

## WARRANTY

Queen Alexandra Orthotics, Prosthetics and Seating is committed to giving you the best care possible. Due to individual differences we DO NOT guarantee the results achieved with foot orthoses. We DO guarantee to work with you until all avenues of orthotic therapy are explored, ensuring the best possible results.

Foot orthoses are a custom made, medically prescribed device. For this reason they are NON-REFUNDABLE.

Adjustments to the orthoses for a 6 month period after receiving the devices will be performed at no charge.

After 6 months a nominal fee will be charged for adjustments.

**Queen Alexandra**  
Orthotics • Prosthetics • Seating



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## FOOT ORTHOSES GUIDELINES

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## FOOT ORTHOSES GUIDELINES

Foot orthoses are custom made medical devices. They are designed to improve your biomechanics, adjust and control the function of the foot and its alignment with the lower leg. Some orthoses are designed to redistribute pressure areas of the foot and support or accommodate abnormalities.

Foot orthoses will contribute to the relief of your specific condition when used in conjunction with appropriate footwear. Foot orthoses are not a CURE for any underlying ailment, nor do they replace the need for proper footwear or the benefits of exercise, skin care and self care.

The orthoses have been designed to fit inside the footwear you most commonly wear and should transfer readily between similar shoe styles. Foot orthoses will feel different from shoe to shoe. It is important that the shoes and the foot orthoses work well together.

Depending upon the style of orthoses you have received, it may require that you remove the existing liner from the shoe to make room for the orthoses.

It is expected that the foot orthoses will feel unusual to start with; this is to be anticipated. Commonly, individuals will notice heel slippage during the first ten days of wearing the orthoses. Comfort will increase as the orthotic is broken in.

## BREAK IN PROCEDURE

It is normal for your feet to take time to adjust to your new foot orthoses. Adjustment time can vary from one to three weeks depending upon the foot and the type of orthoses. Some individuals find their orthoses are comfortable immediately. Generally, however, the best results are obtained by gradually adapting to the support. It is important that you follow a gradual break-in to allow for the body to adjust slowly.

Day 1—wear the orthoses for one hour

Day 2– 21 increase the wear time by one hour increments each day.

In the event that the orthoses remain uncomfortable, please call to book a follow up appointment with your clinician for adjustment.

## CARE OF ORTHOSES

**Cleaning:** to clean the orthoses simply remove them from the shoes and wipe them clean with a mixture of antibacterial soap and water and a damp sponge. Any antibacterial shoe sprays or powders may be used on the orthoses to help control odor.

**DO NOT** submerge the orthoses in water or place in a washing machine. Periods of extended submersion will lead to premature breakdown of the foot orthoses.

Foot orthoses should be aired frequently. If shoes are wet, simply remove the orthoses and allow them to air dry. **DO NOT** expose the orthoses to direct heat sources (i.e. clothes dryer, heating vent or fireplace). Direct contact with heat can cause warping or premature breakdown.

## FOOT ORTHOSES LIFESPAN

The lifespan of your foot orthoses depends upon the materials, body structure and activity level of the patient and the care of the devices. On average foot orthoses will last approximately:

1-3 years for soft shell orthoses

3-5 years for hard shell orthoses

The soft topcover of any orthosis will compact with time and will require replacing approximately every 2 years. Topcovers are replaceable at a minimal charge.

As feet normally change with age, it is recommended that you return for a follow-up assessment every two years. More frequent follow-up may be required if any of the following apply:

- Significant weight changes
- Serious injury involving the foot
- The diagnosis of a disease such as diabetes
- Pre or post natal
- Children whose shoe size has changed more than 2 sizes