

Ordering Guide: Custom & OTC Orthotics

1. Review the enclosed information.

Questions? Call 800-675-1766 or email info@nwpodiatric.com.

2. Fully complete and return enclosed New Account Application.

Fax the completed form to 360-332-5306 or email to dana@nwpodiatric.com (PDF version is available). Questions? Call Accounts Receivable: 800-675-1766

→ Custom Orthotics:

3. Fill out an Orthotic Prescription Form.

We are happy to walk through the form step-by-step, answer any questions about options, offer money-saving tips, etc. Questions? Call Customer Care: 800-443-7260

4. Carefully package your plaster, fiberglass or foam casts.

Using an appropriately sized shipping box and shipping multiple orders together will save on shipping costs. Be sure to include your completed Rx form.

5. Attach an enclosed UPS shipping label to the shipping box.

Shipping boxes and UPS labels are available at no charge, upon request. Feel free to use the box we shipped your supplies in for sending us your first order.

6. Ship via UPS.

Include your package with your usual outgoing UPS shipment or schedule a UPS pick-up. UPS pick-up instructions are included with your packet.

7. Turnaround time.

We will process and ship your custom orthotic order within five business days in-lab. Shipping to and from Northwest Podiatric Laboratory will take additional days.

8. Account Access Portal

Track your order status using the Account Access Portal. (call 800-443-7260 to register)

→ OTC Orthotics:

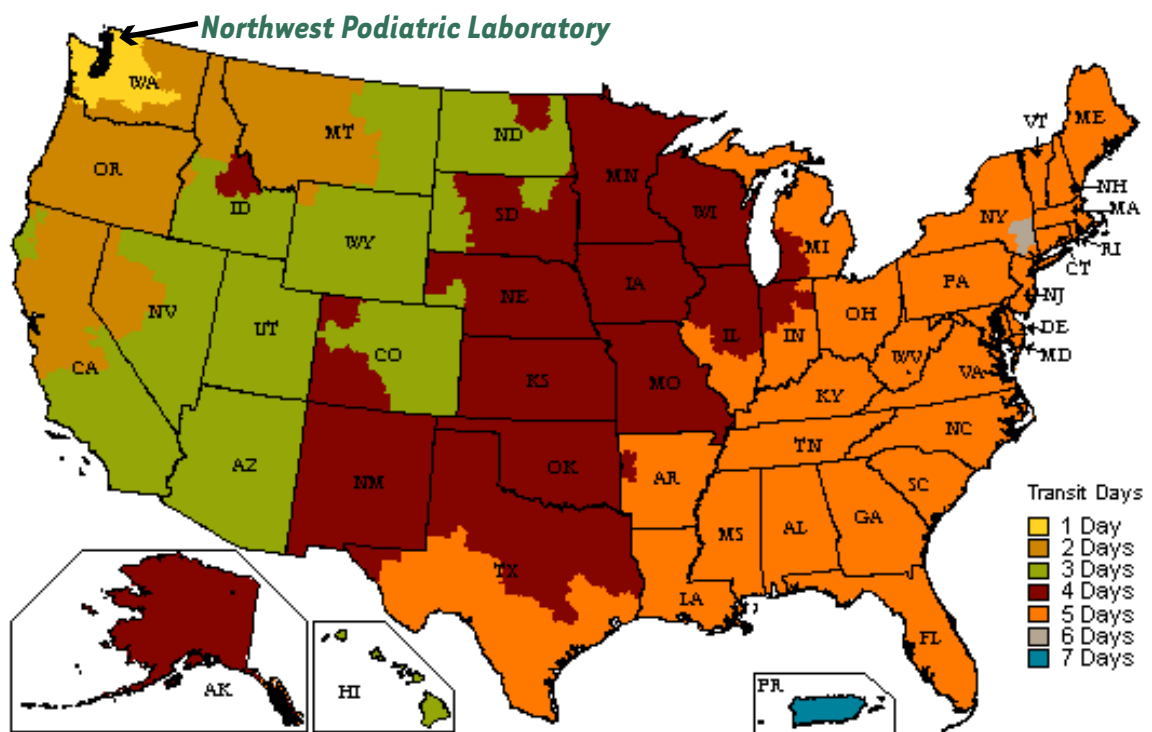
3. Fill out enclosed Northwest OTC order form. (PDF version is available)

4. Fax order to 360-332-5306.

Tips and tricks

- Complete patient information (age, weight, height, shoe size, etc.) helps us craft orthotics with maximum patient compliance.
- Our most commonly-prescribed type of orthotic is the Superglass Everyday. The #3 flex is great for most patients, but the #2 flex is a good option for patients who require a bit more flexibility.
- Our most popular top cover material is black vinyl.
- We recommend our DuraForm™ or Vlyte material for its durable, long lasting cushion.
- Our PTTD/AAF orthotic (option #6 on the back of the Rx form) is very popular and very effective.
- We are a fully custom orthotic laboratory. If you don't see something on our Rx form you'd like to prescribe, simply add a note.

UPS Ground Map → Option #2: UPS 2-Day (The shipping cost is usually double compared to UPS Ground)



Questions about placing your custom or OTC orthotic order? Please call 800-443-7260 or email info@nwpodiatric.com