



Thank you for ordering your new orthotics from the Toronto Foot Clinic!

To help you get the most out of every step, we provide a 4 month adjustment period. This adjustment period starts the day your orthotics leave the lab - not the day you pick them up - this date is listed on your Lab Configuration Report, which is included with your final bill.

We make sure to call you as soon as the orthotics arrive so that we can book you for your fitting appointment, and it's in your best interests to come in as soon as they arrive. This way we can try them out with the shoes you intend to wear them with and see how you feel.

Any adjustments made during this 4 month period are included in the orthotics fee as well as the follow up visits made during this period. If you are filing for a reimbursement from your insurance company, all the paperwork you need will be given to you with your final payment invoice.

What you'll need:

Claim for Orthotics Prescribed - a diagnosis and detailed description of our process

Biomechanical Assessment and Gait Analysis - these are our notes from your examination and can be used to verify your diagnosis

Invoices - you will have two invoices. 50% of the total fee will be charged at the time of the order and the remaining 50% is charged when your orthotics come in. If you wish to do so, you can pay for the orthotics in full at the time of the order

Lab Configuration Report (aka Lab Invoice) - this lists all the materials the lab used to make your orthotics and shows the day they were shipped. This day is also the start of your 4 month adjustment period.

Have any questions? Just call us

416-506-3668



Recommendations

- 1) It's recommended that you remove any insert already in the shoe including the original lining that came with the shoe. Your new orthotics insert can be trimmed to fit your shoe.
- 2) Care must be taken to ensure the back of your orthotic rests against the back of your shoe. This is not usually an issue with the full-length orthotics. If your orthotics are half or three-quarter length, you may need to hold the orthotics in place with your thumb while slipping your foot into the shoe. Velcro tabs are also a good way to ensure the orthotics do not move around while you are walking.
- 3) It is recommended that you break-in your new orthotics to get your feet used to the different support. This break-in period will vary with each individual. Breaking-in your orthotics will minimize any discomfort that you may initially feel. Breaking-in your orthotics is recommended for walking, running, or any aerobic exercise.

Break-In Period for Orthotics

If you find that in the beginning you can only wear the devices for half an hour, don't be discouraged. Be patient and persistent. If they feel great after the first day and don't bother your feet at all, just leave them in – you are not causing any harm.

Day 1: Wear for 2 hours and then remove = 2 hours wear time

Day 2: Increase wear time by 1 hour = 3 hours wear time

Day 3: Increase wear time by 1 hour = 4 hours wear time

Day 4: Increase wear time by 1 hour = 5 hours wear time

Day 5: Increase wear time by 1 hour = 6 hours wear time

Day 6: Increase wear time by 1 hour = 7 hours wear time

Day 7: Increase wear time by 1 hour = 8 hours wear time

Care of Orthotics

Do not expose orthotics to high heat (e.g. baseboard or space heaters, dryers, fireplaces, etc.). Orthotics can be washed with mild soap and warm water, and air dried.

Orthotic Adjustments

Orthotics occasionally need adjustments to make them more comfortable. This is usually not done until you have worn them for 3 or 4 weeks. We will arrange for any adjustments that your orthotics may require.

The guidelines set out above are guidelines. Everyone adjusts at their own pace.

Be sure to keep your follow-up appointments so we can keep track of your progress and any problems you may experience.

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