

Referrer Information and Footwear — Happy Feet, Happy Face

Referrer Information and Footwear

Thank you

Thank you for referring your patient to Happy Feet Pedorthics.

Here at Happy Feet, we assess, fit and modify footwear to help your patients walk safely, reduce pain and maximise comfort in supportive shoes. We also make cast custom footwear. We are able to supply footwear to fit the orthotics or other devices you have prescribed for your patients. We are confident we can help your patients, whatever their footwear needs.

Our assessment and fitting includes:

- Reviewing your patient's foot health
- Measuring your patient's feet
- Fitting 'best suited' footwear
- Footwear advice – style, size, colour, closure and last choice
- Footwear care and repair advice
- Footwear modifications which will be required and / or of benefit
- Explaining our ordering and supply processes as required
- Explaining of government support programs for medical footwear, and health benefits for pedorthic footwear as required

Our initial consultation usually takes half an hour and there's no charge. If further advice is needed, a consultation fee may apply.

Your Patient's Current Footwear

While we advocate your patient wearing recommended 'best suited' shoes most of the time, at Extra Depth Footwear @ Happy Feet Pedorthics, we know there's a time and a place for 'party' shoes! That's why we're happy to evaluate the shoes already in your patient's wardrobe to see if and how they can be made more comfortable with pedorthic modifications. So please encourage your patients to bring their shoes along to their initial appointment.

TAC, WorkCover and SWEP / Enable Patients

Extra Depth Footwear @ Happy Feet Pedorthics can provide assessment and fitting for TAC, WorkCover and SWEP / Enable patients. After our initial consultation, we prepare a quote for your patient, and submit it to the appropriate body. To make sure we can complete this quote promptly, patients need to provide us with all relevant information and documentation. Once we receive a purchase order from the funding body, your patient's shoes are ordered and will arrive in four to six weeks.



Department of Veteran Affairs (DVA) clients

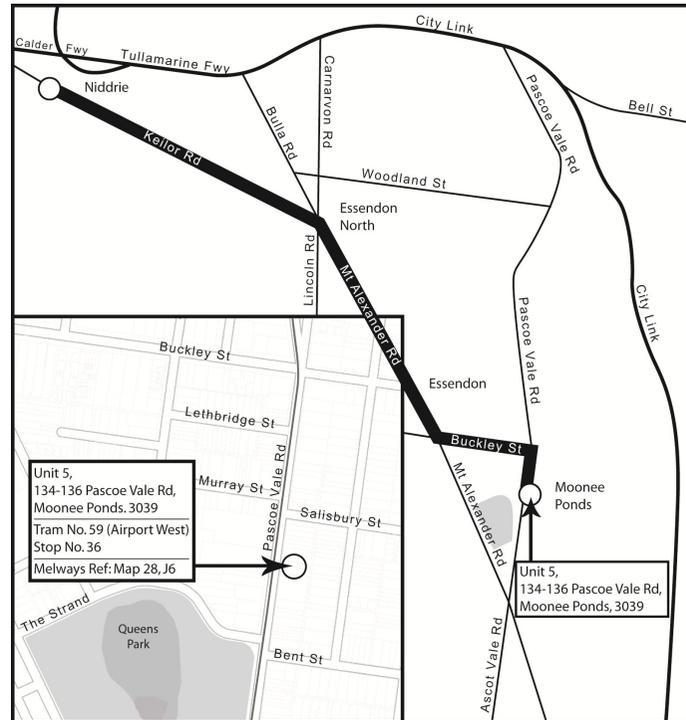
Extra Depth Footwear @ Happy Feet Pedorthics is also a DVA-approved supplier of medical grade footwear. We let your patients know that:

- The **podiatrist** is responsible for clinically justifying and prescribing pedorthic footwear for Veterans.
- The **podiatrist** is the one who completes a prescription form following a full clinical assessment. That DVA will only consider supplying footwear for Veterans who are unable to purchase shoes, which are clinically suitable, from a 'regular' shoe shop.
- Home visit requests must be prescribed by the podiatrist and written on the prescription form.
- As the pedorthist we need the prescription form to complete a footwear assessment and fitting, including our completing the DVA Footwear Supply form.
- We submit the Footwear Prescription and Footwear Supply forms to the DVA office.
- Once assessed, the DVA office will let the Veteran, the podiatrist and Extra Depth Footwear @ Happy Feet Pedorthics know the outcome. We advise your patients that there's no need to contact us when they receive DVA's letter. DVA approval can take a couple of weeks.
- If the DVA office rejects the Veteran's application, then the Veteran will need to discuss the matter with their podiatrist. We contact the podiatrist if we're surprised about the rejection.
- If the DVA accepts the application, we then order the veteran's shoes, which will arrive within 4-6 weeks
- When needed, the DVA office will pay for Veterans to travel to our clinics by taxi. For those over 80, we can also organise a taxi to collect them for a footwear assessment and fitting.

How We Help

1. We assess your feet, measuring both each time you visit and make a purchase. This is because, over time, your feet can change.
2. It's normal to have two different sized feet, so we fit the largest foot first and make any modifications needed to then fit the smaller one. We can also provide two different shoe sizes.
3. We select shoes that match your feet's length and shape because sizing systems aren't standard.
4. We show you how to wear your shoes comfortably.
5. We can fit orthotics and other inserts into your shoes.
6. Our experienced team helps you choose shoes that match your activity.

Where to find us



Opening Hours

Monday to Friday, 9am to 5pm
One Saturday per month by appointment
Other times by request
Appointments DEFINITELY preferred
Home visits available – fee applies
Laybys welcome

Rebates, government subsidies and claims including TAC, DVA and WorkCover may apply

Accreditations

Member, Australian Pedorthic Medical Grade Footwear Association (APMGFA)
Clare Nelson, Certified Medical Grade Footwear Practitioner Number 2515

What is a Pedorthist?

A Pedorthist assesses and fits clients for medical footwear, modifications and/or orthotic devices. This can include prefabricated and cast custom footwear.

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GIVE SORE FEET THE BOOT

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 Happy Feet Pedorthics

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Regular Clinics

Wagga Wagga, Wodonga
Wonthaggi – Bass Coast

