

Diabetic Shoe Fitting-Patient Information

Prior to shoe fitting appointments:

- Patient will be given forms to fill out and information Medicare requires the pharmacy to provide
- Fill out all pharmacy intake and beneficiary forms, return to the pharmacy
- Copies of primary and secondary insurance card are needed, the pharmacy staff can make copies on location
- Day of Appointment: Wash feet with soap and water; wear socks and shoes that are worn on a regular daily basis

During first fitting appointment:

- Both bare feet will be looked at to assess foot wellness to meet documentation purposes required by Medicare
- Questions will be asked to understand foot health
- Both feet will be measured with socks on, using one or more measuring devices
- Shoes will be picked out with the aide of the shoe fitter, displays and catalogs and an order form will be filled out by fitter for patient to sign
- Heat-moldable are standard inserts unless otherwise specified by the prescriber. If custom inserts are order an impression of both feet will be made

During final fitting appointment:

- Heat-moldable inserts are heated until pliable and molded to patient's feet with the help of the shoe fitter. All three pairs will be molded at the time of the fitting.
- A pair of inserts will be put into shoes for try-on. Patient will walk around to check for heel slip and the fitter will assess for good width and length.
- A paper copy of shoe break-in instructions will be provided.
- A Proof of Delivery and Return Policy Form will be signed by the patient.

After the appointments:

- Break-in new shoes according to the instructions provide by the shoe fitter and the take home instructions
- Patient may call with any question or concerns during the 5 day break-in period.
- Shoe fitter will call around day 5 to see how patient is doing and to ask some follow-up questions