

## SelfCare Home Health Products Ltd.

---

### Company Details

---

**Name of Company:** SelfCare Home Health Products Ltd.

**Main Location & Mailing Address:** Vancouver: 43 West 6th Avenue, Vancouver, BC, V5Y 1K2

**Other Locations & Mailing Addresses:**

North Vancouver: 1340 Pemberton Avenue, North Vancouver, BC, V7P 2R7

Phone: 604-990-9422 Fax: 604-990-9424 Email: [infonv@selfcarehome.com](mailto:infonv@selfcarehome.com)

Fraser Valley: Unit 108A, 17533 64th Avenue, Surrey, BC

Phone: 604-574-5801 Fax: 604-574-5805 Email: [infosurrey@selfcarehome.com](mailto:infosurrey@selfcarehome.com)

Sechelt Outlet: 5654 Dolphin Street, Sechelt, BC, V0N 3A0

Phone: 604-741-9920 Fax: 604-741-9921 Email: [infosc@selfcarehome.com](mailto:infosc@selfcarehome.com)

Website Address: [www.selfcarehome.com](http://www.selfcarehome.com)

### Contact Information

---

**Email:** [infovan@selfcarehome.com](mailto:infovan@selfcarehome.com)

**Telephone:** 604-872-5800

**Fax:** 604-872-8388

### Geographical Coverage([map of regions](#))

---

**Primary:** Region 2 - Vancouver Coastal, Region 3 - Fraser

**Secondary:**

**MSO Approved Dealer To:** Region 2 - Vancouver Coastal, Region 3 Fraser CSA #: 000297

### Sales and Service

---

**Hours of Operation:** Monday to Friday: 8:00am to 5:00pm (North Vancouver), 9:00am to 5:00pm (Other Locations)

**After Hours Service:** All locations have voice mail. Weekend service for deliveries or replacements/repairs is available by appointment.

**Scope:**

- **Sales:** We provide a complete selection of home health care equipment and supplies that are tailored to each client's specific needs.
- **Maintenance:** We have trained technicians to find and solve any problem. We are an authorized service site for all of the products we sell. Repairs can be performed on site or at the stores.
- **Rental:** We stock the widest range and quantity of rental equipment inventory in the Lower Mainland with flexible arrangements for managing changing conditions and short term needs.
- **Consignment:** Used medical equipment is available for sale and is listed on our website.
- **Loans:** SelfCare regularly loans its equipment so that the client and health care professional can trial the equipment to ascertain the suitability and effectiveness of the equipment in meeting the client's needs, including trial and assessment in the client's home, business or school.

**Equipment Provided:**

- **Wheelchairs:** Lightweight manual folding chairs, Power chairs with proportionate controls, power tilt, elevating and recline systems, Tilt in Space chairs, Standard, Bariatric
- **Seating Service:** Full range of cushions, backs, headrests, and other seating components
- **Walking Aids:** Full range of walkers, including gutter attachments & platform walkers, crutches, canes and other mobility aids such as scooters
- **Lifts:** Full range of patient lifts and bath lifts, including portable ceiling track systems, porch lifts, stair lifts
- **Beds:** Full range of beds and mattresses, including specialty low air loss, alternating pressure and turning mattresses
- **Toilet and Bathroom:** Full range of bathroom safety equipment; raised toilet seats, transfer benches, including sliding & swivel, bath lifts, bath seats, rehab shower commodes including tilt rehab shower commodes. We also install grab bars & bath base ceiling track systems in bathrooms.
- **Modified Vehicles:** We provide for van modifications through Sidewinder

**Specialty Areas:** Power, manual wheelchairs & seating. As a full service provider, SelfCare can provide new, rental or consignment equipment and the technical service to maintain it.

### **Credentials**

---

**Staff Skills:** SelfCare has a proven track record in providing medical equipment, supplies, and service throughout the Lower Mainland. The staff members receive regular product updates and attend manufacturer training courses to ensure their knowledge is current. Their skills are grouped into the areas of seating/mobility consultant (to assist with wheelchair & seating assessments), service technician, installation and delivery staff, medical equipment specialist (instore telephone assistance) and our Veterans Affairs Canada/Non-Insured Health Benefits specialist.

**Professional Skills:** SelfCare has 12 assessment staff available to service our clients and their therapists. The assessment staff have experience with a full range of power and manual mobility and seating products.

**Experience:** SelfCare has been in business since 1993, during which it has provided medical equipment and services to over 25,000 clients and worked with over 100 suppliers and manufacturers.

### **Payment / Billing Options**

---

- **MSO (ICBC, Min of SS, WCB):** CSA #: 000297
- **PBC:** Blue Cross "Blue Advantage" member offering discounts of up to 20% to Blue Cross Clients on equipment purchases. Preauthorization and direct pay service also available.
- **DVA:**
- **NIHB:**
- **Other:** Preferred vendor to MS Society - SelfCare operates the MS Society equipment pool. Preauthorized arrangements with private insurance companies so the client only pays the amount the insurance company will not cover and the insurance company pays SelfCare direct (depends on each individual policy). For all rented products, 100% of the first month's rental is always deducted if the item rented is purchased. We offer clients the ability to pay the purchase price in equal monthly installments without interest. Rent to own arrangements can also be established with an interest charge.

### **Why Choose Us:**

---

We listen. Selecting the appropriate equipment is about the user and working together with you and your health care professionals as a team to find the solution that works best for you. We provide one stop shopping – from our sales, rentals, and consignment options, to our repair shop, delivery service, and equipment use training – SelfCare means complete care. We have the largest stock of demo and rental equipment available in the Lower Mainland. This gives the user a large range of flexible alternatives. You can trial equipment for purchase or decide to rent certain items if you are anticipating a change in your condition. We guarantee our products. Our knowledgeable delivery and customer service personnel ensure the equipment ordered is the equipment delivered. Delivery personnel make sure the equipment is installed or set up correctly for the client. We make house calls. We are happy to arrange in-home trials and in-facility assessments before you make the decision to buy. We use a positive attitude and respect when working with our clients, the health care professionals and caregivers to ensure everything we do helps to improve the quality of life of the user.