



OrthoPets New Device Process

1. Required Steps to Submit a New Case to OrthoPets

- a. Notify case manager new case is coming
 - i. Please include patient's first and last name in email subject line to case manager on all emails
- b. Referral Form signed by rDVM
- c. Fiberglass impression
- d. Measurement form
- e. Video – Put into clinic DropBox folder and share with info@orthopets.com
 - i. Please create an **Initial Evaluation Folder** within the patient's folder
- f. Pictures- Put into clinic DropBox folder and share with info@orthopets.com
 - i. Please ensure each patient has their own folder and labeled within your clinic DropBox
- g. X-rays are required for all prosthetic cases and some unique carpus/tarsus cases

2. Case Management Process for OrthoPets

- a. When your case arrives, it can take 1 business day to process
 - i. Business days are M-F 9a-5p MST
- b. Your Case Manager will contact you within 1 business day to discuss diagnosis, goals, device design, etc.

3. Payment

- a. OrthoPets will submit invoice for payment and charge clinic card on file
- b. Once the device is charged to the credit card, an invoice will be emailed for your records
- c. OrthoPets suggests charging a "Device Deposit" to all clients at initial appointment

4. Fabrication

- a. Fabrication begins once payment is processed
- b. Orthotic Devices: 5-7 business day fabrication
- c. Prosthetic Devices: 7-10 business day fabrication
- d. RUSH: 1-3 business days (both orthotic and prosthetic)

5. Shipping

- a. The completed device will be shipped to clinic via FedEx (standard shipping)
 - i. If you want it overnight, please advise case manager at time of payment

6. Initial Fitting

- a. Email Case Manager your SOAP notes/observations of initial fitting of the new device
- b. Please include patient's first and last name in email subject line to case manager on all emails
- c. Please include any questions or concerns in this email as well
- d. Upload pictures and videos to clinic DropBox
 - i. Please create an **Initial Fitting Folder** within the patient's folder

7. Follow Up

- a. Any questions or concerns, please direct them to your Case Manager
 - i. info@orthopets.com
 - ii. 303-953-2545
- b. It can take one business day to assess and respond to your inquiry

8. Adjustments

- a. Some "in-house" adjustments can be completed at clinic *after adjustments have been discussed and confirmed with Case Manager*
- b. More complicated adjustments will be completed at OrthoPets
 - i. Each device includes 2 complimentary adjustment within 2 months of device delivery
 - ii. If an adjustment requires additional fees, your Case Manager will discuss with you prior to charging the card on file
- c. Adjustments take 1-3 business days
- d. There are shipping charges for all adjustments*