



# Level 1

## Shoe Fitting, Shoe Construction, Basic Anatomy, Biomechanics, and Pathology Pre-fabricated Foot Orthoses

A. Objective : The student will understand and demonstrate basic knowledge in foot and ankle anatomy, biomechanics, and common foot pathologies. Demonstrate the ability to properly fit shoes and pre-made foot orthosis. The student will also understand the BCP scope of practice and code of ethics.

1. The student will develop an understanding of the meaning of medical and Pedorthic terminology.

- a. abduction
- b. adduction
- c. arthritis
- d. anterior
- e. ambulation
- f. ankle joint
- g. apex
- h. arch
- i. atrophy
- j. break
- k. bilateral
- l. blucher
- m. buttress
- n. bunion
- o. charcot foot
- p. claw toe
- q. hammer toe
- r. dorsiflexion
- s. crepitus
- t. cuboid
- u. counter, long
- v. elevation
- w. equinovarus
- x. fascia
- y. fasciitis
- z. heel pad
- aa. heel pitch
- bb. harris mat
- cc. toe spring
- dd. pronation
- ee. supination
- ff. Plantar flexion
- gg. Varus
- hh. Valgus
- ii. Genu valgum
- jj. Genu varum
- kk. Post tib tendon

2. The student will develop an understanding of basic foot anatomy of the human foot.

- a. Identify and name the bones of the human foot.
- b. Identify and name the muscles of the human foot and their function.
- c. Identify and name the three anatomic divisions of the human foot.
- d. Identify and name bones of the hind foot.
- e. Identify and name bones of the midfoot.
- f. Identify and name bones of the forefoot.

3. The student will develop an understanding of basic level 1 biomechanics as it relates to foot function, including planes of motion, and ideal foot function. Heel strike, foot flat, heel off, toe off, and swing phase.

- a. abduction/adduction
- b. dorsi/plantarflexion
- c. inversion/eversion
- d. varus/valgus
- e. pronation/supination

4. The student will develop an understanding of basic foot pathologies, (most common) level 1, and understand when molded shoes should be indicated.

- a. bunions
- b. calluses, corns
- c. hammer/claw/mallet toes
- d. heel pain
- e. metatarsal pain (metatarsalgia)
- f. over supination/pronation
- g. diabetes
- h. arthritis

5. The student will develop an understanding of shoe anatomy and shoe construction.

- a. Identify and describe the primary sections and basic components of the shoe.
  1. quarter
  2. top line
  3. vamp
  4. welt
  5. toe box
  6. outsole

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7. throat
  8. heel
  9. midsole
  10. shank
  11. counter
  12. insole
  13. inlay
  14. stitching and seams
- b. Identify and describe the basic construction of a shoe including last patterns, and function of last shape.
1. cement process
  2. Goodyear welt process
  3. stitch-down process
  4. genuine moccasin construction
  5. heat-sealing process
  6. basic shoe assembly
6. The student will develop an understanding of goals and techniques for measuring feet, and demonstrate the ability to properly fit shoes.
- b. Proper measuring techniques using the Brannock device. (and others)
  - c. Understanding shoe sizing; U.S., U.K., Euro.
  - d. Proper techniques for checking shoe fit.
  - e. Proper techniques for fitting over an AFO (plastic).
  - f. Fitting children, teens, adults, elderly, and athletes.
  - g. Fitting special feet by understanding different foot shapes, and basic pathology as listed in # 4.
  - h. Develop an understanding when molded shoes should be indicated.
  - i. Proper fitting techniques using minor modification tools.
    1. stretching tools, and how to properly soften leather
    2. tongue pads
    3. met pads
    4. heel straights
    5. arch cookies
    6. forefoot pads
7. The student will develop an understanding of common pedorthic shoe modification and their function.
- a. Basic rocker sole, understand the function, and biomechanical effects.
  - b. Stabilizers/flairs/wedges, lateral/medial, understand the function, and biomechanical effects.
  - c. Build – ups, internal/external, understand the function, and biomechanical effects of a leg length discrepancy.

8. The student will develop the proper techniques in order to fit over-the-counter foot orthosis.
- a.  $\frac{3}{4}$  length vs. full length
  - b. Rigid, semi-rigid, accommodative- Identify differences and benefits.
  - c. Basic level 1 foot orthoses modifying techniques for better fit and comfort.
9. The student will understand basic retail shoe and business management.
- a. Basic management skills
  - b. Proper inventory
  - c. Understanding point of sale data
  - d. Medicare laws pertaining to Pedorthics
  - e. Employment laws

## EXAM



# Level 2

## Pedorthic Evaluation Foot Orthoses Shoe Modifications

**Pedorthic Evaluation:** The student will continue to develop an understanding of the meaning of medical and Pedorthic terminology.

### Objectives:

1. The student will continue to develop an understanding of biomechanics of the human foot. (Intermediate)

The student will,

- a. List and describe the three primary planes of motion of the foot.
- b. List and describe the three positions of plantar foot motion.
- c. List and describe the two positions of triplane motion.
- d. Describe how standing weight is distributed. (Static)
- e. Describe how weight is distributed during walking and running motion. (Dynamic)

2. The student will continue to develop an understanding of the various pathology of diseases, trauma, congenital deformities, and acquired deformities of the foot and ankle. (Intermediate)

The student will,

- a. State the causes and conditions of the diabetic foot.
- b. State the causes and conditions of the arthritic foot.
- c. Demonstrate an awareness of acquired and congenital deformities.
- d. Demonstrate an awareness of systemic diseases affecting the foot.
- e. Demonstrate an awareness of overuse/traumatic, and sports related disorders to the foot and ankle.

3. The student will demonstrate competency in performing an evaluation and pedorthic assessment of a patient. Know and understand the BCP scope of practice and code of ethics concerning a pedorthic assessment.

The student will,

- a. Complete an Assessment Form.
- b. Read and interpret a prescription/order.
- c. Conduct a patient history assessment.
- d. Perform a gait and biomechanical analysis.
- e. Identify areas of excessive plantar pressure utilizing a floor reaction system, both static and dynamic. (imprint type, and computerized methods.)
- f. Conduct a shoe inspection: wear pattern, size and measurements of shoes.
- g. Conduct a physical examination of a patient's feet.
- h. Observe and demonstrate the ability to recognize pathology of diseases.
- i. Conduct an insensate foot evaluation using a sensory monofilament.

### Foot Orthoses

1. Orthosis Defined
2. Objectives of Orthoses
3. Design and Fabrication of Orthoses
  - a. Evaluation of lower limb biomechanics
  - b. Identification of areas of excessive plantar pressure
  - c. Foot impression techniques
  - d. Selection of appropriate orthosis materials
4. Accommodative or functional orthoses
5. Safety: Proper use of equipment and hand tools
6. Personnel safety
  - a. Ventilation
  - b. Safety glasses

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- c. Masks
- d. First Aid kit
- e. Personal hygiene
- f. OSHA guidelines (Bloodborne Pathogens)

**Objective:** The student will design and fabricate foot orthoses, both accommodative and functional for patient (s), using selected materials to meet the pedorthic objectives; and evaluate and make necessary modifications or adjustments by understanding the implementation of pedorthic problem solving techniques. The student will demonstrate and understand the safety and use of equipment and hand tools, i.e., vacuum formers, shoe machinery (grinders) sewing machines, hammers and knives, cements, etc.

The student will,

- a. Give a definition and describe the composition of total contact orthoses.
- b. State the pedorthic objectives of orthoses for treatment of the diabetic foot, or insensate foot.
- c. Conduct an evaluation of lower limb biomechanics.
- d. Identify areas of excessive plantar pressure utilizing a floor reaction system: imprint type, and computerized methods.
- e. Conduct a physical assessment of the plantar surface of the foot.
- f. Obtain a model of a foot by taking an impression.
- g. Demonstrate four principle techniques when taking a foot impression, including, a plantar cast (slipper), impression foam, and computerized.
- h. Select the proper technique for taking a foot impression as determined by the condition of the patient's foot and the desired function of the orthosis.
- i. Describe two basic functions of orthosis, i.e., accommodative or functional.
- j. Select appropriate orthosis materials, i.e., soft (heated at 250-300 degrees F) semiflexible, rigid, etc.
- k. Describe material applications for a single, double, and tri-layer orthosis.
- l. Produce a positive model of a patient's foot and fabricate an orthosis, i.e., both accommodative and functional.
- m. Use parting agents.

- n. Utilize mixing components.
- o. Separate a positive model from a negative mold.
- p. Describe intrinsic and extrinsic modifications.
- q. Perform intrinsic and extrinsic modifications.
- r. Demonstrate an appreciation for good safety practices.
- s. Conduct a trial fitting of an orthoses, evaluate, and make necessary modifications or adjustments.
- t. Demonstrate adjustment techniques by gathering information in order to achieve maximum results in the adjustment of the orthoses, utilizing pedorthic modification techniques, i.e., medial or lateral anterior or posterior posting, met pads, adjusting arch heights, etc.

### Shoe Modifications

1. Review shoe anatomy and shoe construction
2. Upper Modifications
3. Midsole and Outsole Modifications
4. Modifying the footwear to accommodate AFO, KAFO, and prosthesis.
5. Equipment and material selection
6. Safety: Proper use of equipment and hand tools
7. Personal safety
  - g. Ventilation
  - h. Safety glasses
  - i. Masks
  - j. First Aid kit
  - k. Personal hygiene
  - l. OSHA guidelines (Bloodborne Pathogens)

**Objective:** The student will design and/or fabricate footwear modification for the patient using selected materials to meet the pedorthic objectives; and evaluate and make necessary modifications or adjustments by understanding the implementation of pedorthic problem solving techniques; and the student will describe current shoe styles and construction that are appropriate for specific shoe modifications. The student will demonstrate and understand the use of equipment and hand tools, i.e., shoe machinery (grinders) sewing machines, hammers and knives, cements, etc.

The student will,

- a. Perform upper shoe modifications applying balloon patches and know when to select this type of modification technique (hammer toe and

- hallux valgus associated with a bunion).
- b. Perform upper shoe modifications utilizing closure conversion techniques (Weight-bearing straps with D-rings or matching lace stays and self-adhesive closures) and know when to select this type of modification technique (upper extremity involvement, i.e., rheumatoid arthritis or hemiplegia).
  - c. Perform upper shoe modifications applying heel counter modification techniques (reinforcement of the inside or outside), select appropriate material, and know when to select this type of modifications technique, i.e. accommodating AFO, KAFO, prosthesis, or over all reinforcement.
  - d. Identify the various types of rocker soles, describe their function, biomechanical effects, and pedorthic applications.
  - e. Differentiate between the terms heel strike, midstance, rocker angle, and apex relevant to rocker soles.
  - f. Fabricate five types of rocker soles, including, mild, heel-to-toe, severe angle, negative heel, and double.
  - g. Perform midsole and outsole modifications fabricating elevations for leg length deficiencies (LLD). Know and understand the application techniques in order to properly meet pedorthic objectives.
  - h. Identify methods or types of stabilization, describe their function, and pedorthic application.
  - i. Describe the function and application of flares and stabilizers (buttress), both lateral and medial.
  - j. Fabricate two types of stabilization, including flares and stabilizers, both lateral and medial.
  - k. Describe the function and application of an extended steel, or carbon fiber shank; and fabricate a shoe modification with an extended shank.
  - l. Describe the function and application of wedges; and fabricate a shoe modification utilizing a wedge.
  - m. Describe the function and application of customizing uppers; and fabricate a shoe modification utilizing a customized upper,i.

- e., adding to the quarters of a low top shoe, converting it to a high top shoe, extending the opening posteriorly in order to facilitate doffing and donning, i.e., fused dorsi/plantar flexion, AFO, KAFO, or prosthesis.
- n. Demonstrate sole splitting in order to add shoe modifications between the original sole.
- o. Conduct a trial fitting of various shoe modifications, evaluate, and make necessary adjustments. Must include rocker soles and stabilizers.
- p. Demonstrate an appreciation for good safety practices.

## EXAM



# Level 3

## Advanced Knowledge: Anatomy, Physiology, Pathomechanics, Systemic Diseases, Custom Molded Shoes, Subtalar-Control Foot Orthosis, Patient Management and Implementation Practice Management

### Anatomy

Objective : The student will demonstrate an advanced knowledge of the following tissues and organs that affect the foot and ankle.

1. Skin
  - a. Epidermis
  - b. Dermis
    - i. Sebaceous glands
    - ii. Sweat glands
    - iii. Hair follicles
    - iv. Nerve endings
2. Neurons
  - a. Cell body
  - b. Axon (transmitter end)
  - c. Dendrites (receiving end)
  - d. Myelin sheath (insulation, acceleration of transmission and isolation)
  - e. Synapse (electro-chemical action potential)
3. Arteries
  - a. 3 layers – inner layer-endothelium, middle layer smooth muscle and elastic tissues and outer layer collagen and supporting tissue.
  - b. Capillaries only endothelium layer
4. Veins
  - a. 3 layers also but additional venous valves to prevent backflow of blood during standing.
5. Muscle
  - a. Smooth muscle (involuntary muscle)
    - i. Internal organs except for the heart
  - b. Striated muscle (voluntary muscle)
    - i. Skeletal muscle – actin strands and myosin molecules make up the myofibril which combined make up the muscle fiber.
6. Ligaments
  - a. Lateral-collateral ligaments (lateral ligaments)
  - b. Anterior and Posterior tibiofibular ligaments (lateral ligaments)
  - c. Deltoid ligaments (medial ligaments)
  - d. Plantar ligaments

### Physiology

Objective : The student will demonstrate an advanced knowledge of the physiology of the nervous and cardiovascular systems of the body and how they affect the foot.

1. Nervous System
  - a. Central Nervous System
    - i. Brain
    - ii. Spinal cord
  - b. Peripheral Nervous System
    - i. Somatic (voluntary movement and sensory)
    - ii. Autonomic (automatic processes of the body)
2. Cardiovascular System
  - a. Heart, arteries, arterioles, capillaries and interstitial fluids
  - b. Veins, venules
  - c. Lymphatic system – interstitial fluid, lymph vessels, lymph nodes

### Pathomechanics

Objective : The student will demonstrate an advanced knowledge of foot pathomechanics and demonstrate the ability to properly produce and fit foot orthosis and pedorthic modalities, e.i. shoe modifications, SCFO, ect., that may be prescribed/ordered. (List pathologies and pedorthic treatments with expected outcomes.)

1. Foot pathologies and the mechanics associated with them
  - a. Achilles tendinitis
  - b. Plantar fasciitis
  - c. Calcaneal apophysitis
  - d. Clubfoot
  - e. Posterior tibial tendonitis
  - f. Tarsal coalition
  - g. Ankle equines
  - h. Lateral and medial ankle sprains
  - i. Limb length inequality
  - j. Chondromalacia patella
  - k. Hallux limitus and rigidus (structural and functional)
  - l. Morton's neuroma
  - m. Metatarsal and toe deformities
  - n. Metatarsalgia (all forms)
  - o. Plantar fibromatosis

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- p. All forms of arthritis
- q. Diabetic foot ulcers
- r. Peripheral neuropathies including Charcot-Marie-Tooth disease and Alcoholic neuropathy
- s. Venous, pressure and arterial skin ulcers

### Custom Molded Therapeutic Shoes

1. Treatment goals for custom molded therapeutic shoes
  - a. Disorders
  - b. Applications
2. Casting
  - a. Goals
  - b. Casting chair
  - c. Casting platforms
  - d. Casting positions
    - 1) Weight bearing vs. non-weight bearing
    - 2) Knees
    - 3) Tibias or lower leg
    - 4) Ankle joint
    - 5) Midtarsal joint
    - 6) Digits
    - 7) Skin
    - 8) Prosthetic feet
    - 9) Special considerations
3. Recording two-dimensional data
  - a. Foot printing and outlining
  - b. Measuring considerations
    - 1) Rigid foot
    - 2) Hypermobility
    - 3) Edematus
    - 4) Flaccid
    - 5) Locations
4. Casting
  - a. Materials: Plaster bandages or casting socks
  - b. Bivalve technique
  - c. Univalve technique
  - d. Spiral wrap

#### Objective:

1. The student will demonstrate an understanding of goals when custom molded therapeutic shoes are indicated, and demonstrate the ability to conduct various casting techniques in order to capture an accurate negative mold; and understand when to help encourage patients to take advantage of this option when appropriate.

The student will,

- a. Give examples or conditions that may cause a need for custom shoes.
- b. Give examples or treatment goals for custom shoes.

- c. Identify the primary goal of casting for custom shoes.
- d. Describe casting equipment, accessories, and materials needed for casting custom shoes.
- e. Describe a variety of casting positions and special considerations.
- f. Record two-dimensional data, including foot printing and outlining.
- g. Provide a description of measuring considerations.
- h. Record three-dimensional data by measuring a foot (feet) e.g. length, width, and circumference.
- i. Demonstrate casting techniques, including, plaster bandages, synthetic casting socks, bivalve techniques, univalve techniques, and spiral wrap (synthetic and plaster).
- j. Know current available options concerning custom molded therapeutic shoe companies for the manufacturing of your patient's custom shoes.

### Subtalar-Control Foot Orthosis (SCFO)

1. Define a SCFO, and understand design options.
 

Treatment goals for SCFO

  - a. Disorders
  - b. Applications
2. Casting
  - a. Goals
  - b. Casting chair
  - c. Casting platforms
  - d. Casting positions
    - 1) Weight bearing vs. semi-weight bearing
    - 2) Techniques for maintaining correct casting position of the foot and ankle
    - 3) Knees
    - 4) Tibias or lower leg
    - 5) Ankle joint
    - 6) Midtarsal joint
    - 7) Digits
    - 8) Skin
    - 9) Special considerations
3. Recording data
  - a. Rigid foot
  - b. Hypermobility
  - c. Edematous
  - d. Flaccid
  - e. Identifying bony prominences
4. Casting Materials:
  - a. Synthetic casting socks
  - b. Plaster roll
  - c. Synthetic material roll
  - d. Casting platform
  - e. Marking pencil

- f. Interface protection for removal of cast
- g. Scissors
- h. Cast saw
- i. Casting stockinet for plaster or synthetic roll
- j. Plastic interface for synthetic casting sock

Objective:

1. The student will demonstrate an understanding of goals when a custom SCFO is indicated, and demonstrate the ability to conduct various casting techniques in order to capture an accurate negative mold.

The student will,

- a. Give examples or conditions that may cause a need for a SCFO.
- b. Give examples or treatment goals.
- c. Identify the primary goal of casting a SCFO.
- d. Describe casting equipment, accessories, and materials needed for casting a SCFO.
- e. Describe a variety of casting positions and special considerations.
- f. Record all necessary data.
- g. Provide a description of measuring considerations.
- h. Identify and correctly mark all bony prominences, and landmarks in order to effectively modify positive model.
- i. Demonstrate casting techniques including, synthetic casting socks, and spiral wrap techniques.
- j. Demonstrate and understand fitting techniques and the proper shoes needed.
- k. Know current available options concerning custom molded SCFO manufacturing companies for the manufacturing of your patients SCFO.

2. The student will demonstrate the knowledge of proper fitting/modifying techniques of a SCFO and shoes and/or shoe modifications that may be required.

The student will,

- a. Demonstrate proper donning and doffing of a SCFO.
- b. Describe various fitting challenges, e.i. needing larger size shoe, additional shoe modifications (rocker soles, medial/lateral stabilizers, possible in-shoe lift for opposite side, ect.)
- c. Demonstrate modifying techniques that can be done to a SCFO.
  - 1) Heating and expanding areas of pressure
  - 2) Padding techniques
  - 3) Trimming away areas that may irritate, e.i. dorsum closure, anterior plantar edge, ect.

**Patient Management, and Implementation:** The student will demonstrate the ability to begin working with a patient and the prescribing physician, and demonstrate necessary skills in patient care.

Objectives:

1. The student will demonstrate the knowledge and ability to instruct a patient on the potential effectiveness of the pedorthic treatment protocols, and related fees, using clear communication to help a patient understand and accept realistic goals.

The student will,

- a. Demonstrate the ability to begin working with a patient, know what initial questions they should ask, understand the importance of listening skills, know what type of information may be revealed in an initial patient interview, and show concern for the patient's problem.
- b. Explain a diagnosis and how the problem affects the patient's feet.
- c. Communicate prescription footwear goals and importance; generate realistic expectations for the patient.
- d. Emphasize the importance of pedorthic footwear in a total program, stressing the importance of follow-up care.
- e. Teach patients that prescriptions usually require minor adjustments in shoe modifications or orthoses; and encourage the patient to comply with follow-up instructions.

2. The student will understand and practice promoting the major components for a successful relationship between a pedorthist and patient, including consistency, trust, confidence, and availability.

The student will,

- a. Understand that when at all possible, a patient should be seen by the same pedorthist each visit.
- b. Understand the importance of maintaining complete and accurate patient records.
- c. Practice the procedures that are designed for a pedorthic facility to follow for protection against infection or similar harmful consequences (Universal Precaution); and the importance of practicing these procedures in front of patients.
- d. Understand the laws concerning the privacy of the patient (HIPAA).
- e. Understand the importance of communicating professional expertise and knowledge to patients; and demonstrate the ability to communicate this expertise.
- f. Promote a belief in prescription footwear by explaining the expected outcome to the patient in a realistic manner.
- g. Demonstrate a caring attitude by being knowledgeable of current styles in pedorthic footwear, displaying consideration of the patient's lifestyle and tastes, considering working with a patient's current shoes when the shoes are deemed

appropriate for the condition of the patient's feet, and will accommodate any orthoses and shoe modifications that are prescribed/ordered.

- h. Understand the importance of availability and demonstrate an awareness of the variety of places that a pedorthist may service patients, including, clinics, hospitals, nursing homes, and in a pedorthic facility.(orthotic and prosthetic facilities with a pedorthist on staff)
- i. Demonstrate an awareness of the educational brochures, and videos available from various organizations, i.e., PFA, ADA and various product manufactures.
- j. Demonstrate an awareness of the importance of product display and the ability to create a product display in the patient waiting area or fitting room of a pedorthic facility.
- k. Conduct a patient and/or family compliance counseling session.

3. The student will understand and demonstrate the knowledge to consult as necessary with the prescribing physician or other medical team member(s), through communication about the patient's pedorthic management in order to achieve effective treatment outcomes.

The student will,

- a. Know when to notify the physician of foot problems or warning signs, i.e., a callus, red spot, ect.
- b. Demonstrate diplomacy (e.g., the ability to address a situation with respect and tact, even in disagreement) in communicating recommended changes in the prescription/order or attempting compromises between the patient and physician.
- c. Communicate the notifying of physician referrals in writing and by telephone.
- d. Understand the cooperation that can be promoted by having a physician emphasizing the importance of pedorthic footwear to patients.
- e. List and describe the various medical disciplines interfacing with pedorthics, and understand the "team approach" to foot care.

4. The student will demonstrate the ability to develop and maintain a patient record keeping system, a procedure for scheduling appointments, ensure quality care, satisfy legal and reimbursement regulations, ensure patient compliance and progress through effective follow-up evaluations, and maintain effective product/service capabilities.

The student will,

- a. Develop a patient file and patient chart of information.
- b. Understand what information is to be maintained in the patient file.

- 1) Medical history
- 2) Intake, assessment, and prescription/order information
- 3) Patient treatment plan
- 4) Follow-up, progress reports, and performance outcome measures
- 5) Patient satisfaction survey
- c. Write a procedure for appointments and scheduling.
- d. Demonstrate an awareness of the need for maintaining an appointment book.
- e. Understand all laws that pertain to patient privacy.
- f. Develop and maintain product and service capacity.
  - 1) Patient service area
  - 2) Laboratory equipment
  - 3) Display area
  - 4) Fitting and assessment room
  - 5) Inventory
  - 6) Adjustment and repair services
  - 7) Patient billing services
  - 8) Compliance with BCP Code of Ethics
  - 9) Safety management, Proper use of equipment and handtools
- 10) Personal safety
  - b. Ventatlation
  - c. Safety glasses
  - d. Masks
  - e. First Aid Kit
  - f. Personal hygiene
  - g. OSHA guidelines (Bloodborne Pathogens)
- 11) Regular business hours
- 12) Emergency phone number listing
- 13) Referrals/Warranties
- 14) Business insurance

**Practice Management:** The student will understand and demonstrate knowledge of basic management skills needed in order to maintain a successful pedorthic practice.

- 1. Sources of Medical Referrals
  - h. Physicians
  - i. Other Medical Team Professionals
- 2. Developing Referring Professionals
  - a. Sources for Initial Contact List
  - b. Professional Detailing
  - c. Direct Mail Marketing
    - 1) Introductory Letters
    - 2) Brochures
    - 3) Return Post Cards

3. Advertising
  - a. Physicians Guides
  - b. Medical Journals and Newsletters
  - c. Association Journals and Newsletters
4. Direct Calls and Presentation
  - a. Printed Materials
  - b. Product Samples
  - c. Brevity
  - d. Professionalism
  - e. Genuiness
5. Local Health Related Conferences and Conventions
  - a. Exhibits, Booth, or Displays
  - b. Direct Information
6. Communicating Patient Information to Referring Physician
  - a. Clarifying Prescription/order
  - b. Reporting Patient Progress
  - c. Acknowledging Referrals
  - d. Ongoing Communication
7. Educational Programs on Pedorthics
  - a. Presentations and Lectures
  - b. Instructing Physicians to Write Good Prescriptions/orders
  - c. Foot Clinics
  - d. Staff Education
8. Continuing Education for Pedorthics
  - a. Pedorthic Footwear Association (PFA)
  - b. Board for Certification in Pedorthics (BCP)
  - c. Conferences, and Educational Opportunities Sponsored by other Allied Health Associations
  - d. Communicating with Suppliers
9. The Team Approach to Foot Care
  - a. The Team Members and Scenario
  - b. Keeping an Ongoing Professional Relationship with Team Members
10. Pricing and Billing Considerations
  - a. Professional Knowledge and Expertise
  - b. Service
  - c. Cost of Goods
  - d. Overhead Expenses
  - e. Payment Policies
  - f. Medicare Regulations
  - g. Managed Care Organizations
11. Personnel Management
  - a. Personnel Policies
  - b. Position, and Job Descriptions
  - c. Applying for a position

- 1) Job application
- 2) Prepare a resume
- 3) Interview
- d. Organizational Charts
  - 1) Pedorthic
  - 2) Lab
  - 3) Clerical
  - 4) Management
- e. Team Management
- f. Staff Meetings and Staff Training

#### 12. Insurance Considerations

- a. Premises Liability
- b. Product Liability
- c. Professional (Malpractice Liability)

#### 13. Capital Planning and Development

- a. Inventory
  - 1) Footwear, i.e., Shoes, and over the counter products
  - 2) Laboratory Materials
  - 3) Office Supplies
- b. Equipment
  - 1) Pedorthic
  - 2) Office
- c. Facility
  - 1) Signage
  - 2) Patient Waiting Area
  - 3) Rest Rooms
  - 4) Water Cooler
  - 5) Telephone
  - 6) Displays
  - 7) Brochures
  - 8) Magazines
  - 9) Parking
  - 10) Accessibility for the Physically Challenged
  - 11) Assessment Rooms
  - 12) Laboratory

#### 14. Licenses, Taxes, and Permits

- a. Business Trade Name
- b. Sales Tax Permits
- c. Federal and State Employer Identification Numbers
- d. State Licensure Laws
- e. Professional Certification (BCP)
- f. Professional Code of Ethics (BCP)
- g. Certification Retention Standards (BCP)

#### EXAM