

Mobility Aides

Customer Handbook



Solutions for
Healthier Living

General Information About Mobility Aides

- You may have chosen to purchase this product or had it prescribed by a provider. Mobility aides may be for temporary use after an illness or for a longer duration.
- Mobility aides are meant to help increase your safety and independence. Most mobility aides provide stability and balance during recovery from an injury, surgery, or medical condition, or if you have weakness or a balance problem.
- Most mobility aides require moderate strength in your hands, arms, and shoulders.
- Products and services displayed in this handbook are not available at all locations.

Rental Information

- Specific terms and conditions dictate durable medical equipment rentals. A copy of these terms and conditions can be found on the back of your rental agreement.
- Mayo Clinic Stores reserve the right to refuse or discontinue rental services.
- Many items are available on a rental basis, check with a Mayo Clinic Store representative for more information pertaining to your equipment's availability and price as rental or purchase.
- Rental items may be purchased privately (cash) by patients.

Warranty Information

- Rental equipment is warranted throughout the entire rental period.
- When the manufacturer's warranty exceeds that of the Mayo Clinic Store, the manufacturer will be contacted for warranty.
- Warranties are subject to manufacturer defect and will not be guaranteed if the product is unusable due to neglect or mistreatment.

Purchase Information

- Patients are financially responsible for charges made for their purchase equipment, including those charges not covered by insurance.
- Some equipment is available on a one-time purchase option only when submitted to insurance, ask your Mayo Clinic Store representative for more information.

Purchase Return Policy

- Purchased products are subject to inspection before approval to return is provided.
- Products may be returned for full credit if in original packaging, unused and unwashed or defective.
- Product returns must be completed within 30 days from date of purchase.
- Items returned with a receipt will be refunded in the same manner as purchased.
- Custom fit and special orders are not returnable unless the Mayo Clinic Store will receive credit from the vendor.
- Vendors or Mayo Clinic Store may designate some items as single patient use, meaning they cannot be returned once opened.
- If a mail order return is being made, shipping will not be credited.
- Cash sales without a receipt cannot be granted.

**PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE.
PRODUCTS AND SERVICES NOT AVAILABLE AT ALL LOCATIONS.**

Folding Walkers

You may be prescribed a walker based on your current condition or need. Some walkers are ordered without wheels and may be prescribed that way based on your particular needs. Most standard and bariatric walkers include the following features (Figure 1):

- Rubber hand grips
- Aluminum frame
- Rubber tips
- Folding mechanism for transporting



Figure 1

Fitting your Walker

The following steps are used to adjust the walker to your height:

1. The walker needs to be fully locked open.
2. From a standing position while looking forward, stand inside the frame of the walker with arms straight down at your sides.
3. The rubber hand grip will be adjusted to be approximately even with the crease in your wrist joint (Figure 2). This is done by depressing and resizing the walker legs using the push button locks.
4. Once adjusted your elbows should be bent at a 15 - 20 degree angle while holding the hand grips (Figure 3).



Figure 2



Figure 3

Maintaining your Walker

Most folding walkers can be maintained by remembering to:

- Wipe surfaces of the walker with soapy wash cloth when dirty.
- Changing out rubber tips, glide tips, and wheels when worn.
- Replace walker if structurally damaged (Example bends in the metal).

Safety Concerns When Using your Walker

When using your walker it is important to observe the following:

- Don't attempt to use your walker if it is not fully locked in the open position.
- Always be aware of your surroundings so you can avoid common trip hazards such as throw rugs, pets, electrical cords, and wet surfaces.
- Always use your equipment in a manner as prescribed by your physician.
- Be careful when adding accessories to your walker, it is recommended to only use manufacturer approved accessories to avoid risk of injury or damage to your equipment.
- Don't attempt to carry things in your hands or on your person when using your walker.
- Always keep your walker accessible.
- It is not recommended that you use stairs when you have a walker.
- Walkers are intended to be used on firm level flat surfaces.
- Take small steps when using your walker and keep the walker close to your body.
- Do not look at the floor. Walking with your head up with help maximize your balance while using a walker.
- Wearing nonskid slippers, socks, or shoes can help you walk safely with a walker.

The Mayo Clinic Store team will provide you with proper equipment education for safe use of your equipment.

4 Wheeled Walkers

Most 4 wheeled walkers include the following features (Figure 1):

- Rubber hand grips
- Rear wheel lock system with hand brakes
- Cushioned seat pad
- Storage basket either underneath or in front of the seat
- Collapsible for easy transport



Figure 1

Fitting your 4 Wheeled Walker

The following steps are used to adjust the 4 wheeled walker to your height:

1. The walker needs to be fully open with the hand brakes engaged.
2. From a standing position while looking forward, stand tall inside the hand grips of the 4 wheeled walker with arms straight down at your sides.
3. The rubber hand grip will be adjusted to be approximately even with the crease in your wrist joint.
4. Once adjusted your elbows should be bent at a 15-20 degree angle while holding the hand grips.

How to Fold your 4 Wheeled Walker for Transport

When transporting your 4 wheeled walker you will need to know how to safely fold and unfold the walker.

To Fold and Transport the Walker:

1. Lift the seat into upright position. (Figure 2)
2. Grasp the handle, bar, or strap located under the seat and pull upward (Refer to Owner's Manual for product specifics). (Figure 3) *(Some models will fold automatically when seat is lifted)*

To Un-Fold and Open the Walker:

1. Hold both handles and squeeze the hand brakes.
2. Hold the walker upright and rest it on the rear wheels. (Figure 4)
3. Push down on both handles until all four wheels are touching the ground.
4. Push down on the bottom of the storage back or seat (depends on the model) until the folding crossbar is fully engaged. (Figure 5)



Figure 2



Figure 3



Figure 4



Figure 5

How to sit in your 4 Wheeled Walker

Your 4 wheeled walker is designed with a seat for you to use as needed. It is important that you use the proper steps to avoid injury. When sitting with your 4 wheeled walker

1. Lock the hand brakes by pushing down on the knob located at the rear of the handle until it locks in the downward position. (Figure 6)
2. Test that the walker is stable and does not roll .
3. Turn around inside the handles of your walker using the handles to stabilize yourself. Turn until the back of your legs are touching the seat of the walker. (Figure 7)
4. Hold both hand grips and slowly lower your body onto the seat.
5. Make sure that your weight is evenly distributed on your seat with both feet on the ground. Leaning on either side of the walker while seated may cause it to tip.



Figure 6



Figure 7

Adjusting the Hand Brakes on a 4 Wheeled Walker

Your 4 wheeled walker's hand brakes can be tightened or loosened to your preference.

To Loosen the Hand Brakes:

1. Adjust the tension adjustment screw and locking nut (Figure 1). Turn one full turn clockwise.
2. Check the hand brake. If needed, repeat another full turn clockwise.
3. When done adjusting, turn the locking nut so it is tight against the brake handle housing to prevent the screw from loosening.

To Tighten the Hand Brakes:

1. Adjust the tension adjustment screw and locking nut (Figure 1). Turn one full turn counter-clockwise.
2. Check the hand brake. If needed, repeat another full turn counter-clockwise.
3. When done adjusting, turn the locking nut so it is tight against the brake handle housing to prevent the screw from loosening.



Figure 1

Maintaining your 4 Wheeled Walker

Most 4 wheeled walkers can be maintained by remembering to:

- Periodically check your hand brake tension to make sure they still engage tightly.
- Checking your walkers alignment and having the wheels or wheel bearings replaced if they become worn or the 4 wheeled walker no longer rolls properly.

Safety Concerns When Using your 4 Wheeled Walker

When using your 4 wheeled walker it is important to observe the following:

- Do not attempt to use the device as a wheelchair or to transport someone.
- Do not self-propel or “scoot” around while in the walker seat.
- Always lock the hand brakes before using the seat.
- Make sure the walker is fully un-folded before use.
- When sitting in the walker make sure both feet are flat on the floor.
- Do not attempt to use the 4 wheeled walker on stairs, moving sidewalks, escalators, steep inclines, or uneven surfaces.
- Do not extend yourself over the backrest as it is not intended to support the entire weight of the user.
- Do not overload the basket or bag of your 4 wheeled walker, most are designed to hold no more than 10lbs.
- Be extremely careful on ice, in wet weather, or other dangerous conditions.
- Always be aware of your surroundings so you can avoid common trip hazards such as throw rugs, pets, electrical cords, and wet floors.
- Do not sit in the 4 wheeled walker while it is on an incline.
- Do not attempt to make repairs to your walker. Please contact your Mayo Clinic Store for information on making repairs.
- Avoid storing sharp objects under walker seats or in your back pockets to avoid puncturing the material of your seat cushion.
- Avoid adding accessories that are not approved by the manufacturer as this may void any product warranty or put your safety at risk.
- It is recommended that only manufacturer approved accessories be added to your 4 wheeled walker.

The Mayo Clinic Store team will provide you with proper equipment education for safe use of your equipment.

Most Mayo Clinic Store locations are capable of providing the periodic maintenance or parts replacement that may be necessary for the long term upkeep of your 4 wheeled walker. Please ask a technician about any repair concerns you may have.

Knee Scooters

Knee Scooters include the following features (Figure 1):

- Handle bar with rubber grips
- Rear wheel lock system with hand brakes
- Adjustable height knee platform
- Adjustable height handle bars

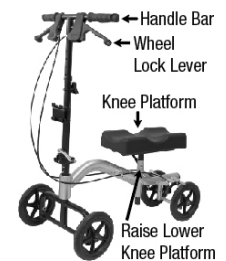


Figure 1

Fitting your Knee Scooter

The following steps are used to adjust a knee scooter:

1. Stand normally next to the knee scooter.
2. The knee scooter, with both hand brakes locked should be placed on the same side as your injured leg.
3. Adjust the knee platform to approximately the middle of your knee.
4. When adjusting your knee platform be sure that the pad is offset on the side of your non-injured leg.
5. Verify that your good leg is straight while the injured leg should be resting comfortably in the center of the knee platform at an approximately 90° angle.
6. Verify that your hips are level and back is straight.
7. Adjust height of handlebars as needed so that your forearm and upper arm create approximately a 90o angle while positioned facing front on the knee scooter. The angle should allow for safe turning, use of brakes, and patient preference based on comfort.

Adjusting the Knee Platform Height on a Knee Scooter

Your knee scooter's knee platform height can be adjusted for fit so as to maintain the proper posture of an approximately 90° angle of your knee. To make any needed adjustments:

1. Remove the Height Adjustment Screw from the knee scooter frame (Figure 4).
2. Adjust the Knee Platform to the appropriate height (Figure 5).
3. Reinsert the Height Adjustment Screw into the frame and through the post.
4. Tighten the Height Adjustment Screw.



Figure 4



Figure 5

Some knee scooter manufacturers provide an offset knee platform that is adjusted towards the uninjured leg.

If you are struggling to adjust your knee platform height or need further assistance please contact your local Mayo Clinic Store.

Folding the Knee Scooter Steering Column for Transport

The steering column can be released so that the handle bars can be folded down for easier transport. To fold down the steering column:

1. Pull up on the Release Lever that sits at the bottom of the Steering Column (Figure 2).
2. Push the Release Lever forward.
3. Slide the Release Lever to the right so the pin disengages from the Steering Column (Figure 3).
4. Gently Guide the Steering Column downward and position below the Knee Platform.



Figure 2



Figure 3

Adjusting the Handle Bar Height on a Knee Scooter

Your knee scooter's handle bar height can be adjusted for fit so as to maintain the proper posture of approximately a 90° angle for your forearm and upper arm. To make any needed adjustments:

1. Locate the Adjustment Knob which is located at the top of the Steering Column (Figure 1).
2. Remove the knob, spacer, and bolt from the Steering Column by turning the knob counterclockwise.
3. Pull and extend the Handle Bar to the appropriate height.
4. Align holes in the Steering Column and reinsert the bolt with spacer and knob.
5. Reattach knob by turning it clockwise.

Safely Using your Knee Scooter's Hand Brakes

Your knee scooter's rear wheel brakes can be used in two different ways:

1. The rear wheel brakes can help control your speed as you use your knee scooter. To operate simply apply grip pressure and pull the rear wheel locks up much as you would a bicycle brake.
2. The rear wheel brakes can also lock the rear wheels into a stationary position which is a safety feature to use when you mount or dismount your knee scooter. To operate the locking mechanism push down on the rear wheel brakes until it locks into place (Figure 1). Squeeze the rear wheel brakes to pull them back up and release them.

3. Some knee scooters are only manufactured with a single rear wheel brake.



Figure 1

Maintaining your Knee Scooter

- Wipe surfaces of the knee scooter with soapy wash cloth when dirty.
- Periodically check your hand brakes tension to make sure they still engage tightly.
- Check your knee scooters alignment and have the wheels or wheel bearings replaced if they become worn or the knee scooter no longer rolls properly.
- Look for rust or other signs of physical damage and ask your local Mayo Clinic Store for assistance as needed.

Safety concerns when using your Knee Scooter

When using your knee scooter it is important to observe the following:

Periodically check the pad of your knee scooter and replace if damaged or soiled

- Do not attempt to use the knee scooter without both hands on the handle bars.
- Always lock the rear wheel brakes before mounting or dismounting the knee scooter.
- Always center your weight on a knee scooter and do not lean.
- Do not attempt to reach for items while on a knee scooter.
- Do not attempt to hang items on your knee scooter. (Manufacturer approved accessories may be available)
- Do not attempt to use the knee scooter on stairs, moving sidewalks, escalators, steep inclines, or uneven surfaces.
- Do not extend your upper body or apply excessive weight on the handles bars. These are not intended to support the entire weight of the user.
- Be extremely careful on ice, in wet weather, or other dangerous conditions.
- Always be aware of your surroundings so you can avoid common trip hazards such as throw rugs, pets, electrical cords, and wet floors.
- Do not sit on the knee scooter unless it is stationary and rear wheel brakes are locked.
- Go slowly when operating a knee scooter.
- Always use your good leg to propel you on a knee scooter and always wear secure footwear (no flip-flops).
- Avoid coasting on your knee scooter.
- Slow down when turning on your knee scooter to avoid tipping.

- Do not use chairs with wheels. When mounting or dismounting a knee scooter it is recommended you transfer into a stable chair with four legs.
- Do not attempt to make repairs to your knee scooter. Please contact your local Mayo Clinic Store for information on making necessary repairs and/or exchanging rentals when damaged.

- Avoid adding accessories that are not approved by the manufacturer as this may void any product warranty or put your safety at risk.

The Mayo Clinic Store team will provide you with proper equipment education for safe use of your equipment.

Crutches

Most crutches include the following features (Figure 1):

- Adjustable rubber hand grip
- Non skid rubber tips

- Rubberized upper arm cushion
- Height adjustment center tube



Figure 1

Fitting your Crutches

The following steps are used to adjust crutches to fit:

1. Adjust the crutches using the push buttons and telescoping leg to your height, which you will commonly find printed on the leg of the crutch by the manufacturer.
2. Stand upright with proper posture and your arms relaxed at your sides.
3. Place the crutches under your arms with the rubber tips slightly in front of you.
4. The upper arm cushion should be positioned at the top of your rib cage with about a 2-3 finger gap between the upper arm cushion and your arm pit (Figure 2). **(Never be positioned or use crutches with the upper arm cushions resting in your arm pits)**

5. Check the hand grip height by lining up the grip with the crease in your wrist (Figure 3).
6. Adjust the hand grips on either side as needed using the wingnut and bolt. Move the hand grip(s) up and down in the available holes so that the hand grip matches the crease in your wrist.
7. Once adjusted place both hands on the hand grips. You should notice a slight bend in the elbow.



Figure 2

Maintaining your Crutches

Most crutches can be maintained by remembering to:

- Wipe surfaces of the crutches with a soapy wash cloth when dirty
- Change out rubber tips when worn or cracked

- Change out hand grips when worn
- Change out upper arm cushions when worn or cracked



Figure 3

Safety Concerns When Using your Crutches

When using your crutches it is important to observe the following:

- Make sure telescoping legs and hand grips are properly adjusted and secure before using crutches.
- Do not attempt to use crutches on escalators, moving sidewalks, uneven surfaces or steep inclines.
- Do not rest your armpits on the upper cushions of the crutches or attempt to support your weight in this manner.
- Do not use the hand grips alone to bear the entirety of your weight.
- Be extremely careful on ice, in wet weather, or other dangerous conditions.
- Always be aware of your surroundings so you can avoid common trip hazards such as throw rugs, pets, electrical cords, and wet floors.
- Do not use a chair with wheels. When going to sit it is recommended you transfer into a stable chair with four legs and keep your crutches within reach.
- It is not recommended that you carry items while using your crutches. A backpack may be good provided it isn't so heavy it shifts your balance.
- Do not attempt to make repairs to your crutches. Please contact your local Mayo Clinic Store for information on making repairs.

The Mayo Clinic Store team will provide you with proper equipment education for safe use of your equipment.

Canes

Most canes include the following features (Figure 1):

- Straight or offset handle
- Rubber or foam hand grip
- Rubber nonskid tip(s)

Canes can vary as some will come with four feet (Figure 2) while others can collapse and fold to make them smaller while not in use.

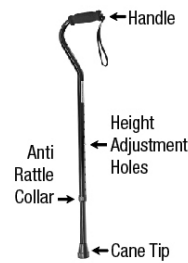


Figure 1

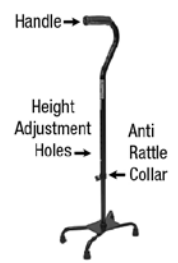


Figure 2
Quad Cane

Fitting your Cane

The following steps are used to adjust a cane:

1. Stand upright with proper posture and your arms relaxed at your sides.
2. The cane will normally be opposite the side of your weaker leg or side where you feel pain.
3. The handle of the cane should be even with the crease in your wrist.
4. Adjust the cane using the push button telescoping end and move along the Height Adjustment Holes (Figure 3) to achieve the appropriate length. Most canes will also have a Anti-Rattle collar (Figure 4) which must also be turned and loosened in order to change the height. Then re-tighten Anti Rattle Collar.
5. Your elbow should be bent at about a 20° angle when standing upright with the cane.



Figure 3



Figure 4

Adjusting a Quad Cane

If you have received a quad cane (Figure 3) the base will need to be adjusted based on whether you use it with your right or left hand. Always position the flat side on the base of the quad cane next your body as shown in Figure 5. To adjust:

1. Loosen the bolt near the Anti Rattle Collar at the base of the cane .
2. Once loose, rotate the base of the cane 180°.
3. Tighten the bolt at the base of your cane.

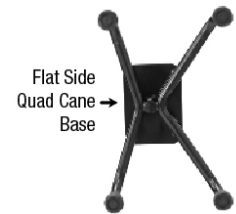


Figure 5

Maintaining your Cane

Most canes can be maintained by remembering to:

- Wipe surfaces of the cane with soapy wash cloth when dirty
- Change out rubber tips when worn or cracked
- Change out hand grips when worn

Safety Concerns When Using your Cane

When using your cane it is important to observe the following:

- Make sure telescoping end and hand grips are secure before use.
- Do not look at the floor. Walking with your head up will help maximize your balance.
- Do not use chairs with wheels. When going to sit it is recommended you transfer into a stable chair with four legs and keep your cane within reach.
- Be extremely careful on ice, in wet weather, or other dangerous conditions.
- Always be aware of your surroundings so you can avoid common trip hazards such as throw rugs, pets, electrical cords, and wet floors.
- Do not use the cane to bear the entirety of your weight.
- If you feel unsafe using your cane contact your provider or local Mayo Clinic Store for more information about other mobility aides.

The Mayo Clinic Store team will provide you with proper equipment education for safe use of your equipment.

Wheelchairs & Transport Chairs

Most wheelchairs (Figure 1) and transport chairs (Figure 2) include the following features:

- Easy to clean upholstery
- Padded armrests
- Handgrips for caregivers to help maneuver
- Wheel locks for safe transferring in and out of chair
- Adjustable leg support



Figure 1



Figure 2

Choosing a Wheelchair or Transport Chair

- Wheelchairs are an assist device for individuals with mobility issues. These chairs have larger wheels with hand rims which can be self-propelled. A wheelchair also has handles on the back which allow family or caregivers to help propel the chair. Wheelchairs may be medically necessary based on a person's physical condition.
- Transport chairs are lightweight and are meant for individuals whose family or caregivers will be pushing them around. The small wheels are not meant to enable someone to self-propel the chair.
- Other wheelchair configurations include bariatric, hemi-height, and reclining wheelchairs. Consult Mayo Clinic Store personnel for further instructions.

Wheelchair & Transport Chair Sizing

Sizing for your wheelchair or transport chair is determined by the Mayo Clinic Store team and is based on your current height, weight, and body shape.

Using Your Wheelchair or Transport Chair Foot/Leg Rests

Most wheelchairs and transport chairs are provided with foot/leg rests. These are made to be easily movable if you are transferring in and out of your wheelchair. To move your foot/leg rests:

1. Pull the release lever located under the seat (Figure 3).
2. Swing the foot rest towards the outside of the chair (Figure 4).
3. By lifting up on the foot/leg rests bracket attachment they can be completely removed and added back to the chair at another time.
4. Do the same to both right and left side.



Figure 3



Figure 4



Figure 5

Wheel Lock Use on Wheelchairs & Transport Chairs

The wheel locks on a wheelchair or transport chair are meant to place the chair in a stationary position making it easier for you to transfer in and out of the chair.

The wheel locks engage as seen in Figure 5. The wheel locks are different between a wheelchair and transport chair. The primary difference is that the user of a wheelchair can engage the wheel locks while a user in a transport chair will require a third party helper to engage the wheel locks from behind the transport chair.



Figure 6

Folding a Wheelchairs or Transport Chair

Wheelchairs and transport chairs are able to fold at the seat to make them easier to transport in a vehicle.

To fold a wheelchair or transport chair:

1. Stand to the side of the chair.
2. Grasp the center of the seat upholstery on the front and back and lift upwards. (Figure 6)
3. Make sure the chair upholstery comes up until the two sides of the chair collapse together.

To unfold a wheelchair or transport chair:

1. Stand to the side of the chair.
2. Push down on the seat rail until the chair is fully open. (Figure 7).
3. Check that the seat is firm and flat.

Some wheelchairs may have a bracket into which the seat rails lock.



Figure 7

Other Wheelchair Safety Products

Most wheelchairs can have multiple safety accessories added to help you remain safe which using the product. Please review the following options and speak with your Mayo Clinic Store representative if you think you might need any of them:

- Anti-tippers: recommended attachments to help keep a chair from tipping backwards.
- Lap belt: recommended to help keep the user positioned in the chair.
- Elevating Leg Rests: recommended attachments for comfort and may be medically necessary if you are unable to bend your leg.



Figure 1

Using Elevating Leg Rests on a Wheelchair

- Elevating leg rests may be supplied with your wheelchair. The essential parts of an elevating leg rest can be seen in Figure 1.
- Elevating leg rests are fit to your leg for comfort and should not be low enough to cause pressure on your thighs at the front of the seat upholstery. The leg rest length is adjustable.
- The elevating leg rest's calf pad should be positioned just behind your calf. The calf pad can be adjusted by moving the pad vertical to the leg rest and then sliding up and down along the adjustment slots (Figure 2).
- The height of your elevating leg rest can be raised or lowered.
 - To heighten the leg rest: Lift leg rest assembly by pulling up on the Foot Plate to desired height.
 - To lower the leg rest: Hold the Foot Plate while pushing out on the Lower Leg Rest Release Lever (Figure) until it reaches the appropriate height.



Figure 2

Maintaining your Wheelchair or Transport Chair

Most wheelchairs and transport chairs can be maintained by remembering to:

- Wipe upholstery with wet wash cloth when dirty, most dish detergents contain ammonia which can cause vinyl upholstery to crack over time.
- A soft clean cloth is normally recommended for the metal parts, avoid abrasive cleaners that might scratch the finish.

Safety Concerns When Using your Wheelchair or Transport Chair

When using your wheelchair or transport chair it is important to observe the following:

- Do not attempt to transfer in or out of the chair without the wheel locks engaged.
- Be careful with elevating leg rests as they can impact the stability of a wheelchair.
- Be extremely careful on ice, in wet weather, or other dangerous conditions.
- Always be aware of your surroundings so you can avoid common tip hazards such as throw rugs, pets, electrical cords, wet floors, uneven surfaces, door thresholds, and inclines.
- Always make sure your chair is positioned as close as possible to objects you are trying to reach.
- Do not engage wheel locks when reaching or leaning, it is better for your chair to roll than tip.
- Do not attempt to go over curbs or steps with a wheelchair or transport chair.
- Do not shift your weight when reaching for objects.
- Do not sit in a wheelchair or transport chair until it is in the fully open position.

The Mayo Clinic Store team will provide you with the proper equipment education for safe use.

Notes

