



**MD LABS**  
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### **A NOTE ABOUT YOUR SHOES AND FOOT CARE**

Your doctor has prescribed a special type of shoe. We want you to be aware of some things that will affect the comfort, performance and durability of your new shoes.

All shoes **MUST** be ordered through a physician. There may be certain other restrictions in the case of Medicare and diabetic foot care. Contact our office for details.

After consultation with the Orthotist, in accordance with your doctor's orders and your condition, you will be advised on the proper shoe to wear. It may take a number of fittings and visits to secure the proper shoe fit. The style will determine the size; sometimes it will be the same as the size you are now wearing, and sometimes it will be a different size. This is due to the variations in styles and manufacturers.

Be aware that shoes are only a part of your treatment. They may not, along with the inserts, completely 'cure' your condition. Special shoes are used for a variety of reasons, but they are not 'medicine'; the condition of your feet, your overall health, your activity level, and your weight will all factor into how well the shoe feels and performs.

The shoes are made of leather and have either crepe or leather bottoms (unless otherwise indicated on this sheet or by your Orthotist).

The shoes will need to be 'broken in' as any other shoe. However, once you accept the shoes, they cannot be returned.

#### **Custom Shoes**

If your shoes are 'CUSTOM', a cast will be taken of your feet and sent to the shoe manufacturer. It will take a number of weeks to have the shoes manufactured and we have no control over this. Custom shoes cannot be returned. Adjustments to custom shoes will be made by the manufacturer.

During the 'break in' period, make sure you monitor your skin carefully. The stiffness of the shoes will decrease over time to allow easier walking.

Always wear a proper sock.

Always check your shoe for foreign objects.

Care for both your feet and shoes are important. Make sure you keep your feet clean and nails well trimmed. Change your socks daily. Use lotion or creams, either over the counter or prescribed by your doctor to help keep the skin from cracking.

Remove insoles from your shoes every night to let the shoe 'breathe'. Spray Lysol or a similar product periodically to kill germs in your shoes. Keep your shoes clean and polished, this will keep the leather soft and supple. Have the bottoms replaced or repaired periodically.

Your feet may change volume during the day, usually smaller in the morning than in the evening. If you have swelling, you will need to use special socks, or elevate your legs throughout the day.

If you are diabetic and you notice sores or blisters developing, seek medical attention immediately.

### **Return Visits**

If you are diabetic, and you receive custom inserts from us, you should return every 6 months to have the condition of the inserts evaluated. If new inserts are needed, we will advise you to get another referral or prescription to initiate further treatment.

If you have Medicare, there are specific regulations relating to your shoe and insert care. Please consult our office.

If your shoes or inserts are in need of attention, please contact our office to see a practitioner. They will evaluate your devices and advise you on an appropriate course of treatment.

### **Inserts, Lifts, Wedges and Rockers**

Sometimes the doctor will request a modification to your shoe. This will not be done until you accept the shoes, so you will be requested to have them 'pre-fitted'. Once you accept them, the modifications will be made. There are many various modifications that can be made to a shoe.

Remember: The modification may seem 'strange' and make it somewhat awkward to walk at first. This will also take time to get used to. It is important to follow up with your doctor to make sure you are doing well, or attend some physical therapy sessions.

There are some shoes that lifts, wedges and rockers cannot be applied to, we will advise you when we evaluate your shoe (if you are supplying the shoe).

### **Warranties & Charges**

The modifications to your shoes are warranted for 90 days. This does not include abuse or damage caused by means other than wearing. Should the modification fail, we will repair or replace, at our discretion, the modification at no charge. The shoe can be dropped off at our office or mailed to us. If we return your shoe via mail, a \$10.00 flat charge will apply.

### **Returns**

No shoe will be accepted for return, unless there is a manufacturing defect, or the shoe was not fitted according to the doctor's order.

### **Payment**

A referral for shoes and our acceptance of your referral does not guarantee payment from your insurer. You are responsible for the payment of your shoes and inserts.