?

CAP stands for Computer Electronic Accommodations Program. They provide AT for active duty and/or federal employees. Refer to their website www.cap.mil to see a listing of available AT accommodations.

17. What is Chapter 31?

Vocational Rehabilitation and Employment Program (VR&E) assists Veterans with service connected disabilities maintain employment. If employment is not feasible, Chapter 31 provides services to promote independent living. This can sometimes be a funding source for your AT needs.