



Orthotic Information Guide



www.foothealthorthotics.co.uk



Established since 2008, Foothealth UK are a fast growing & respected supplier of Orthotic devices serving practitioners across the UK & Ireland supplying thousands of bespoke orthotics every year. We offer a range of CAD CAM and 3D printed orthotics, prescription sandals and flip flops using the latest CAD technologies to develop unique designs as well as provide educational workshops, training and seminars. Our reputation for providing outstanding customer care, quality, knowledge, efficiency & reliability enables our customers to have complete confidence in our services.

Our incredible and innovative in clinic 3D printing system was launched in 2021 enabling practitioners to reduce overheads, help reduce carbon footprint and be in control of the production time for their devices. This concept has expanded rapidly and our CO-LABS now cover many counties across the UK and Ireland as well as expanding further worldwide.

Our technical support team are able to offer advice on materials, orthotic types, accommodations and general enquiries in all areas of the orthotic production to assist in providing the best requirements for your patient.

"Step forward in Comfort"



Our Different Orthotic Types

Polypropylene

Polypropylene is a traditional and hard wearing material that can be manufactured Rigid, Semi rigid or Semi flexible. Polypropylene modules are very durable and provide lasting support. Designed either with extrinsic or intrinsic postings, these orthotics can be lightweight as well as finished to a slim fitting and high quality device with a combination of covers and mid-layers.



EVA

Another traditional material used in orthotic manufacturing. An orthotic device manufactured in various shore densities from 25 low density to shore 55 high density. This material is often traditionally selected for patients requiring a softer device. EVA is a cheaper material but may not be as durable or hard wearing especially lower density devices.



3D Printed

3D printed orthotics, the future of the orthotic industry capable of producing durable yet shock absorbing devices with minimal production waste. Not only is there minimal production waste but our 3D printed orthotics are also manufactured from TPU, a recyclable and biodegradable material. These devices can be made rigid or flexible but also have the ability for multiple densities to be designed throughout the device making this material both an advanced and sustainable choice.



Orthotic Top Cover Length

There are a number of considerations for the length of the device and also style of the device, mainly dependant on the type of footwear that will be accommodating the Orthotic.



Example of a full length top cover

Met Length

A met length device is where the top cover finishes at the end of the orthotic module and behind the metatarsal heads.

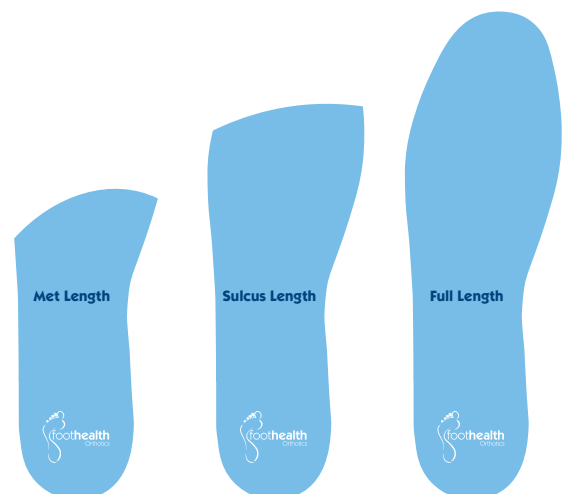
Sulcus Length

A sulcus length device the top covers end just proximal to the toes. This allows forefoot cushioning but still leaving space in the toe box of the shoe.

Full length

A full length device extends the entire length of the shoe.

An orthotic module is manufactured to the patients foot and therefore it is always necessary to ensure the patient's shoe size is also written on the prescription form. For full length orthotics it can be advisable to have a set of our shoe sizing templates to avoid any discrepancies in terms of shoe lengths from different manufacturers.



Orthotic Styles

Casual and Trainer Style

This is our every day orthotic style, standard width.

Fashion Style

This is our dress orthotic. This is tapered at the waist of the device to fit into heeled shoes or dress shoes. If using a fashion device in a heeled shoe then a sulcus length top cover is recommended to give additional padding under the metatarsals. Fashion style only available in polypropylene devices.

Cobra Style

An alternative to the fashion orthotic shaped as a cobra orthotic. This is a minimal orthotic material under the heel and lateral border of the foot for slim fitting footwear. This orthotic can be manufactured in our 3D printing design.

NB - Fashion and cobra devices due to reduction in width will lose some elements of control

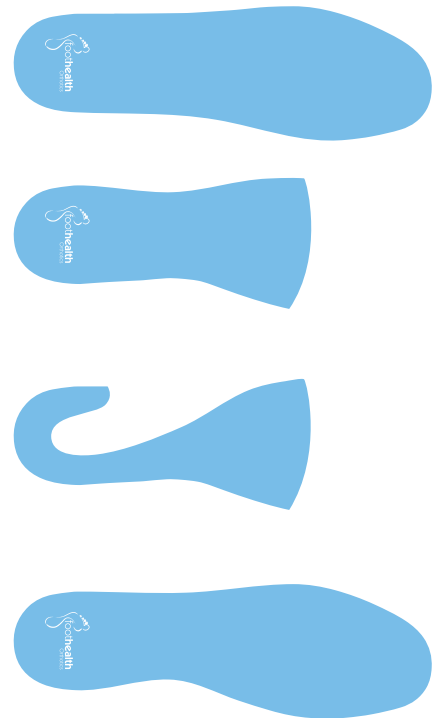
Football / Rugby boot

This orthotic style is shaped to the contours of the football or rugby boot shape narrowed at the waist.

Custom shoe fit

Our 3D printed devices can be shaped for a particular individual shoe style. This can be done by sending details and image of the individual shoe insole or our CAD designers to match accurately.

NB - Custom fit designs from templates for 3D print devices only)



Heel Cup Depth

Low Profile - 4 - 6mm

Slimline - 8 - 10mm

Standard - 12 - 14mm

Rear Foot and Fore Foot Posting

Intrinsic Posting –

The postings are milled internally into the module



Extrinsic Posting –

The postings are milled externally on the module (similar to a wedge)



Accommodations

1 1st or 5th Met Cut out

Corner of the orthotic module removed by area of 1st or 5th MPJ.

2 1st Ray Cut out

Longer corner of module removed by area of 1st MPJ.

3 Met Pad (LOW) / PMP Pad

Padding in forefoot (sulcus area) in Poron for cushioning. U shape cut outs can be applied under the metatarsals i.e. Met pad with U cut out under 3rd (as shown in image).

Alternative Options -

- Alternative material for Met Pad/PMP can be High density EVA or Cork.
- Option to back fill U cut out with Soft – Red or Green poron.

4 Met Dome

Dome shaped pad spanning across 2-4 mets. Standard placement is ½ off the module.

Alternative option - If preferred a request can be made to have the dome fully on the module.

5 Heel Cushion Pad

Cushioning pad placed in heel area of the orthotic. Standard 1.5mm poron padding.

Alternative option – 3mm poron padding can be used if more cushioning required but advisable in footwear with plenty of room.

6 Heel Spur Pad

Horse shoe shape pad that surrounds the heel cup area of the device. Usually 3mm poron.

7 Neuroma Pad

Small 3mm pad that sits between the 3rd and 4th Metatarsal heads as standard.

Alternative option – can be requested to sit between 2nd and 3rd if desired.

8 Morton's Extension

Soft Morton's extension – manufactured from HD EVA material.

Rigid Morton's extension – manufactured from polypropylene.

(Morton's extensions are built into the 3D printed devices).

As standard our Morton's extensions run to the end of the top cover. If a sulcus length extension is required on a full length orthotic then it must be requested on the prescription form.

NB – Morton's extensions cannot be selected on a met length device.

9 Reverse Morton's extension

Accommodation extending from the module supporting the 2nd to 5th metatarsals finishing at sulcus length. Plantar flexing the 1st Ray. This accommodation is manufactured from 3mm Medium density EVA as standard.

Alternative Material options – 3mm Cork or 3mm High density EVA.

Alternative option – 1st met can be backfilled with Poron.

NB – Cannot be applied to a met length orthotic.

10 Plantar Fascial Groove

Groove cut out in the area of the plantar facial ligament. This groove is incorporated into the mid-layer as standard.

Alternative option – groove can be requested to be incorporated into the module.

11 High Rigid Medial or Lateral Flange/Clip

A vertical clip built into the medial or lateral border of the orthotic module to provide additional support to the MLA or LLA.

NB – This will provide additional support and correction but note footwear choices that will be needed to accommodate this option.

12 Soft Medial or Lateral Flange

Additional material and cushioning extending over the side of the medial or lateral border of the device to provide additional comfort/support over the edge of the module. Used in material selected from mid-layer and top cover choices.

13 Arch pad / Valgus filler

Cushioning material made from 3mm Poron providing soft additional support in medial arch.

Alternative option – 1.5 Poron can be requested as a thinner alternative.

14 Reverse Kinetic Wedge

Cut out from the mid-layer to assist with Functional Hallux Limitus.

NB – Cannot be added to Met length orthotic. Mid-layer must be selected to be able to cut this accommodation into the orthotic.

15 Met Bar

A Poron accommodation spanning across the 2-4th metatarsals extending 3-4mm from distal end of module.

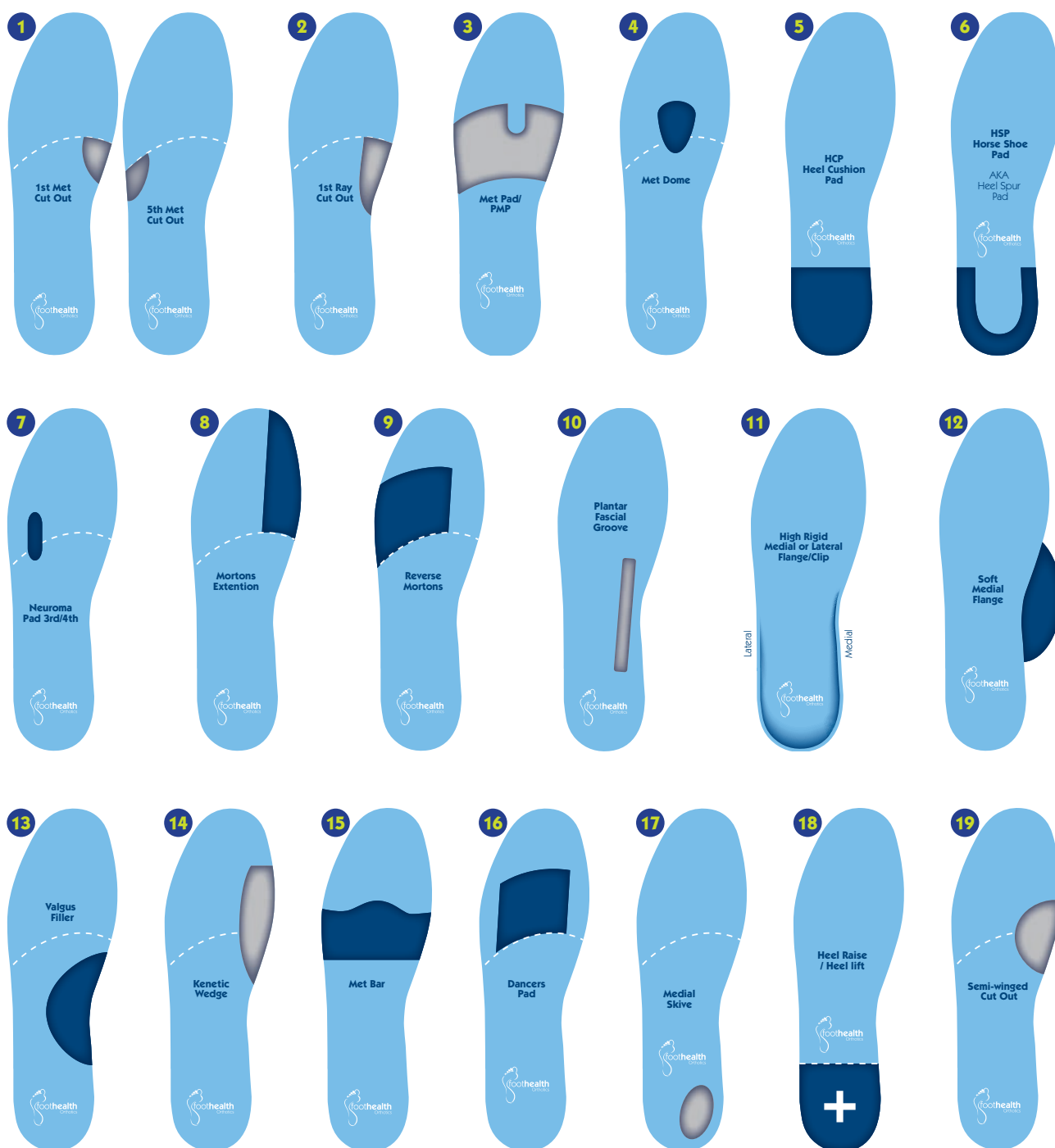
16 Dancers Pad

Cushioning pad covering metatarsals 2-4th Poron pad as standard.

Alternative material options – HD EVA or Cork can also be requested.

17 Medial Skive

Skive/Slope built into the medial heel of the device to provide extra support and correction similar in shape to an elongated oval.



18 Heel Raise / Heel lift

A raise applied to the heel of the device. A heel raise is incorporated into the orthotic or applied with EVA depending on the options selected.

NB - Milled heel lifts cannot be added to internally posted orthotics and EVA heel lifts can be applied only to polypropylene devices.

Alternative option - Loose Heel raise can be requested where the heel raise is loose and applied with double sided tape.

19 1st or 5th Wing cut out

A wing cut out is a combination of the met cut out and additional cut out of the top cover surrounding the metatarsal head.

IMPORTANT - 3D printed devices without top covers have the majority of the above accommodations printed within the device and therefore density and materials will vary from the above explanations.

Top Cover and Material Choices –

Top Covers

Vinyl – A leatherette material which is not as grippy as other top cover options.

Colours – Royal Blue, Beige, Pink, Burgundy, Green, Black, White



Plain Multiform – A cushioned hard wearing material similar properties to EVA – good for sports shoes or activities.

Available in – 2mm or 1mm thick.

Colours – 2mm - Black, Blue or Grey.

1mm - Black and Blue.



Marble – 1mm option of EVA material.

Colours – Black, Blue, Pink, Red/Yellow.



Graffiti – 1mm option of EVA material.

Colours – Pink/Purple or Green/Purple.



Premium Covers – (Surcharges apply)

Spenco – A neoprene type material which has a cotton feel top with padding. Good for comfort and additional cushioning.

Available in – 3mm or 1.5mm thick.

Colours – 3mm - Black or Blue.

1.5mm - Black.



Natural Leather – A soft natural leather option.

Colours – Black or Tan.



Mid-Layers

Celon - Similar material to low density EVA.

Available in – 1.5mm or 3mm thick.

Colours – Blue & Black.



Grey Poron – Soft cushioning material used in mid-layers and accommodations.

Available in – 1.5 or 3mm thick.



White Cloud – 3mm memory foam material, slow release.



Bounceback – 3mm thick low density EVA material.



Patient Name: _____

Clinic: _____

Clinic Phone: _____

Shoe Size: _____ Height: _____

Date of Birth: _____ Weight: _____

Diabetic: _____ Sex: _____

ORTHOTIC TYPE (please specify)

☐ **3D PRINTED** Colour: _____

Style: _____

☐ **POLYPROP** ☐ Low Profile Heel Cup 4-6mm

☐ Polyprop - Slimline Heel Cup 8-10mm

☐ Polyprop - Standard Heel Cup 12-14mm

☐ **EVA DEVICE** Colour: _____

EVA Density: ☐ LD25 ☐ MD35 ☐ HD50

TOP COVER: ☐ Vinyl ☐ Multifirm ☐ Marble ☐ Graffiti

☐ Spenco Colour (see swatch): _____

MID LAYER: ☐ 1.5 Celon ☐ 3mm Celon ☐ 3mm White Cloud

☐ 3mm Bounce Back ☐ 1.5mm Poron ☐ 3mm Poron

LENGTH: ☐ Met ☐ Sulcus ☐ Full

3D PRINTED SANDAL (please specify)

Colour: _____

Style: ☐ With Heel Strap ☐ Slider Style (no heel strap)

☐ Thong Style

FLIP-FLOP (please specify)

Base Colour: _____

Top Cover Colour: _____

Strap Colour: _____

Sole Colour: _____

| Foot Appearances | L | R | Clinical Checks | L | R |
|------------------|---|---|---------------------------|---|---|
| High Arch | | | Structural Ankle Equines | | |
| Medium Arch | | | Functional Hallux Limitus | | |
| Low Arch | | | Structural FF Varus | | |

Leg Length Discrepancy: L: _____

R: _____

| First Met Position | L | R | Range of Motion | L | R |
|--------------------|---|---|-----------------|---|---|
| Normal | | | Normal Limits | | |
| Plantar Flexed | | | Loose | | |
| Dorsi Flexed | | | Restricted | | |

Ankle Dorsiflection: L: _____

R: _____

| Metatarsal | L | R | Posting (Degrees) | L | R |
|--------------|---|---|-------------------|---|---|
| Flexible | | | Rear Foot Varus | | |
| Semi Rigid | | | Rear Foot Valgus | | |
| Rigid | | | Fore Foot Varus | | |
| Hyper Mobile | | | Fore Foot Valgus | | |

Order Form



Foothealth UK Limited
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Oxfordshire OX16 4SW

Tel: **+44 (0)1295 256 252**

Email: **info@foothealthorthotics.co.uk**

RUSH ORDER ☐

Chief Complaints / Comments:

| | L | R |
|-------------------------------|---|---|
| 1st Met Cutout | | |
| 5th Met Cutout | | |
| 1st Ray Cutout | | |
| 5th Ray Cutout | | |
| Met Pad (LOW) | | |
| Met Dome | | |
| Heel Cushion | | |
| Horse Shoe Pad | | |
| Neuroma Pad | | |
| Soft Morton's Extn | | |
| Rigid Morton's Extn | | |
| Reverse Morton's Extn | | |
| Plantar Fascial Groove | | |
| Rigid High Medial Flange/Clip | | |
| Rigid Lateral Flange/Clip | | |
| Soft Medial Flange/Clip | | |
| Arch pad / Valgus filler | | |
| Reverse Kenetic Wedge | | |
| Met Bar | | |
| Dancer Pad | | |
| Medial Skive | | |
| Heel Raise (mm) | | |

Rear Foot Posting

Extrinsic Intrinsic

Fore Foot Posting

Extrinsic Intrinsic

| | L | R |
|--------------------|---|---|
| Achilles Pain | | |
| Ankle Pain | | |
| Anterior Knee Pain | | |
| Arch Pain | | |
| Bunions / HAV | | |
| Calf Pain | | |
| Dorsal Foot Pain | | |
| Heel Pain | | |
| Hip Pain | | |
| ITB Syndrome | | |
| Lateral Knee Pain | | |
| Lower Back Pain | | |
| Met Pain | | |
| Medial Knee Pain | | |
| Mortons Neuroma | | |
| Sciatica | | |
| Shin Pain | | |

Notes:

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Foothealth UK Ltd Terms & Conditions for Custom made Products

Turnaround Times

-We aim to achieve normal turnaround on custom made orthotics in approximately 5-7 working days. Flip Flops approximately 10-14 working days and Sandals approximately in 3-4 weeks.

-We offer a 3 day (in house) rush service, premium charges apply (orthotic devices only)

-We offer a 1 day rush service, premium charges apply, this is a one full day in house service and orthotic will dispatch next day orders must be placed prior to 12(noon) to ensure next day dispatch (orthotic devices only)

-If rush service is ticked on the prescription form, premium charges will be applied accordingly.

-Although every effort is made to maintain turnaround as swiftly as possible there are times due to circumstances beyond our control that delay may inevitably occur. We do advise to check on your order progress before booking in a patient for any fitting appointment if the product has not been received prior.

Postage and Packaging

-Postage and Packaging is charged per pair for a standard delivery either by courier or 1st class signed for royal mail.

-Orthotics will be packaged with an instruction card and labelled as standard.

-Postage for Sandals and Flip Flops are charged per pair for a standard delivery either by courier or 1st class signed for royal mail.

Timed deliveries:

Pre 12 (noon) – premium charges apply.

Pre 10am – premium charges apply.

Settlements

-Credit terms are agreed at 30 days from date of invoice. Invoice will be dated from the date of dispatch.

-Invoice queries must be raised within 14 days of receiving the invoice.

-Products remain the property of Foothealth UK Ltd until the product invoice has been paid in full.

-The company reserves the right to charge a 4% interest charge on invoices that exceed their credit terms and late payments may also place an account on hold which may result in a delay of the dispatch of any outstanding orders.

-Accounts that continue to exceed their credit terms may be passed to an external agency where a late payment fee may also be applied.

Products & Services

-The purchaser shall determine the suitability of any product they are ordering for the intended use.

-Foothealth UK Ltd shall not be under any liability in respect of any fault occurring due to error or inaccurate information supplied by the customer in their specification or order/prescription form.

-Any recommendation, advice or suggestion made by a representative of the company in respect of our products or devices does not express any conveyed or implied acceptance of liability for outcomes or tolerance of the products/devices which are both entirely the responsibility and control of the prescribing practitioner.

-Polyprop orthotic module is guaranteed for 10 years against cracking or splitting and will be replaced free of charge if either of the above occurs.

-Polyprop Orthotic top covers, accommodations and paddings are guaranteed for a minimum of 6 months against cracking, splitting or removal from orthotic module. This warranty does not include general marking on the materials, basic wear from general use. We will not be liable for wilful damage, negligence or failure to follow the company's instructions.

-We will not be liable for any products that have been altered by the practitioner or other external source without prior written

approval. -EVA orthotics are guaranteed for 12 months.

-EVA flip flops have a one month comfort fit warranty only

-3D printed sandals have a one month comfort fit warranty only

-Footwear products (Flip flops and sandals) do not have any extended warranty. The products are worn externally and dependent on patient activity and care of product. However, if there is a manufacturing default within the first 6 months on straps or base then a replacement will be offered upon inspection of the product and agreement of the default.

-Custom made products are not returnable for credit. Each device is fabricated from the impression taken according to the customer's specific prescription instructions detailed on the order form and we can not be responsible for desired outcome or results.

-Whilst every care is taken to accurately describe our products and materials, the colours/materials can vary slightly. We reserve the right to alter, update and change specifications on any items without prior notice.

-Any product must be returned to the company for inspection before any replacement can be made.

-If any goods are returned prove to be faulty in material or workmanship we will repair, replace or refund the price of the goods. We will not be liable for damages consequential or otherwise.

Repairs/Refurbishments

-For Polyprop orthotics outside of the 6month warranty period on top covers we offer a refurbishment service. -We are unable to offer a refurbishment service for EVA orthotics, Flip Flops or Sandals.

Adjustments to orthotic devices

-We offer 1 free adjustment to an orthotic – EVA and Polyprop. This free adjustment must be received at the laboratory within 12 weeks from the date of the original invoice.

-Free Adjustments are to the existing device.

-If a remake of a polyprop module is required (i.e. change of heel cup etc) within the first 3 months from date of invoice there is a re-mill charge.

-If a practitioner requires a Polyprop orthotic to be changed to EVA or vice versa there will be a remake charge.

-If an EVA device is remade to Polyprop any additional difference in the original order price will be added as a surcharge in addition to the remake fee.

-Any additional adjustments will be charged.

-Any changes to a device after 6 months are charged as a refurbishment.

Other Terms

-We are not responsible for any damage to casts sent to us in the post.

-We are not responsible for any postage charges to send products, casts, adjustments or repairs to us.

-There is no cooling off period for custom made products. Once manufacture for a custom-made product has begun we are unable to cancel or offer a refund.

-Any changes to a prescription must be provided by the customer in writing or by calling our main office number where the changes can be logged and recorded.

-Any adjustment/repair requests must be provided by the customer in writing or by calling our main office as above.

-Our calls are logged and recorded for monitoring and training purposes.

Your statutory rights are unaffected by these terms.

Correct at time of printing. Please check our website for latest terms and conditions.

www.foothealthorthotics.co.uk/terms-conditions/



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