



HMEDA Member Name/Address:

**PG Surg Med Ltd.**

1749 Lyon St  
Prince George, BC  
V2N 1T3

Contact Person:

Russ Pratt, President and Jennifer Erickson, Rehab Coordinator

Phone/e-mail:

250-564-2240 or 1-800- 663-2963

[russ.pratt@pgsurgmed.com](mailto:russ.pratt@pgsurgmed.com) [jen.erickson@pgsurgmed.com](mailto:jen.erickson@pgsurgmed.com)

Delivery and MDEL Information

Our company is able to deliver and service proposed products within the following geographic boundaries:

Northern Health – all of the region Interior Health - Williams Lake

Our company has a valid MDEL. Our licence number is:

MDEL0977

PG Surg-Med Ltd. is a progressive, locally owned and operated health/medical equipment store that has been in business for 36 years. The main store is located centrally in Prince George, and serves retail, corporate and government clients along the north coast and northern British Columbia.

Our company specializes in sales and service of durable mobility and medical equipment and carries a comprehensive range of health and home care products, including, but not limited to:

Wheelchairs (power and manual), scooters, seating equipment, lifts (wheelchairs, vans, stair, transportable) and elevators, custom seating and positioning, walkers, canes, crutches, hospital beds (power and manual), supports, ostomy supplies, first aid, mastectomy supplies, physician supplies and consistent equipment.

Housed in over 17,000 square feet of space, PG Surg-Med Ltd. facilities have a retail space, warehouse, and shops dedicated to repairs, vehicle modifications and the manufacturing of custom seating. Locations also maintain private assessment rooms (with ceiling track, beds and assessment mat) and ample off-street parking.

PG Surg-Med Ltd. takes pride in our highly qualified personnel who continually train and upgrade their certifications to be up to date with industry standards in both product and technical knowledge.

PG Surg-Med Ltd. has only one focus, customer satisfaction. Our customer service model is based on four simple but time-tested components:

1. Building solid relationship with our clients and their support teams.
2. Establishing trust and providing valuable product / technical knowledge.
3. Assisting need assessments and providing suitable equipment.
4. Providing continuous service and maintenance support.

With 36 years of business operations, PG Surg-Med has established a solid customer base within the Northern Region based upon our well-established business processes and vast technical experience. To continue our dedication to our clients, PG Surg-Med Ltd is completing ISO 9001-2008 Quality Management System certification process to further strengthen our continual demonstration and commitment to quality service and customer satisfaction.

The services PG Surg-Med Ltd. provides are vastly different than that required by other region providers. The unique geographical territory of Northern Region and it's sparsely spread out population result in additional business operational costs that are not associated with other regions. Travel and freight costs are substantial when bringing in equipment for trial or demonstration purposes and to fulfil the two-year warranty requirements.

We carry a sizeable demonstration equipment pool in our inventory and for special circumstances; we also bring in specialized equipment from major manufacturers housed in the lower mainland to meet clients / therapists' unique requirements. PG Surg-Med Ltd. absorbs the freight and travel costs to deliver this equipment to our clients and return it to the manufacturers.

Kindly direct any communication in regard to this proposal to:

Contact: Russell Pratt, President

Telephone: 250-564-2240 Fax: 250-564-2243 Toll Free: 1-800-663-2963

Email: russ.pratt@pgsurgmed.com

Contact: Jennifer Erickson, Rehab Coordinator

Telephone: 250-564-2240 Fax: 250-564-2243 Toll Free: 1-800-663-2963

Email: jennifer.erickson@pgsurgmed.com

Contact: Henry Chu, General Manager

Telephone: 250-564-2240 Fax: 250-564-2243 Toll Free: 1-800-663-2963

Email: henry.chu@pgsurgmed.com

## Cushions

<p>Product Model Name – Option 1</p> <p><b>Jay Go Cushion</b> – soft, mildly contoured, dual-layered foam cushion. Designed for the client with a low risk of skin breakdown.</p>		
<p>Specifications            Sizes:18x18, 18x16, 16x16, 16x18, 20x16, 20x18            Weight Capacity: 300lbs            Product weight: 2.5lbs            Height: 3”            Inner Cover – N/A            Outer Cover – Dartex coated Lycra</p>		
<p>Comments re compliance with Basic Wheelchair Cheat Sheet</p> <p>N/A</p>		
<p>Initial Product set-up charge/wheelchair: N/A</p> <p>Product set-up charge for subsequent user adjustment: N/A</p>		
<p>Additional Optional Warranty (beyond 1 yr.?)            Only manufacturer’s warranty is provided.</p>		
<p>Unit Price for Qty 5 -10 \$165</p>	<p>Unit Price for Qty 11 – 19 \$139</p>	<p>Unit Price for Qty 20 + \$135</p>

<p>Product Model Name – Option 2</p> <p><b>Matrix PS</b> – anatomically contoured shape, ischial relief area, and durable high resilience foam. Designed for an active user.</p>		
<p>Specifications            Sizes:18x18, 18x16, 16x16, 16x18, 20 x 16, 20 x 18            Weight Capacity: 300lbs            Product weight: 2lbs            Height: 3”            Inner Cover – Moisture resistant            Outer Cover – Startex moisture resistant breathable cover</p>		
<p>Comments re compliance with Basic Wheelchair Cheat Sheet</p> <p>N/A</p>		
<p>Initial Product set-up charge/wheelchair: No charge</p> <p>Product set-up charge for subsequent user adjustment: No charge</p>		
<p>Additional Optional Warranty (beyond 1 yr.?)            Only manufacturer’s warranty is offered</p>		
<p>Price for Qty 5 -10 \$250</p>	<p>Price for Qty 11 – 19 \$250</p>	<p>Price for Qty 20 + \$245</p>

<p>Product Model Name – Option 3</p> <p><b>Jay Basic Pro</b> – provides positioning of the pelvis and thighs for increased comfort and support during use. Durable, high-density foam provides superior performance throughout the life of the cushion.</p> <p>Designed for clients at low risk of skin breakdown requiring mild stability.</p>		
<p>Specifications</p> <p>Sizes:18x18, 18x16, 16x16, 16x18, 20x16, 20x18  Weight Capacity: 300lbs  Product weight: 1.9lbs  Height: 3”  Inner Cover –Dartex coated lycra  Outer Cover – Water resistant Dartex coated</p>		
<p>Comments re compliance with Basic Wheelchair Cheat Sheet</p> <p>N/A</p>		
<p>Initial Product set-up charge/wheelchair: No charge</p> <p>Product set-up charge for subsequent user adjustment: No charge</p>		
<p>Additional Optional Warranty (beyond 1 yr.?)</p> <p>Only manufacturer’s warranty is offered</p>		
<p>Price for Qty 5 -10 \$158</p>	<p>Price for Qty 11 – 19 \$132</p>	<p>Price for Qty 20 + \$128</p>

## New Basic Wheelchairs

<p>Product Model Name – Option 1  <b>Stylus</b></p>		
<p>Specifications            SIZES – 16X16, 16X18, 18X16, 18X18, 20 X 16, 20 X 18</p>		
<p>Comments re compliance with Basic Wheelchair Cheat Sheet            Light-weight frame (typically &lt;35 lbs) – 32.5lbs without leg rests            Variable seat heights (including super low) – 16.5 or 17.5            Upholstery/fabric back - Yes            Adjustable padded arm rests – Full and Desk Length            Solid, pneumatic or semi-pneumatic rear wheels – 22” or 24” composite wheels w/ smooth poly tire            Front casters (any size) – 6” or 8” flat free casters            Wheel brakes with extensions as necessary – Push to lock wheel locks, extensions            Anti-tippers – Yes, removable and adjustable            Swing-away foot rests – 70deg swing away foot riggings with 14-18” extension            Rear handles – 17-19” back canes            Seat belt for bus transportation – yes            Weight capacity up to 113.4 kg/250 lbs – 250lbs</p>		
<p>Initial Product set-up charge/wheelchair: No charge (specs for individual chairs to be provided to PG Surg Med Ltd. Prior to delivery date).</p> <p>Product set-up charge for subsequent user adjustment: Any set ups after delivery date will be charged a fee of \$50 per client.</p>		
<p>Additional Optional Warranty (beyond 1 yr.?)</p> <p>P.G. Surg-Med Ltd. will provide a 2nd year warranty after the first year manufacturing warranty is expired. This represents a total of two-year warranty for all P.G. Surg-Med Ltd. supplied wheelchairs.</p> <p>The two year Warranty will include replacing tires, tubes, casters, bearings and arm pads.</p> <p>Both manufacturer warranty (1<sup>st</sup> year) and P.G. Surg-Med Ltd. warranty (2<sup>nd</sup> year) will cover general wear and tear and not from damage caused by the users.</p> <p>Any replacement parts needed to repair damage from a client or after the two year warranty period is completed will be offered with a 20% discount and a labour rate of \$60/hr.</p>		
<p>Unit Price for Qty 5 -10            \$615            20” wide chairs add \$45ea</p>	<p>Unit Price for Qty 11 – 19            \$595            20” wide chairs add \$45ea</p>	<p>Unit Price for Qty 20 +            \$545            20” wide chairs add \$45ea</p>

Product Model Name – Option 2 <b>MYON</b>		
Specifications SIZES – 16X16, 16X18, 18X16, 18X18, 20 X 16 AND 20 X 18		
<p>Comments re compliance with Basic Wheelchair Cheat Sheet</p> <p>Light-weight frame (typically &lt;35 lbs) – 31lbs approx.</p> <p>Variable seat heights (including super low) - 14-20” front seat to floor height</p> <p>Upholstery/fabric back - Tension Adjustable fabric upholstery</p> <p>Adjustable padded arm rests – Flip back, height adjustable full or desk length</p> <p>Solid, pneumatic or semi-pneumatic rear wheels – 20”, 22” or 24” urethane and pneumatic</p> <p>Front casters (any size) – 5”, 6” or 8”</p> <p>Wheel brakes with extensions as necessary – Pull or Push to lock with extensions</p> <p>Anti-tippers - Yes</p> <p>Swing-away foot rests – 70, 80 or 90 deg hangers with flip up footplates</p> <p>Rear handles – 16-20”</p> <p>Seat belt for bus transportation - yes</p> <p>Weight capacity up to 113.4 kg/250 lbs – 275lbs</p>		
<p>Initial Product set-up charge/wheelchair: No charge (specs for individual chairs to be provided to PG Surg Med Ltd. Prior to delivery date).</p> <p>Product set-up charge for subsequent user adjustment: Any set ups after delivery date will be charged a fee of \$50 per client.</p>		
<p>Additional Optional Warranty (beyond 1 yr.?)</p> <p>P.G. Surg-Med Ltd. will provide a 2nd year warranty after the first year manufacturing warranty is expired. This represents a total of two-year warranty for all P.G. Surg-Med Ltd. supplied wheelchairs.</p> <p>The two year Warranty will include replacing tires, tubes, casters, bearings and arm pads.</p> <p>Both manufacturer warranty (1<sup>st</sup> year) and P.G. Surg-Med Ltd. warranty (2<sup>nd</sup> year) will cover general wear and tear and not from damage caused by the users.</p> <p>Any replacement parts needed to repair damage from a client or after the two year warranty period is completed will be offered with a 20% discount and a labour rate of \$60/hr.</p>		
Price for Qty 5 -10 \$1135	Price for Qty 11 – 19 \$1115	Price for Qty 20 + \$1015

Product Model Name – Option 3		
<b>Move</b>		
Specifications		
SIZES – 16X16, 16X18, 18X16, 18X18, 20 X 16, 20 X 18		
Comments re compliance with Basic Wheelchair Cheat Sheet Light-weight frame (typically <35 lbs) – 16lbs Variable seat heights (including super low) – 12.5-20.5” Upholstery/fabric back - yes Adjustable padded arm rests – flip back height adjustable desk or full length Solid, pneumatic or semi-pneumatic rear wheels – Poly urethane tires, 20, 22 or 24” Front casters (any size) –4, 5, 6, 7 or 8” casters Wheel brakes with extensions as necessary – push or pull to lock with extension Anti-tippers - yes Swing-away foot rests – 60 or 70 degree swing away Rear handles -16” or 20” Seat belt for bus transportation - yes Weight capacity up to 113.4 kg/250 lbs – 250lbs		
Initial Product set-up charge/wheelchair: No charge (specs for individual chairs to be provided to PG Surg Med Ltd. Prior to delivery date).  Product set-up charge for subsequent user adjustment: Any set ups after delivery date will be charged a fee of \$50 per client.		
Additional Optional Warranty (beyond 1 yr.?)		
P.G. Surg-Med Ltd. will provide a 2nd year warranty after the first year manufacturing warranty is expired. This represents a total of two-year warranty for all P.G. Surg-Med Ltd. supplied wheelchairs.  The two year Warranty will include replacing tires, tubes, casters, bearings and arm pads.  Both manufacturer warranty (1 <sup>st</sup> year) and P.G. Surg-Med Ltd. warranty (2 <sup>nd</sup> year) will cover general wear and tear and not from damage caused by the users.  Any replacement parts needed to repair damage from a client or after the two year warranty period is completed will be offered with a 20% discount and a labour rate of \$60/hr.		
Price for Qty 5 -10 \$1370 20” wide chairs add \$170ea	Price for Qty 11 – 19 \$1315 20” wide chairs add \$170ea	Price for Qty 20 + \$1285 20” wide chairs add \$170ea

Product Model Name – Option 4 <b>Breezy 600</b>		
Specifications SIZES – 16X16, 16X18, 18X16, 18X18, 20x16, 20x18		
Comments re compliance with Basic Wheelchair Cheat Sheet Light-weight frame (typically <35 lbs) – 28lbs Variable seat heights (including super low) – 13-20.5” Upholstery/fabric back - yes Adjustable padded arm rests – flip back height adjustable desk or full length Solid, pneumatic or semi-pneumatic rear wheels – Poly urethane tires, 22 or 24” Front casters (any size) – 5, 6 or 8” casters Wheel brakes with extensions as necessary – push or pull to lock with extension Anti-tippers - yes Swing-away foot rests – 60 or 70 degree swing away Rear handles -16-19” adjustable Seat belt for bus transportation - yes Weight capacity up to 113.4 kg/250 lbs – 250lbs		
Initial Product set-up charge/wheelchair: No charge (specs for individual chairs to be provided to PG Surg Med Ltd. Prior to delivery date).  Product set-up charge for subsequent user adjustment: Any set ups after delivery date will be charged a fee of \$50 per client.		
Additional Optional Warranty (beyond 1 yr.?)  P.G. Surg-Med Ltd. will provide a 2nd year warranty after the first year manufacturing warranty is expired. This represents a total of two-year warranty for all P.G. Surg-Med Ltd. supplied wheelchairs.  The two year Warranty will include replacing tires, tubes, casters, bearings and arm pads.  Both manufacturer warranty (1 <sup>st</sup> year) and P.G. Surg-Med Ltd. warranty (2 <sup>nd</sup> year) will cover general wear and tear and not from damage caused by the users.  Any replacement parts needed to repair damage from a client or after the two year warranty period is completed will be offered with a 20% discount and a labour rate of \$60/hr.		
Price for Qty 5 -10 \$1075 20” wide chairs add \$99ea	Price for Qty 11 – 19 \$1015 20” wide chairs add \$99ea	Price for Qty 20 + \$915 20” wide chairs add \$99ea



## Used Wheelchairs

<p>Product Model Name – Option 1            Various models - these chairs would be from our demo stock. Currently found in our demo stock are Patriot, Breezy, Move, Q2 PG Surg Med Ltd. would welcome a visit and /or phone call from the care facility/residence to determine if a used chair is available to fit the current needs of a specific client.</p>		
<p>Specifications            Various depending on availability</p>		
<p>Comments re compliance with Basic Wheelchair Cheat Sheet            The used chair would comply.</p>		
<p>Initial Product set-up charge/wheelchair: No charge (specs for individual chairs to be provided to PG Surg Med Ltd. Prior to delivery date).</p> <p>Product set-up charge for subsequent user adjustment: Any set ups after delivery date will be charged a fee of \$50 per client.</p>		
<p>Additional Optional Warranty (beyond 1 yr.?)            No warranty offered.</p>		
<p>Price for Qty 5 -10            Negotiable per chair</p>	<p>Price for Qty 11 - 19</p>	<p>Price for Qty 20 +</p>

## Rental Wheelchairs

<p>Product Model Name – Option 1  <b>Tracer EX2</b></p>		
<p>Specifications            SIZES –16X16,18X16 and 20X16</p>		
<p>Comments re compliance with Basic Wheelchair Cheat Sheet            Light-weight frame (typically &lt;35 lbs) – 36lbs            Variable seat heights (including super low) – 17.5” or 19.5”            Upholstery/fabric back – Vinyl upholstery            Adjustable padded arm rests – Removable fixed height arms (full or desk)            Solid, pneumatic or semi-pneumatic rear wheels – 24” composite urethane tires            Front casters (any size) – 8” casters            Wheel brakes with extensions as necessary – push or pull to lock with extension            Anti-tippers - yes            Swing-away foot rests – Hemi footrests swing away            Rear handles -16            Seat belt for bus transportation - yes            Weight capacity up to 113.4 kg/250 lbs – 250lbs</p>		
<p>Initial Product set-up charge/wheelchair: \$20 additional fee includes pickup and delivery.</p> <p>Product set-up charge for subsequent user adjustment: Chair must be returned in between rentals</p>		
<p>Additional Optional Warranty (beyond 1 yr.?) No warranty offered.</p>		
<p>Price for Qty 5 -10            \$65 / month</p>	<p>Price for Qty 11 – 19            \$65 / month</p>	<p>Price for Qty 20 +            \$65 / month</p>

Product Model Name – Option 2		
<b>Stylus</b>		
Specifications SIZES – 16X16, 16X18, 18X16, 18X18, 20 X 16, 20 X 18		
Comments re compliance with Basic Wheelchair Cheat Sheet  Light-weight frame (typically <35 lbs) – 32.5lbs without leg rests Variable seat heights (including super low) – 16.5 or 17.5 Upholstery/fabric back - Yes Adjustable padded arm rests – Full and Desk Length Solid, pneumatic or semi-pneumatic rear wheels – 22” or 24” composite wheels w/ smooth poly tire Front casters (any size) – 6” or 8” flat free casters Wheel brakes with extensions as necessary – Push to lock wheel locks, extensions an upcharge Anti-tippers – Yes, removable and adjustable Swing-away foot rests – 70deg swing away foot riggings with 14-18” extension Rear handles – 17-19” back canes Seat belt for bus transportation – yes Weight capacity up to 113.4 kg/250 lbs – 250lbs		
Initial Product set-up charge/wheelchair: \$20 additional fee includes pickup and delivery.  Product set-up charge for subsequent user adjustment: Chair must be returned in between rentals.		
Additional Optional Warranty (beyond 1 yr.?) No warranty offered		
Price for Qty 5 -10 \$75 / month	Price for Qty 11 – 19 \$75/ month	Price for Qty 20 + \$75/ month

## Service

PG Surg Med Ltd. is committed to providing the very best in customer service.

Our service department is comprised of one service manager, a rehab coordinator, and three Technicians. Our service staff has over 80 years of experience in the rehab field. Our service manager, Kent Nadeau, is the single-point of contact for all service related questions or issues. This allows us to be accountable to all client related issues in the most effective manner.

PG Surg Med Ltd. will make every effort to stock common parts for the chairs that are ordered as a result of this proposal. Each care facility/residence who purchase their wheelchairs from us will have a scheduled monthly service day to carry out maintenance and general repairs.

If repairs are needed:

- Call our Service Coordinator
- Response will be within 24 business hours
- If parts are in stock, our Service Manager will book the repair as soon as possible
- If parts are not in stock then they will be ordered immediately. The care facility/residence will be notified the estimated parts available date and repair date. Once ordered parts are available, our Service Manager will re-confirm an appointment for installation as soon as possible.

PG Surg Med Ltd. Services a large area of Northern BC., which is covered and serviced with a team comprised of a service technician, rehab sales person, rehab coordinator and a rehab service coordinator. All personnel are located out of our Prince George store and travel to their designated areas.

Travel Teams and Schedule

West – Prince George to Prince Rupert – Every Three weeks

North – Prince George to Fort St John – Every Three weeks

South – Prince George to Williams Lake – Quesnel every Tuesday, Williams Lake every 2<sup>nd</sup> week

UPON PURCHASE

All wheelchairs and cushions that are ordered within the Prince George area will be delivered within 20 days from the date of purchase, based on availability from the manufacturer. If the 20 day deadline can not be met based on the availability from the manufacturer the care facility/residence will be notified the earliest available date for delivery. All wheelchairs and cushions that are ordered from outside of the Prince George area will be delivered with the next available trip to that area. PG Surg Med Ltd. will make every effort to deliver within the 20 day deadline.

HOURS OF OPERATION

PG Surg Med Ltd. rehab department is open Monday to Friday 8am – 5pm. There is a rehab staff member on call every Saturday for any emergency calls.

