



## What you should know about your custom orthotics.

Your Certified Pedorthist has designed and fabricated your custom foot orthotics to help improve your foot alignment and function. The following information covers proper use, care and accommodation to the changes that occur with orthotic use.

Each individual will accommodate to orthotic use at a different rate. Factors affecting this rate include; type of injury or deformity, age, weight, pressure sensitivity, amount of orthotic correction and specific activity use. Some individuals may require adjustments to their orthotics while others may not.

There are two basic reasons we may need to see you again. One is that you are having difficulty getting used to the orthotics. The other is that your symptoms are persisting. In order to serve you best, appointments for follow up or adjustments are required.

Please follow any supplementary instructions your Pedorthist has provided in addition to those in this brochure.

## Break - In Procedure

- Initially wear your orthotics as long as they feel comfortable. This can be as short as one hour or as long as the entire day.
- Patients with Diabetes or those having compromised circulation and sensation in their feet should check their feet after each use of the orthotic for pressure points or shoe rubbing.
- Use your orthotics in the footwear they were fabricated and recommended for.
- Ensure your orthotics sit level in your shoes. If you have difficulty fitting the orthotics into new shoes or shoes not brought to the fitting, you should book a follow-up appointment with your pedorthist.
- Properly fitting footwear is essential for proper orthotic function and healthy feet.
- You should be able to wear your orthotics full-time by the end of 2 weeks. If this is not the case you should book a follow-up appointment with your pedorthist.

## Warranty Information

Orthotics and their components are warranted against breakage or premature wear for one year from their fitting date. Soft components such as cushioned covers may require yearly refurbishment or replacement to ensure proper function and comfort. This maintenance is critical for diabetic patients. Charges are quoted on an individual basis. The average "lifespan" of an orthotic shell varies due to usage, weight, foot growth, foot surgery and lack of care. Your orthotic shell is :

- Semi-rigid with up to a 5 year lifespan
- Soft shell with a 1-3 year lifespan

Most orthotics can accommodate up to two size change in growing children. Adjustments for size will not be charged unless the top cover requires changing.

We require an appointment in order to service your orthotic properly. Most adjustments or repair work can be done while you wait at the appointment.

## Patient Appointment Information

### Follow Up

In order to ensure your satisfaction we can follow up with your initial condition, if required, within the first year of treatment at no further charges.

### Review

Individuals that require re view of an original condition or injury after one year of their original assessment will require a review appointment. A \$35.00 charge will apply for this 1/2 hr appointment.

### Re-assessment

New conditions or injuries that occur must be fully assessed to ensure your Pedorthist can assist you properly. There will be a \$55.00 charge for this 1 hr re-assessment appointment.

### Sport Specific Assessments

Assessments for "Sport Specific Evaluation" such as Cycling / Bike set-up or Ski Stance require enhanced assessment techniques for the particular sport. A separate appointment is required and an additional fee applies.

### Cleaning and Care of Your Orthotics

- Use a mild soap and damp cloth to clean the cover and underside of your orthotic.
- Always allow your orthotics to air dry. Orthotics should be removed from damp shoes at night.
- Materials that are worn through should be re-placed as soon as possible.
- Remove sand and grit from shoes. It is abrasive on the orthotics, decreasing their lifespan.

### Further Orthotic Fabrication

Subsequent orthotics can be fabricated from your plaster casts at a discounted price. If these casts are lost or are unusable (due to their age or breakage) the full cost of orthotic fabrication will apply.

We appreciate your patronage, and will do all we can to ensure you are satisfied with you experience with OKAPED. That is our focus since our inception in 1997 and we continue to keep that commitment to this day.

