



## FURNISHING CUSTOM INSERTS

- I. Your order will arrive with one pair of custom inserts inside the shoes ready to try on the patient. If you ordered two or three pairs of inserts, the additional pair(s) will be in a plastic bag.

## FURNISHING PREFABRICATED INSERTS

- I. *Arrival and Delivery of Shoes:* Your order will arrive with one pair of prefabricated inserts inside the shoes ready to try on the patient. If you ordered two or three pairs of inserts, the additional pair(s) will be in a plastic bag. If the fit is satisfactory, heat mold one pair of inserts according to instructions provided in section [HEAT MOLDING TECHNIQUE FOR PREFABRICATED INSERTS](#) and recheck the fit. If the fit continues to be satisfactory heat mold the remaining two pair of inserts.

## DOCUMENTATION REQUIRED UPON DELIVERY

- I. Upon confirmation of a proper fit, please provide the patient with a copy of the [Supplier Standards](#) and the [Patient Instructions for Use of Footwear and Inserts](#). To ensure backup and proof of delivery under Medicare rules, please request the patient sign the following forms:
  - a. *Return Policy on Shoes*
  - b. *Authorization of Payment*
- II. Provide your business card to the patient and request they call your office if they experience any problems.
- III. Record in the patient's chart exactly what was delivered to the patient. Refer to [Charting Section](#) for sample notes.
- IV. Place a copy of the SureFit invoice for shoes and inserts in the patient's chart.