

FREQUENTLY ASKED QUESTIONS FROM PATIENTS

For people with lower limb ailments, pedorthics can be the difference between being able to watch, and being able to do.

Below are a few of the most commonly asked questions prescribing healthcare providers receive from their patients about pedorthics:

WHAT IS A CANADIAN CERTIFIED PEDORTHIST?

As orthoses and footwear experts, Canadian Certified Pedorthists work with prescribing healthcare providers to alleviate painful or debilitating conditions resulting from abnormalities or limited actions of the lower limb. As one of the few healthcare professionals educated in the assessment, design, fit, manufacture, and modification of footwear and foot orthoses, Canadian Certified Pedorthists are regularly called upon to fill prescriptions and make recommendations regarding appropriate footcare management.

WHY DO I NEED TO SEE A CANADIAN CERTIFIED PEDORTHIST?

Every foot is different with a range of variables including overall length, heel-to-ball length, bony deformities of the greater and lesser toes, instep height, amputations, ulceration, and biomechanical anomalies such as over-pronation or over-supination, in-toeing or out-toeing. Canadian Certified Pedorthists are trained to deal with these and many more complicated situations of the human foot. In many cases, with the recommendation of a prescribing physician, internal or external shoe modifications may be required to treat lower limb discomfort, and can come in the form of sole lifts, rocker soles, balloon patches, and changes to the profile of a shoe's upper. A custom-made foot orthosis may also be required to deal with specific biomechanical (movement) problems, pressure distribution, or impact. Working alongside your prescribing physician, your Canadian Certified Pedorthist is qualified to assess and treat these and many other conditions of the lower limbs.

Footwear can change a person's balance, improve his body's alignment, alter the way she stands or walks and protect against injury. Canadian Certified Pedorthists can help a person maintain an active lifestyle by alleviating pain caused by disease or injury.

HOW MUCH WILL IT COST? IF I NEED TO BUY ORTHOSES OR SPECIAL SHOES, WILL THIS BE COVERED BY MY BENEFITS?

The cost of orthoses are dependent upon your province of residence and the type of device dispensed. Costs for many of the products and services offered by Canadian Certified Pedorthists are reimbursed by most insurance companies through their extended health benefits packages, third party groups and government or other agencies including (but not exclusive to) Non-Insured Health Benefits (NIHB) through Health Canada, Workplace Safety & Insurance Board (Ontario), Workman's Compensation Board (WCB), Social Services, the Department of Veteran Affairs and motor vehicle accident insurance claims. There may be other payers exclusive to each province. Patients without insurance cover their own costs for pedorthic products and services.

For more information about pedorthics in Canada please visit www.pedorthic.ca
Talk to your insurance company to find out if the products or services of Canadian Certified Pedorthists are covered as part of your policy.

HOW CAN I FIND OUT IF I AM COVERED BY MY INSURANCE POLICY?

To find out if you are covered, you can:

- Look in your extended health booklet
- Call your insurance company
- Check with your company's human resources department

As a policy holder, it is always advisable to call your insurance company directly to ask specifically about the item which your Canadian Certified Pedorthist has recommended to ensure coverage. Your Canadian Certified Pedorthist can provide you with all the paperwork required by your insurance company including a detailed invoice for services rendered, the prescription from your healthcare provider, and any other information that may be required.

WHAT CAN I EXPECT FROM MY FIRST APPOINTMENT WITH A CANADIAN CERTIFIED PEDORTHIST? WHAT DO I NEED TO BRING WITH ME?

Your first appointment with a Canadian Certified Pedorthist will include:

- Reviewing your medical history
- A full biomechanical and gait analysis - which means they will watch you walk and/or run if you are a runner
- A hands on assessment of your lower limb joints
- A shoe consultation
- Advice on selecting proper footwear for your specific condition

As part of their initial consultations, Canadian Certified Pedorthists will review their full patient assessment, explain their findings and the best course of treatment, whether it is custom orthoses, over-the-counter products, footwear modifications or a change in footwear. They may also suggest other forms of treatment such as physiotherapy or massage therapy.

For your first appointment with a Canadian Certified Pedorthist, you should bring the shoes that you most frequently wear. Many Canadian Certified Pedorthists will request that you bring shorts or wear pants that you can roll up to your knees. Wearing skirts to consultations is not recommended.

HOW MANY TIMES WILL I NEED TO SEE A CANADIAN CERTIFIED PEDORTHIST?

Every patient is unique so there is no hard-and-fast rule for length of treatment. After your initial consultation, your Canadian Certified Pedorthist will be able to provide you with an estimated length and course of treatment.