



SOLUTION REFERENCE GUIDE

Arize Reference Guide

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Introduction

Welcome to the Arize family. If you were looking for a comprehensive reference guide for the entire Arize solution, you found it! We recommend you view this guide online at support.ArizeClinical.com to ensure you're always looking at our current guide. We will update this guide as new features are published. If you have immediate questions, please contact our customer support team or your sales representative.

1 (833) 416-0417

Email: support@arizeclinical.com

Monday – Friday 7:00am to 7:00 pm CST

Excludes Saturday, Sunday, and certain US holidays

Access to Arize

Your sales representative will work with you to ensure your office is up and running in no time. We can provide you with a solution that works across several office locations or just one location. We will need to know who should be able to access each location, who is your clinical admin, other staff members and who are the doctors that will need access.

The customer support team will take this information and setup accounts for each member of your team. Emails will be sent to each member from Arize to activate your account and set your own personal password. Let's take a deeper look at your office staff and the roles we touched on above.

Clinical Admin

One member of your clinic will be assigned as the “clinical admin.” Your clinical admin will receive emails that cover installing software for the 3D Laser Foot Scanner as well as other emails related to software updates and new products.

The clinical admin can use all software features, we do not restrict features, but they do get special emails regarding updates and other information a typical office manager may find interesting.



Staff Members

Each staff member will be setup to access the Arize solution online. Staff members can access the clinical office or offices you specify. All functionality in the Arize solution can be done by a staff member including scanning, adding new patient, writing prescriptions, and submitting orders. Medical Assistants, Nurse Practitioners, and front office personnel among others are typically added as staff members.

Doctors

Each doctor will also receive an email to finish setting up their account. Doctors may be assigned to one or more office locations just like staff members. Unlike other roles, only a doctor may have patients assigned to them. All active doctors for a specific location will appear in a prompt when adding new patients.

If a new member joins your team, or if a member needs to be removed, please contact support. Support can be contacted by phone (833-416-0417) or send an email specifying which members you would like to remove or the name and email address of a member you would like to add.

If you are removing a doctor from your clinic, please specify who we should assign as the new doctor to ensure your patient records remain accessible. If you are adding a new doctor, please let us know the new member is a doctor, and which office location they will need to access.

Scan Station Setup

The member of your team that has been identified as the “clinical admin” will get an email outlining how to setup the scan station. All information related to the setup can be found on the support web page: support.ArizeClinical.com

Once the webpage is accessed, follow the following steps for a successful installation:

1. Download the latest version of our “Scanner Software Installer.” Make sure to download this software to the PC that will be used with the 3D Laser Foot Scanner.
2. Launch the Arize-Setup.exe file and follow the directions provided. It only takes a few minutes to install the scanner software. There is no need to restart the PC, but we find restarting your PC is a good practice to ensure the software is installed and loads each time your PC is turned on.
3. Connect the 3D Laser Foot Scanner to your PC. You will connect the scanner to your PC by using a standard USB cable. We recommend using a chord length that makes it easy for you to ensure the cable does not become a tripping hazard.
4. Once the PC and scanner are connected by a USB cable it is time to connect your scanner to a power outlet and turn it on. With the scanner powered on and connected to your PC you should be able to do a test scan to ensure everything is working as expected.

On the support webpage you will also find our 3D Foot Scanner Installation Guide. You will find this detail guide gives you step by step instruction for setting up your scanner and ensuring you are ready to start scanning patients. This guide will also cover the PC requirements you’ll need to meet to use the 3D Laser Foot Scanner and the Arize solution.

Visit this URL to get started: support.arizeclinical.com



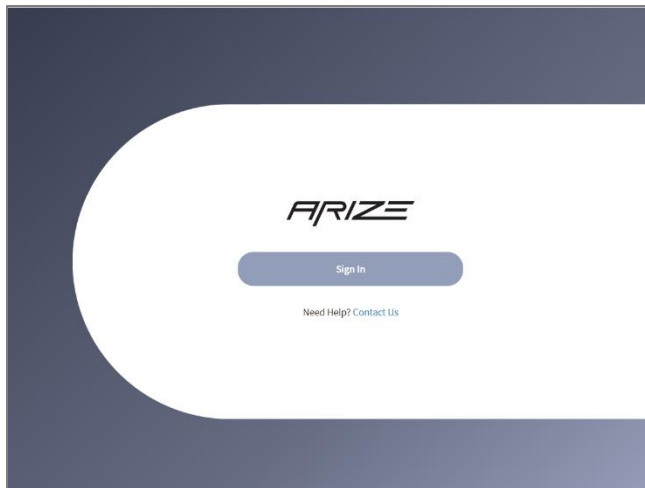
Experience Walkthrough

Using the PC connected to your 3D Laster Foot Scanner (we call this the “Scan Station”), you will be able to use the entire Arize solution from start to finish. This section will walk you through entire flow from sign in to adding a new patient and creating your first order.

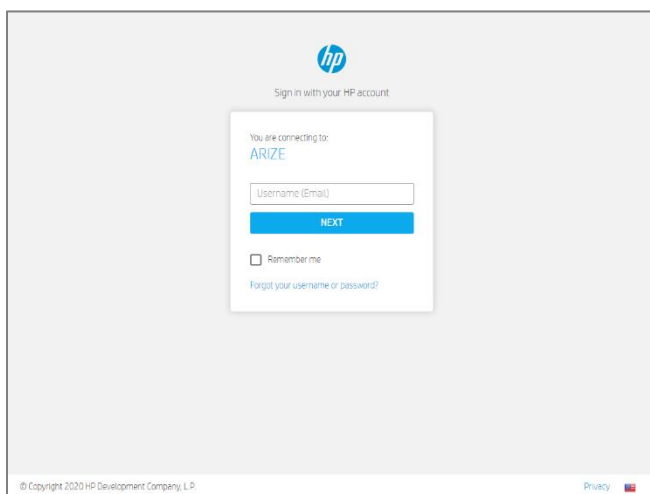
Sign In

Visit this URL to sign in: app.arizeclinical.com

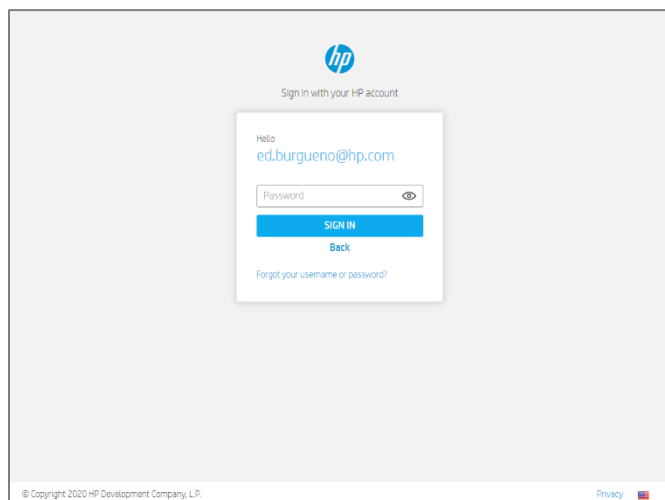
Step 1: Click Sign In



Step 2: Enter your email address



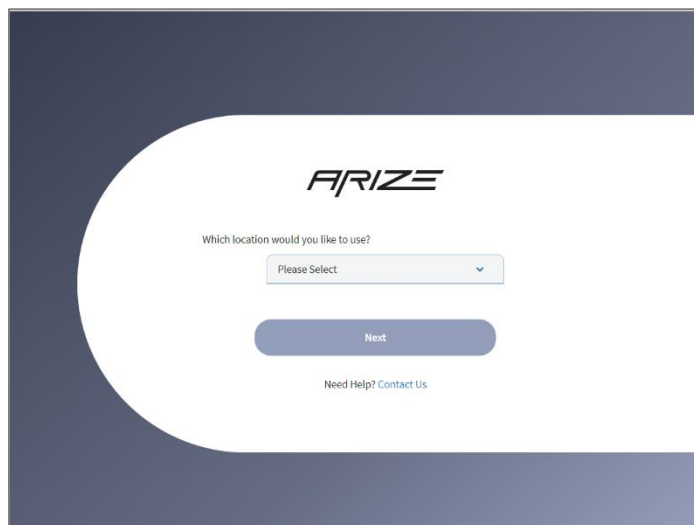
Step 3: Enter your password

A screenshot of the HP sign-in interface. At the top is the HP logo. Below it, the text "Sign in with your HP account" is displayed. The main content area shows a greeting "Hello" followed by the email address "ed.burgueno@hp.com". There is a password input field with a "Password" label and a toggle icon. Below the field are two buttons: a blue "SIGN IN" button and a smaller "Back" link. At the bottom of the form is a link that says "Forgot your username or password?". The footer contains the copyright notice "© Copyright 2020 HP Development Company, L.P." and a "Privacy" link with a small flag icon.

If you don't recall your password, click the forgot username link and follow the directions provided.

Step 4: Select Location (OPTIONAL SCREEN)

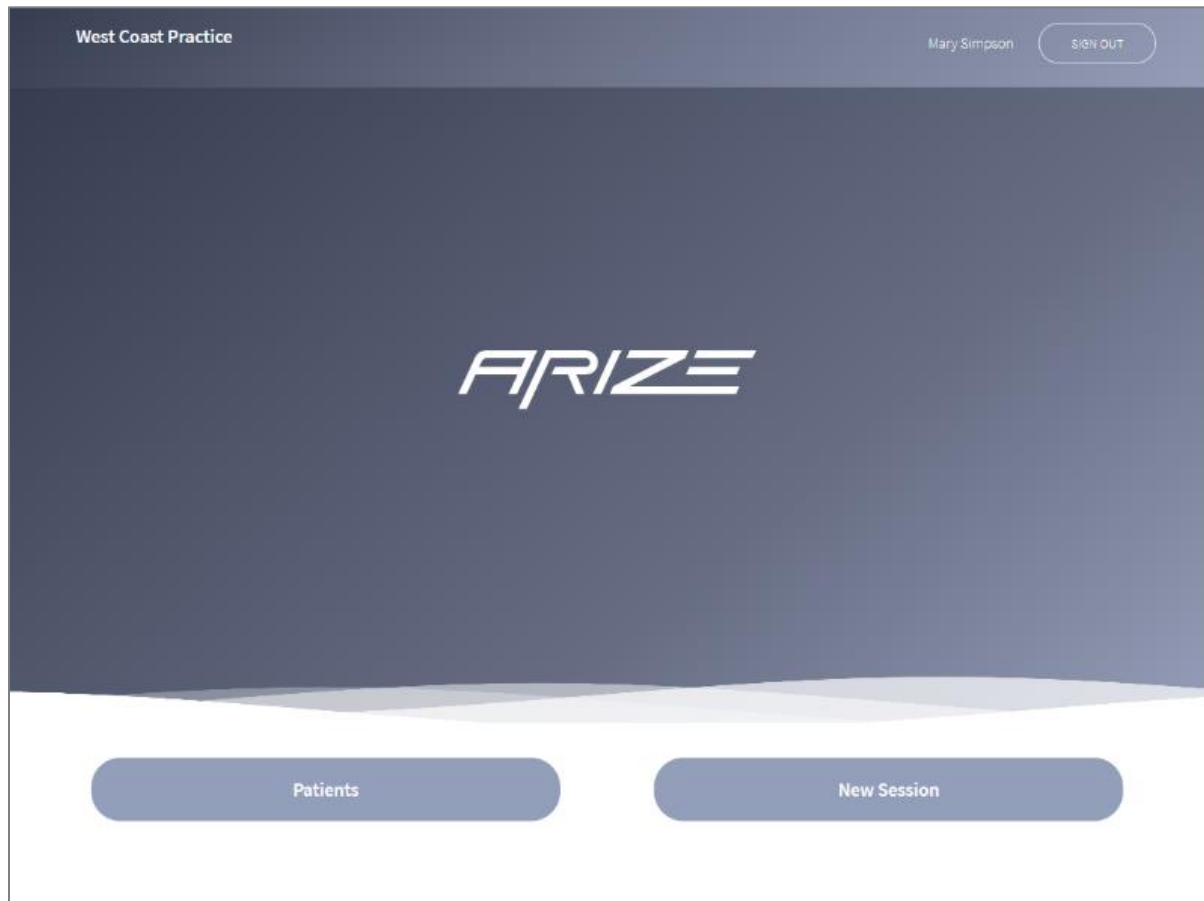
If you have been assigned to use Arize at different clinical office or "locations" you will see a screen with a prompt to select the location, you would like to use. Select your office locations and click next. If you are assigned to only one location, we will skip this screen and go directly into the Arize start screen.

A screenshot of the Arize location selection screen. The background is dark blue with a large white curved shape on the left. The Arize logo is centered at the top. Below the logo, the text "Which location would you like to use?" is displayed. Underneath is a dropdown menu with the text "Please Select" and a downward arrow. Below the dropdown is a blue "Next" button. At the bottom, there is a link that says "Need Help? Contact Us".

Success! You're signed in and ready to start a new session.

Arize Start Screen

To complete a test scan lets click “New Session” from the start screen. We will cover patient list in another section.



Getting Started

The first step is to enter basic information about your patient. Since you are performing a test scan enter your own information.

The very first prompt on the Get Started screen is how you assign the patient to a doctor. Select a doctor in your clinic and then enter the patient information as requested. Optional fields are noted. When all required fields have been completed the next button will become active. Click Next to go to the next step.

West Coast Practice

Mary Simpson SIGN OUT

Get Started

Please Select

First Name

Last Name

Patient ID (optional)

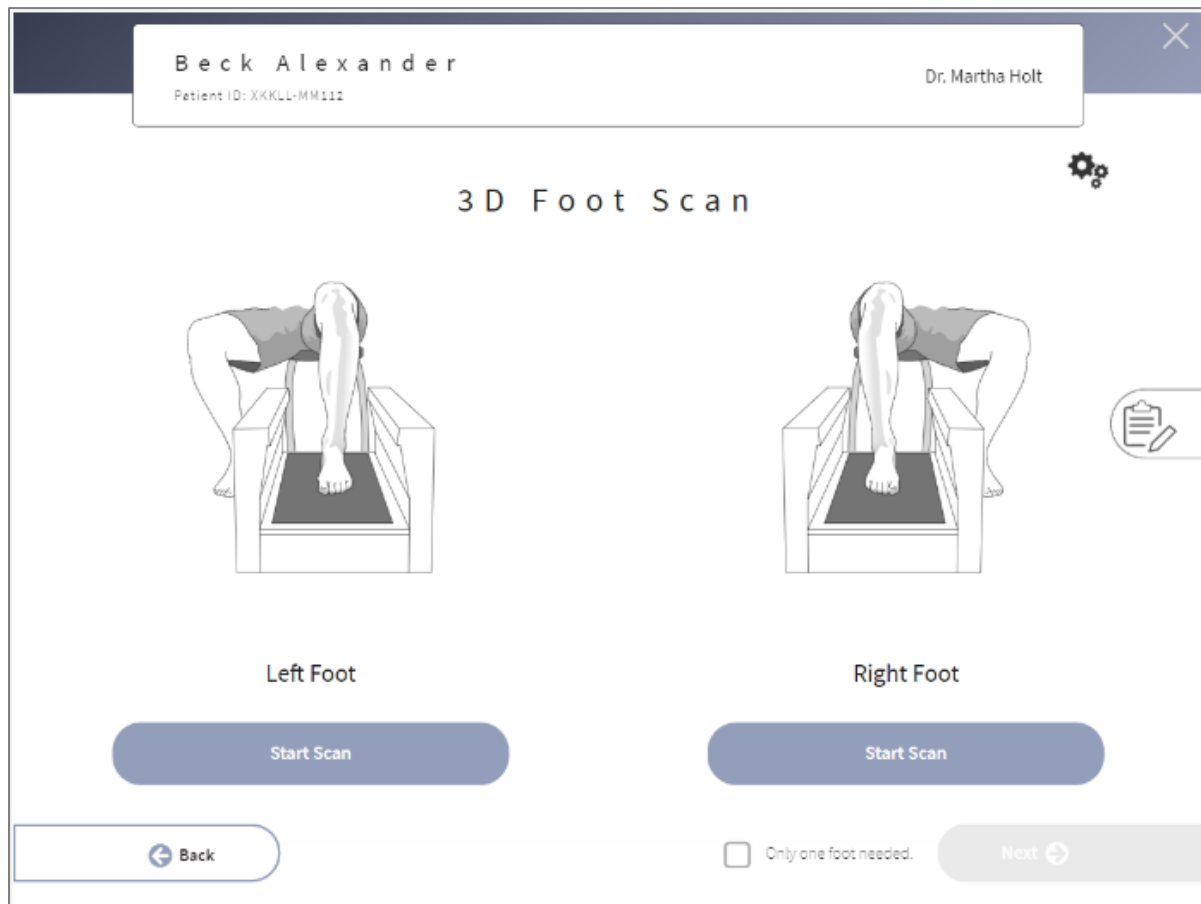
Birthdate (optional)

Month Day Year

Cancel Next

3D Foot Scan

Are you ready? Let's take off your socks and shoes and get ready to scan by rolling your pants leg up. Your 3D Laser Scanner will capture the plantar surface of the foot and the area just above the ankle. Put your left foot on the scanner. Your foot should be placed in the center of the glass with your ankle at around 90 degrees as shown in the image. When ready click the left start scan button and hold still until scanner has stopped and your foot 3d model appears on the screen.



How does your left foot look?

If you can see the tips of your toes and the back of your heel, you have a good scan. If you need to rescan click the "Scan Again" link just below your plantar view. You may need to scroll to see this link. If you have a good scan repeat these steps to capture your right foot.

Beck Alexander

Patient ID: XXXLL-MM112

Dr. Martha Holt

3D Foot Scan

Left Foot



Right Foot



Start Scan

Back

☐ Only one foot needed.

Next

How does your left foot look?

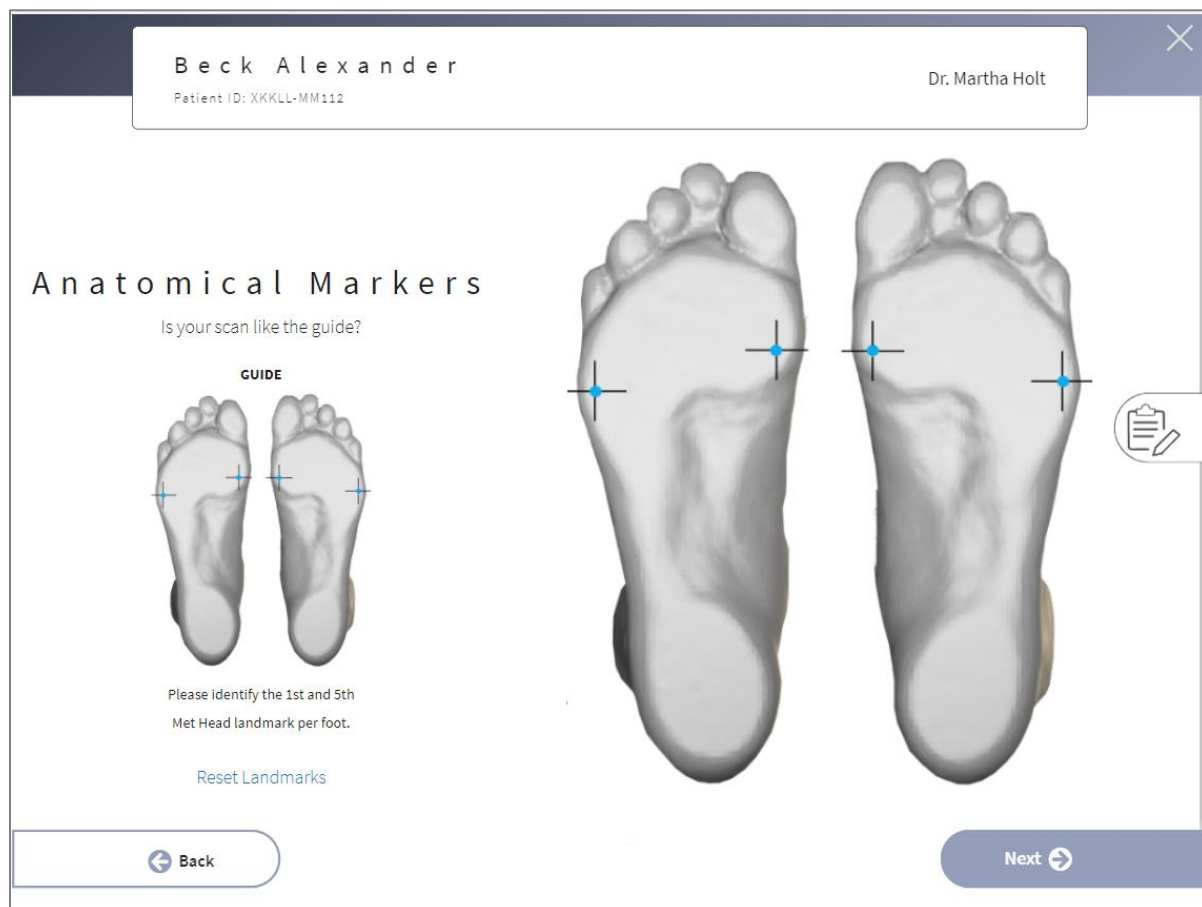
If you can see your toes and the back of your heel, you're done scanning the left foot. If you need to rescan click the “Need to rescan? [Scan Again](#)” link below the foot you wish to rescan. Repeat the scan process with the right foot keeping your patient’s foot at a 90-degree ankle and still until the scan is complete.



If both feet look good, you have successfully used your 3D Laser Foot Scanner! Click Next to move on to the next step or the back button if you want to return the get started screen for editing patient information.

Anatomical Markers

Your 3D Foot Scans are saved and upload to the Arize cloud where we also process these scans and automatically identify all anatomical markers. When the Anatomical Markers page loads you are asked to review the markers we have detected and either approve them by clicking next or move them to a better location. Once your satisfied with these landmarks click next to save these markers and continue. You may also click “reset landmarks” if you would like us to detect the 1st and 5th met heads again. It’s important that the anatomical markers are placed correctly as they are used to identify where the distal edge of your orthosis should end.



Patient Results

The patient results screen displays a 360-interactive model of your patient's feet. You can interact with the foot capture and look at it from any angle. In addition to the 360 view, we also display a plantar view with anatomical markers. If you aren't happy with the foot scan while viewing the 360 model you can click on "Scan Again" to return to the scanning screen. Likewise, if the anatomical markers need adjusting you may click "Change Landmarks" and return to the Anatomical Markers screen. If the 360-foot scan and your anatomical markers look good, click next to start the prescription process.



Orthotic Styles

You may choose to start your prescription from scratch with our “Functional Orthotic”, or from one of our orthotic styles listed. Each orthotic style has a different starting point. You may choose to keep the default values or select a different option for each modification.

The screenshot shows a web interface for selecting an orthotic style. At the top, a header bar contains the patient's name "Beck Alexander" and ID "Patient ID: XKKLL-MM112" on the left, and the doctor's name "Dr. Martha Holt" on the right. A close button (X) is in the top right corner. The main title "Orthotic Styles" is centered. Below it, four options are listed, each with a foot icon, a description, and a "Select" button:

- Functional Orthotic**: Create your own orthotic prescription or choose from one of the styles below.
- Sports Orthotic**: Improve support and stability during sports and other strenuous activities.
- Stability Orthotic**: Improve heel stability and increase comfort with our Stability Orthotic.
- Everyday Comfort**: Reduce foot pain and stay active all day with our

At the bottom left, there is a "Back" button with a left arrow. On the right side, there is a clipboard icon.

After clicking “Select” the Rx form will load with the selected orthotic style default settings as follows:

Functional Orthotic

Shell Rigidity: Semi-Rigid

Heal Seat: Std 3/8”

Top Cover: Neolon Black 1/8” with Bottom Cover

Top Cover Length: Full Length

Sports Orthotic

Shell Rigidity: Semi-Rigid

Heal Seat: Sport 1/2"

Top Cover: Neolon Black 1/8" with Bottom Cover

Top Cover Length: Full Length

B/L Extrinsic Varus Rearfoot Post: 3 degree

Stability Orthotic

Shell Rigidity: Semi-Rigid

Heel Sat: Std 3/8"

Top Cover: Neolon Black 1/8" with Bottom Cover

Top Cover Length: Full Length

B/L Extrinsic Varus Rearfoot Post: 2 degree

Everyday Comfort

Shell Rigidity: Flexible

Heel Sat: Std 3/8"

Top Cover: Poly-U w/Black vinyl 1/8"

Top Cover Length: Full Length

Dress/Low Profile

Shell Rigidity: Semi-Rigid

Heal Seat: Dress 1/4"

Heel Width: Narrow

Top Cover: Poly-U w/Black vinyl 1/16"

Top Cover Length: Sulcus Length

Rx Form

After selecting an orthotic style, the Rx form screen will load with default selections based on the orthotic style selected. There are many features on the Rx form that we can cover in a dedicated section called Rx Form details. For now, let's cover the Rx form at a high-level.

The screenshot shows the ARIZE Rx Form interface. At the top, a header bar contains the patient's name "Beck Alexander" and "Patient ID: XKKLL-MM112" on the left, and "Dr. Martha Holt" on the right. Below this is a navigation bar with four tabs: "SHELL", "POSTING", "TOP COVERS", and "ACCOMMODATIONS". The "SHELL" tab is currently selected. Below the navigation bar, the main content area displays "Functional Orthotic" with an image of a black orthotic device. To the right of the image is a "Quantity" field with a minus button, the number "1", and a plus button. Below the quantity field is a "FITTING" section with an edit icon (pencil). Under "FITTING", it shows "Shoe Size: US Men's 9 wide" and "Ordering: Pair of orthotics". At the bottom of the main content area is a "Have Special Instructions?" section with a text input field and an "Add Notes" button. On the right side of the form, there are three icons: a clipboard, a magnifying glass, and a printer. At the bottom of the form, there are "Back" and "Next" buttons.

Across the top of the Rx form you'll find quick links that will help you quickly move between sections of the form. The selected orthotic style is displayed along with a quantity field and a fitting section. Clicking the edit icon next to Fitting will open an overlay where you can change the patient's shoe size and specify if you want to order a pair of orthotics or just the left or right foot orthotic.

The add notes feature is highlighted on the Rx form as a reminder that you can ask for modifications not shown on the Rx form. You may also specify special instructions if you wish to have a modification done in a specific way. As an example, you could select 1st Ray Cut Out and then add a note "Please use a 65-degree cut for the 1st Ray Cut Out."

The Rx form is long so let's scroll down a bit to the Shell Modifications as shown below.

Beck Alexander

Patient ID: XKKLL-MM112

Dr. Martha Holt

SHELL

POSTING

TOP COVERS

ACCOMMODATIONS

SHELL MODIFICATIONS

Shell Rigidity ⓘ

Semi-Rigid ▼

1st Ray Cut Out ⓘ

N/A L R

B/L

Flexible Morton's Ext ⓘ

N/A L R

B/L

Semi-Rigid Morton's Ext ⓘ

N/A L R

B/L

Reverse Morton's Ext ⓘ

N/A L R

B/L

Heel Seat ⓘ

Dress 1/4"

Std 3/8"

Sport 1/2"

Deep 5/8"

Arch Modification ⓘ

N/A Increase 1/8"

Decrease 1/8"

Medial Flange ⓘ

N/A L R

B/L

Lateral Flange ⓘ

N/A L R

Back

Next

The Rx form makes it easy to select a modification quickly. Industry standard modifications are displayed on the form. If you don't see a modification you want, add a note to the order. Our team will review your note and design the orthotic exactly as you request. The small icon with the paper and pen will open a notes section where you can save a note with your order.

We will go into detail on all modifications in the Rx Form details section of this guide. Let's jump down to the posting section for a quick review of what is available.

Beck Alexander

Patient ID: XKKLL-MM112

Dr. Martha Holt

SHELL

POSTING

TOP COVERS

ACCOMMODATIONS

Heel Lift

Left 0 mm

Right 0 mm

Medial Heel Skive

Left 0 mm

Right 0 mm

Lateral Heel Skive

Left 0 mm

Right 0 mm

Rearfoot Post

N/A

Forefoot Post

N/A

Back

Next

The posting section offers a variety of ways to create a heel post such as specifying a distance, degree, varus, or valgus respective to each modification. In addition, you may specify a Rearfoot Post is balanced to the Forefoot Post. For more details on Posting Options please review the Rx Form details section.

Under Top Covers you may specify both the top cover materials you wish to use as well as the length of that top cover. If you need a mid-layer or different materials, please add a note.

Beck Alexander

Patient ID: XKKLL-MM112

Dr. Martha Holt

SHELL

POSTING

TOP COVERS

ACCOMMODATIONS

TOP COVERS

Top Cover Material ⓘ
BambooLon 1/8" ▼

Top Cover Length ⓘ

Met Length

Sulcus Length

Full Length

ACCOMMODATIONS

Heel Cushion ⓘ

Back

Morton's Ext (EVA) ⓘ

N/A

L

R

Heel Spur Pad ⓘ

N/A

L

R

Met Bar ⓘ

Next

Under Accommodations you'll see a suite of typical padding options. If you don't see a padding option or want to specify an exact location to apply the padding, please add a note.

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Beck Alexander

Patient ID: XKKLL-MM112

Dr. Martha Holt

SHELL

POSTING

TOP COVERS

ACCOMMODATIONS

Heel Cushion

N/A

L

R

B/L

Morton's Ext (EVA)

N/A

L

R

B/L

Heel Spur Pad

N/A

L

R

B/L

Met Bar

N/A

L

R

B/L

Neuroma Pad

N/A

1st

2nd

3rd

4th

Dancer's Pad

N/A

L

R

B/L

Met Pads (1/8")

N/A

L

R

B/L

Met Head Cut Out

Left

☐ 1
 ☐ 2
 ☐ 3
 ☐ 4
 ☐ 5

Back

Next

After you finish your prescription click next to review your work.

Order Review

The order review screen is your chance to review what you have selected. If you need to make a change, click the edit icon next to the section you wish to edit. The Rx form will load, and you'll be able to modify as needed.

At the top of the Order Review screen is an on/off switch. When you click this on your telling us you have special instructions, a question, or want us to review your order and get back to you with a recommendation. If you don't select this option, we will still review your notes, but we won't get back to you unless your note needs a clarification.

If your order looks good click the submit order button.


Beck Alexander
Patient ID: XKKLL-MM112

Dr. Martha Holt

Order Review

Please review your order before clicking submit

Quantity: 1



Functional Orthotic

Inspect Design

Request Clinical Consultation

Do you need help with this prescription? Write a note if needed and submit your order. We will get back to you as soon as possible.

☐ OFF

SHELL MODIFICATIONS

Shell Rigidity	Semi-Rigid
1st Ray Cut Out	-
Rigid Morton's Ext	B/L
Heel Seat	Standard 3/8"
Arch Modifications	Increase 1/8"
Medial Flange	Left
Lateral Flange	B/L

POSTING OPTIONS

Heel Skive	-
Varus Rearfoot Post	Intrinsic
	Left 5°
	Right 0°
Extrinsic Forefoot Post	Balanced Forefoot

FITTING

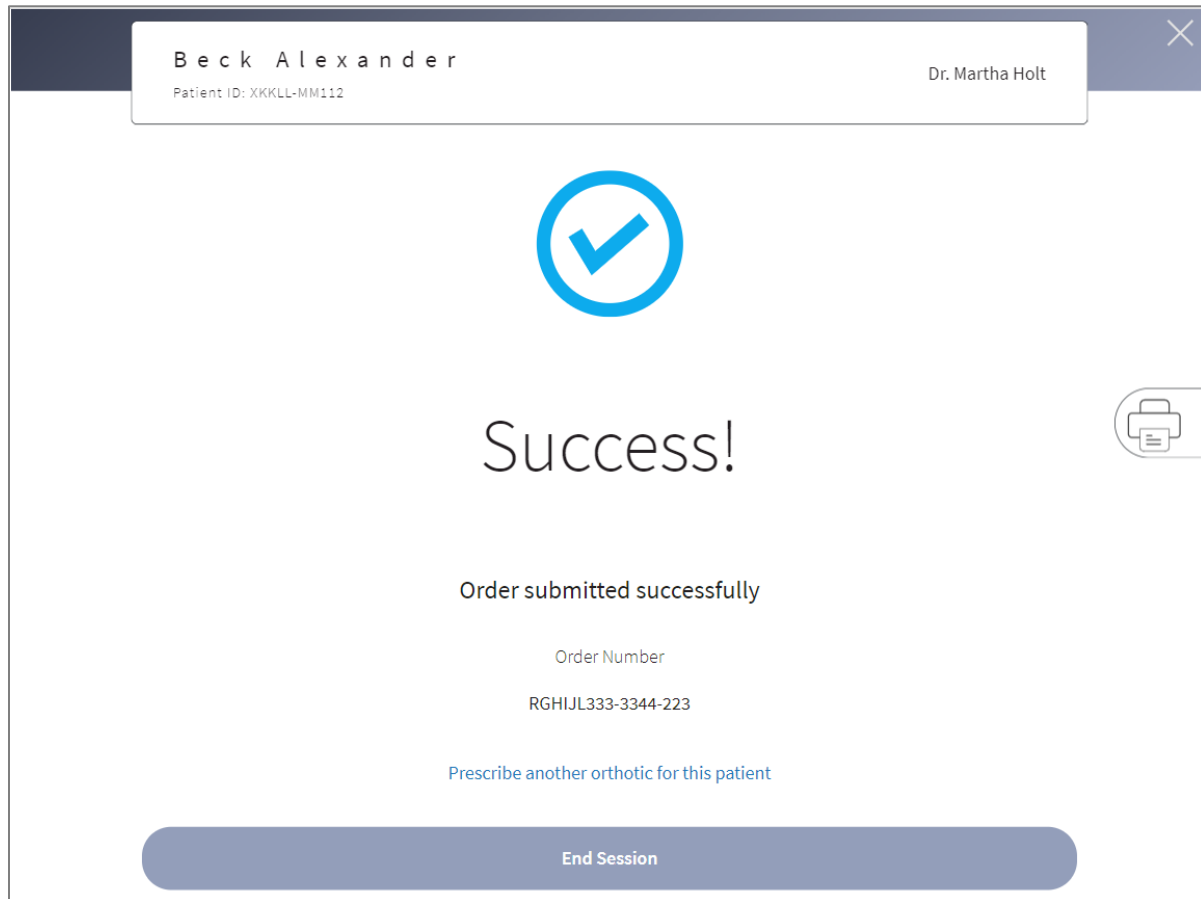
Shoe Size:
R: US Mens Size 9 Wide

Back

Submit Order

Order Confirmation

The order confirmation screen will display your order number. Additionally, you may click the print icon to generate a PDF of your order review screen. Many offices choose to save this PDF to their EHR/EMR system. If you forget to print this, you can find this order again on the Patient List: Order tab and print your PDF later.



If you wish to order another orthotic for this patient, maybe a different style orthotic, you can click “Prescribe another orthotic for this patient” located just above the End Session button. Your session will automatically timeout in 1 minute and return you to the start menu. Clicking End Session will take you to the start menu immediately.

Quick Summary

You just took a quick tour of the entire process from adding a new patient to placing an order. The following is an illustration of all screens across the new session flow with a quick note about each.



1. **Start Menu**
After signing in, choose New Session to assist a new patient or choose Patient List to continue a session where you left off.
2. **Get Started**
Assign your patient to a doctor and enter basic information about your patient.
3. **3D Foot Scan**
Choose how you want to scan, semi-weighted or weighted and begin the scan process.
4. **3D Foot Scan Review**
Review your scans to ensure you've captured the entire foot from heel to toe. It's easy to rescan a foot if you need to!
5. **Anatomical Markers**
Review our automated anatomical markers. If they are correct click next otherwise click a marker to adjust its position.
6. **Patient Scan Results**
Review a 360-interactive model of your patients' foot. Make sure that the anatomical markers are correctly positioned and either choose to rescan a foot or change an anatomical marker if needed.

7. Orthotic Style

Pick an orthotic style which you would like to customize. You can always change a default setting. An orthotic style acts as a shortcut for starting your Rx a bit closer to your target.

8. Rx Form

Select popular industry standard modification or add a note for a specific non-listed modification and or placement of a modification.

9. Order Review

Review your order or flag your order for review if you want us to get back to you with a recommendation. You can also preview your orthotic design with the design inspection tool.

10. Order Confirmation

Success! Your order has been sent to us. Click the print icon and generate a PDF of your order.

Special Features

Notes

You can add a note on any screen. Your note is saved and available across the entire flow. Typically, the person adding the patient will add a note about the patient that they want the MA/NP or doctor to see. Often an MA/NP will add a note while scanning the patient as a way of giving the doctor information they want them to know while prescribing. Doctors may also choose to add a note when prescribing an orthosis. Often a doctor will write a note to us about a special modification they want, a question about a modification they want answered or to request for us to review the order before manufacturing the orthosis. Notes are a handy tool you can use across the entire flow.

The screenshot displays the ARIZE software interface. At the top, a header bar shows the patient name "Beck Alexander" and Patient ID "XKKLL-MM112" on the left, and the doctor's name "Dr. Martha Holt" on the right. Below this, the "Order Review" screen is visible, with a "Request Clinical Consultation" button. A "Notes" modal window is open in the foreground, featuring a large text area for notes and "CANCEL" and "SAVE" buttons. At the bottom of the interface, there are sections for "Shoe Size" (R: US Mens Size 9 Wide), "Varus Rearfoot Post", "Intrinsic" (Left 5°, Right 0°), "Extrinsic Forefoot Post", and "Balanced Forefoot". A "Back" button is on the bottom left, and a "Submit Order" button is on the bottom right.

3D Design Inspection


During the prescription process you have access to a 3D design inspector. Click this icon or the button on the order review screen labeled Design Inspector to view a 360-interactive view of the orthosis. You can launch this overlay at any time, it will display all the modification you have selected. It's a great way of previewing your orthotic shell before you submit the order to us.

You may want to share this view with your patient and talk about how the orthosis is custom made to their foot. In the overlay you can display both orthoses at the same time or choose to show one at a time by clicking the on/off toggle.




Print PDF

During the prescription process you may choose to create a PDF of your order. This PDF can be generated on the Rx Form screen, on the order review screen or on the final order confirmation success screen. This PDF will have all your patient information displayed along with the prescribing doctors' information and all modifications specified. This PDF may serve as a record you save to your EHR/EMR system or print to save in a file cabinet.



Dr Martha Holt

West Coast Podiatry Clinic
1501 Page Mill Rd
Palo Alto CA, 94304
310 228-9878



SHELL MODIFICATIONS	
Shell Rigidity	Semi-Rigid
1st Ray Cut Out	-
Rigid Morton's Ext	B/L
Heel Seat	Standard 3/8"
Arch Modifications	Increase 1/8"
Medial Flange	Left
Lateral Flange	B/L

POSTING OPTIONS	
Heel Skive	-
Varus Rearfoot Post	Intrinsic
	Left 5°
	Right 0°
Extrinsic Forefoot Post	Balanced Forefoot
	Left 5°
	Right 0°
Heel Lift	Left 2mm
	Right 3mm

TOP COVER	
Top Cover Materials	18" Bambaloon
Top Cover Length	Full Length

ACCOMMODATIONS	
Heel Cushion	Left
Morton's Extension (EVA)	B/L
Heel Spur Pad	-
Met Pad	Left Teardrop
	Right Teardrop
Met Bar	Left 1/16" 2nd Met
	Right 1/16" 1st Met
Met Head Cutout	Left 1,3,5
	Right 2,3

Order Number	77JD-JIO-332
Order Date	3/23/2021
Patient	Bock Alexander
Patient ID	XKKLL-MM112
DOB	3/27/1987
Style	Standard Orthotic
Qty	1
Price	\$119
Set	Pair
US Mens	L: 10 R: 10 1/2
Shoe Width	L: Regular R: Regular
Weight	165 lbs.
Ordered by	Dr Martha Holt
Updated	3/23/2020

NOTES

Right foot is flat. Left foot has a high arch.

Returns shipped to: ARIZE, 225 Benjamin, Suite 103 Corona, CA 92879

Flexible workflows

Arize has been designed to work seamlessly with the way your office staff wants to work. We know some doctors will want to write their prescription down and ask their staff member to place an order. We have a handy “Rx Form” you can print for doing just this. Its available on the support.arizeclinical.com webpage. We also know some office like the front office person to greet the patient and collect all patient information before a medical assistant, nurse practitioner or doctor works with the patient. Some office relies on one person to add a patient, scan the patient, take initial notes, and have the patient ready and waiting in an exam room before the doctor enters. Arize was designed with all of this in mind. We hope that your transition to using Arize leads to a more streamlined, efficient, and professional office with a superior orthotic product designed by you. And in the end, a happy patient that tells others about their experience with you.

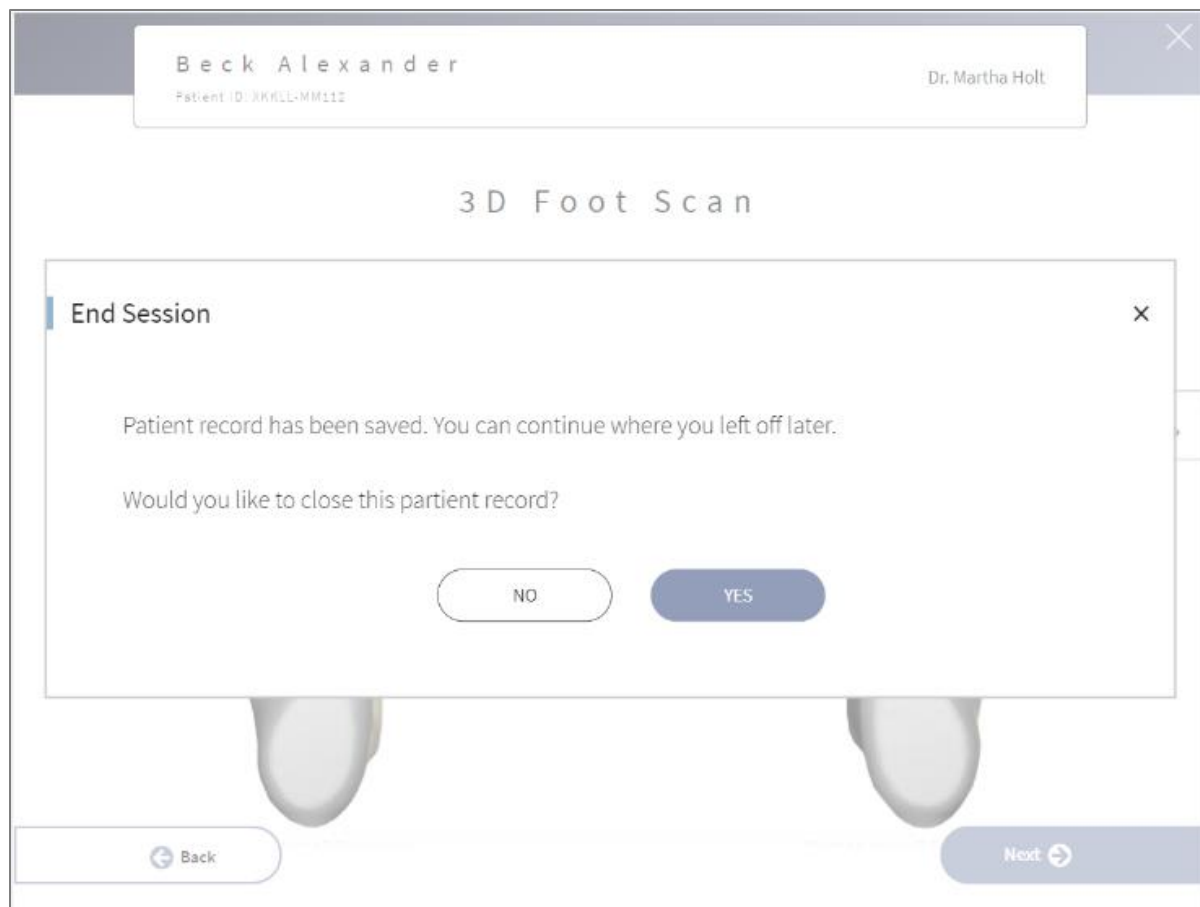
The key to a flexible workflow that supports your entire office staff comes down to just two things.

1. End the session and pick it back up where you left off.
2. Patient list that makes it easy to keep track of patients and continue where you left off.

Patient Sessions

Arize has been designed to create efficiencies across your care team. Some teams may choose to have one person assist the patient from start to finish. Other teams rely on key teammates to perform specific activities. With Arize, you can easily end a patient session at any step and continue later.

You may be a MA/NP that focuses on scanning a patient but not completing the prescription process. After the feet are scanned you may click “x” to end the session and save the patients’ record for a doctor. You may be a doctor that prescribes the orthotic but not want to release the perception to us as an order until your front office personnel may take a patients’ deposit. You can click the “x” on order review screen and make it easy for the front office personnel to pick up where you left off. If you choose to end a session you can click the “x” in the upper right corner followed by clicking the Yes button.



As you can see, your scan and patient information is already saved as indicated in the end session overlay. Click “Yes” to close this patient session and return you to the start screen. No worries, you can always come back later and continue by selecting this patient again from the patient list screen and continue from where you chose to end the session. Let’s take a closer look at the patient list screens as the end session function works hand in hand with the patient list.

Patient Lists

While you can always click “New Session” and go through the entire flow from adding a new patient to submitting an order, you can also always click “x” and end your session at any time. Based on where you choose to end a session, the patient list will give you a quick and straightforward way to retrieve that session and continue. A scanned patient with no Rx will appear on the Scanned tab. An Rx (prescription) that has not submitted as an order, you guessed it, they are on the Saved Rx tab. All sessions can be picked up and continued from where you left off. If you pick a session up on the Scanned step, but realize the patient’s name is spelled wrong, you can click the back button until you get back to the get started screen and edit patient information. If you start from the Scanned list and see the anatomical markers need to be moved, you can click back button or click the link to change anatomical markers to get back to that step. To make things easier, let’s look at a summary view of the full experience so you can see how all these screens flow from start to finish.

The illustration below shows how each patient list tab will take you to the appropriate step in the overall flow.



Patient List: All

Let's look at the patient list and explore how your staff can work seamlessly with patients. The patient list displays all patients on one tab and provides a few quick “tabs” to help your staff easily pick up a patient and perform specific activities. If you select a patient on the “All tab” you will open either the 3D Foot Scan, Scan Results, Order Review, or Order Submitted screens.

West Coast Practice Mary Simpson SIGN OUT

Privacy

Patients

All Ready Scanned Saved Rx Orders

Patient Name	DOB	Patient ID	Last Updated
Tim Allen	7.15.1972	IKJMO-MM198	6/19/2020 10:03 am
Mike Kelly	4.6.1987	JILKL-MM432	6/18/2020 11:12 am
Joe Knoll	5.10.1975	UJHYT-MM865	6/20/2020 10:03 am
Kevin Smith	11.25.1982	TVHIJ-MM757	6/22/2020 1:23 pm
Bill Sterling	1.23.1968	RERTU-MM654	6/19/2020 9:53 am
Karen Thomas	8.22.1988	IJKLM-mm434	6/18/2020 10:03 am

Back New Session

PRO TIP: The Patient List has a “Privacy” toggle in the upper right corner. If you are concerned with protecting your patient list from prying eyes, click the privacy toggle on and watch how your list is protected, yet still usable.

Patient List: Add Patient

Some office like to have their front office person add a patient and enter all the relevant patient information before the patient is scanned. Click on the “add patient” icon on the right side of the screen. This screen is remarkably like the Get Started Screen except when you click “save” you will return to the patient list with the patient added to the “Ready” tab. We will cover the details of the Add Patient and Get Started screen later.

The screenshot shows the 'Add Patient' interface within the 'West Coast Practice' application. The top header bar is dark blue with 'West Coast Practice' on the left, 'Mary Simpson' in the center, and a 'SIGN OUT' button on the right. The main content area has a title 'Add Patient' at the top. Below the title is a dropdown menu with the text 'Please Select' and a downward arrow. A large, light blue-bordered box contains the input fields: 'First Name', 'Last Name', 'Patient ID (optional)', and 'Birthdate (optional)'. The 'Birthdate (optional)' section is further divided into three smaller input fields for 'Month', 'Day', and 'Year'. At the bottom left of the form is a 'Cancel' button with a left-pointing arrow. At the bottom right is a 'Save' button with a right-pointing arrow.

Patient List: Ready

When a patient is added they are saved and ready for another staff member to scan. Click on the “Ready” tab and select the patient you wish to scan. Patient will be displayed on the ready list will be moved to the Scanned tab after they are scanned. Often the MA/NP in an office will get the patient from the waiting room and take them back to the scan station. Normally you will only have a few patients in the waiting room and the Ready list will make it easy to select the patient that has been waiting the longest. When you click on the patient’s name you will skip right past the “Get Started” screen and go directly to the 3D Foot Scan step.

Tip: If you pick up a patient and find out the patient’s name or other information is wrong, you will be able to click “back” and edit the information easily. Clicking next will get you to the 3D Foot Scan step so you can continue scanning.

West Coast Practice Mary Simpson SIGN OUT

Privacy

Patients

All Ready Scanned Saved Rx Orders

Patient Name	DOB	Patient ID	Last Updated
Beck Alexander	5.10.1975	XKKLL-MM112	7/01/2020 10:03 am

Back New Session

Patient List: Scanned

When a patient is scanned and the session is ended before an Rx is created, the patient will appear on the Scanned list. Often an MA/NP will scan a patient and then end the session before specifying an Rx. Most doctors will click on the patient list and then select a patient from the scanned list. The doctor will skip all the way to the results profile where they can review the completed scan prior to creating an Rx.

The screenshot shows the ARIZE software interface for a practice named "West Coast Practice". The user is logged in as "Mary Simpson" and can click "SIGN OUT". A "Privacy" link with a checkmark is visible. The main heading is "Patients". Below it are five filter buttons: "All", "Ready", "Scanned" (which is selected and highlighted with a blue bar), "Saved Rx", and "Orders". A table displays the scanned patients:

Patient Name	DOB	Patient ID	Last Updated
Joe Knoll	5.10.1975	UJHYT-MM865	6/20/2020 10:03 am
Karen Thomas	8.22.1988	IJKLM-mm434	6/18/2020 10:03 am

At the bottom left is a "Back" button with a left arrow. At the bottom right is a "New Session" button with a right arrow and a person icon with a plus sign.

Patient List: Saved Rx

If a patient has been scanned and an Rx has been specified but the Rx has not been submitted as an order, the patient will appear on the Saved Rx tab. Clicking a patient on this list will skip you forward to the Rx Review screen. You can still click to edit this Rx, or you can choose to submit the Rx to us as an order. Often a doctor will save the Rx and choose not to submit the order to us. Doctors often do this knowing they want their front office person to review insurance with the patient, take a deposit on the orthotic before ordering and then choose to submit the Saved Rx as an order to us.

West Coast Practice

Mary Simpson

SIGN OUT

Privacy

Patients

All

Ready

Scanned

Saved Rx

Orders

Patient Name	DOB	Patient ID	Last Updated
Tim Allen	7.15.1972	IKJMO-MM198	6/19/2020 10:03 am
Bill Sterling	1.23.1968	RERTU-MM654	6/19/2020 9:53 am

Back

New Session

Patient List: Orders

After an Rx has been submitted to us it will appear on the Orders tab. All orders on the orders tab can be view but not edited. If you need to make a change to an order that has been submitted to us, please call the customer support team.

West Coast Practice

Mary Simpson

SIGN OUT

Privacy

Patients

All

Ready

Scanned

Saved Rx

Orders

Patient Name	DOB	Patient ID	Last Updated
Mike Kelly	4.6.1987	JILKL-MM432	6/18/2020 11:12 am
Kevin Smith	11.25.1982	TYHIJ-MM757	6/22/2020 1:23 pm

← Back

New Session →

Patient Management

Get Started & Add Patient

Both the Get Started and Add Patient screen share the same form fields. Click Next on Get Started will take you to the scanning step. Clicking Save on the Add Patient screen will take you to the patient list with your newly added patient featured on the Ready tab. Let's take a deeper look at the form fields on these pages.

The image displays two side-by-side screenshots of the ARIZE app interface, specifically the 'Get Started' and 'Add Patient' screens. Both screens feature a dark blue header with 'West Coast Practice' on the left, 'Mary Simpson' in the center, and a 'SIGN OUT' button on the right. Below the header, the title 'Get Started' or 'Add Patient' is centered. A dropdown menu labeled 'Please Select' is positioned below the title. The main form area contains several input fields: 'First Name', 'Last Name', 'Patient ID (optional)', 'Birthdate (optional)' (with sub-fields for 'Month', 'Day', and 'Year'), and 'Gender (optional)' (with radio buttons for 'Male', 'Female', and 'Prefer not to say'). At the bottom of the form, there is a 'Weight' section with a range of '150 - 175 lbs'. The 'Get Started' screen has a 'Next' button, while the 'Add Patient' screen has a 'Save' button. Both screens also have a 'Cancel' button.

Please Select – A list of doctors will appear in this list. In the upper right corner, you will see the name of the location you have selected when signing in, or, if you have only one office location, your location will be shown. A patient must be associated with a doctor. Select the doctor that will prescribe the orthotic for this patient.



Patient Name – Enter your patients first name and last name in the provided form fields. It's important you enter this information correctly. Not only will this information appear in the header of the screen while assisting a patient, but we will also use your exact typing when printing the patient's name in the 3D Printed orthotic.

Patient ID – If you are using an EHR/EMR (Electronic Health Record or Electronic Medical Records) system you may choose to enter your patient's ID in the Arize solution. It's an optional field but very helpful if you want to match your orthotic orders with your main patient records. The Patient ID is displayed on your order when you choose Print to PDF from the order success screen.

Birthdate – Another optional field but very helpful. How many John Smiths will you assist? By entering your patient's birthdate you'll have a quick and easy way to make sure you're picking up the right patient on your patient list.

Gender – Another optional field that may be helpful when entering your patient details.

Weight – Weight is an important field. We use the weight to ensure the orthotic is made with the right level of flexibility and durability. The orthotics' thickness and in turn level of flexibility is very important in providing the right level of support, comfort, and durability. Currently we are not able to support patients the weight over 440lbs.

Preferred Shoe Size – You may optionally specify one shoe size for both feet and specify a shoe size for each foot individually. Choose the measurement type, size and width when specifying a shoe size. You may also change these values on the Rx form.

Add Notes – When assisting a patient, you may optionally add a note. All notes are saved with the patient session and available to the entire care team. The front office person may enter a note they

wish the MA/NP to read and be aware of when scanning a patient. Likewise, the MA/NP may add a note they wish the doctor to be aware of as they create the prescription. The doctor may also add a note with the intent that either manufacturing or our design staff review when making your orthotic. Notes is a great place to keep track of details related to your order.

3D Foot Scanning



Semi-Weighted Scanning

The 3D Foot Scan screen has many features for ensuring you are capturing a precise scan easily. By default, we recommend you scan your patient in a semi-weighted fashion. Ask your patient to remove their socks and shoes and sit down with one foot positioned in the middle of the glass plate scan area. It's important that your patient place their foot on the glass plate with their ankle at 90 degrees or neutral from the glass plate.

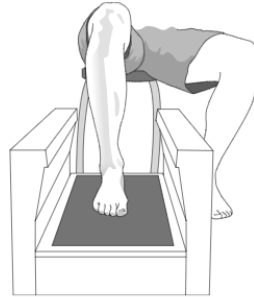
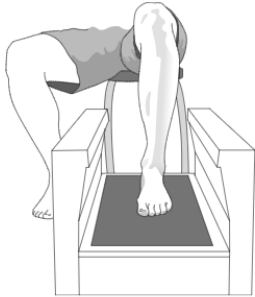
Beck Alexander

Patient ID: XKKLL-MM112

Dr. Martha Holt

✕

3D Foot Scan



Left Foot

Right Foot

Start Scan

Start Scan

⬅ Back

☐ Only one foot needed.

Next ➡

You can start with either the right or left foot. The left side of the page has a scan button for the left foot while the right side of the page has a scan button for the right foot. After clicking the scan button, a laser will pass over the foot in both directions. It should take no longer than 40 seconds to capture each foot. Once the foot is captured, you'll notice the laser is turned off and a 3D render of the foot capture is displayed on the screen.

Beck Alexander

Patient ID: XKKLL-MM112

Dr. Martha Holt

3 D Foot Scan

Left Foot



Right Foot



Start Scan

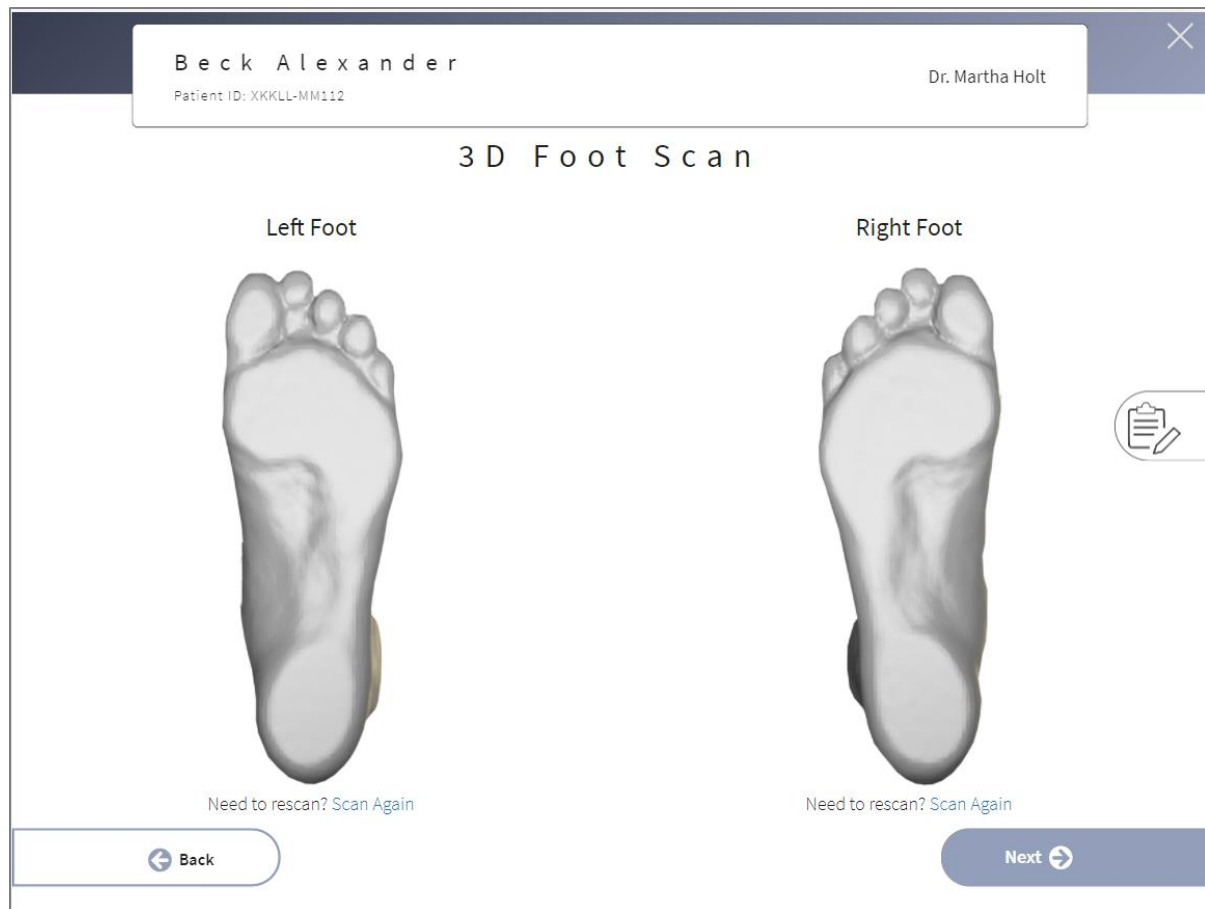
☐ Only one foot needed.

Next

Back

If you want to order an orthotic for only one foot you may click the “Only one foot needed” checkbox. By selecting this option, the Next button will become active enabling you to move on to the next step.

Please note the patient’s feet will appear backwards on this screen. The left foot will appear with the big toe on the left side of the screen. Likewise, the right foot will be displayed with the big toe on the right side of the screen as shown below.



Review these scans to ensure you've captured from toes to heel for each foot. You may click "scan again" if you need to re-position your patients' foot and ensure you capture the entire foot. Clicking Next will save your scans and proceed to the next step.

Weighted Scanning



You may also choose to scan with your patient weighted by having them stand on the scanner. To do this click the gears icon in the upper left side to access the scan preference menu.

Beck Alexander
Patient ID: XKKLL-MM112

Dr. Martha Holt

×

3D Foot Scan

⚙️

Scan Settings

×

How would like to scan your patient?

Tiger 3D Scanner - Semi-Weighted

Tiger 3D Scanner - Weighted

Left Foot

Right Foot

Start Scan

Start Scan

← Back

☐ Only one foot needed.

Next →

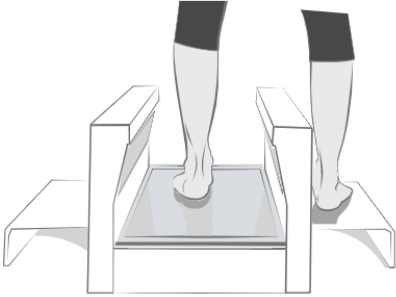
An overlay menu will display your scanning options. Select “weighted” to scan with your patient standing on the glass plate scanner.

Beck Alexander

Dr. Martha Holt

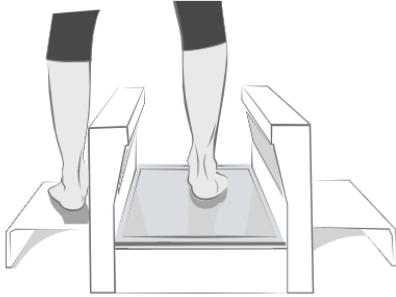
Patient ID: XKLL-MM112

3D Foot Scan



Left Foot

Start Scan



Right Foot

Start Scan

Back

☐ Only one foot needed.

Next

Anatomical Markers

Anatomical Markers are automatically detected and used to specify the shape of your orthotic. During this step you are asked to review the 1st and 5th met head and ensure their placement is correct. In addition to these two anatomical markers several other markers are identified but not shown on the screen. Three markers around the back of the heel define the width of the heel and help us identify the length of the orthotic with respect to the 1st and 5th met heads. The distal edge of the orthotic will be produced 2mm behind the 1st and 5th met heads. If you wish to have the distal edge moved a bit more distal click the anatomical marker and drag it down to your desired location.

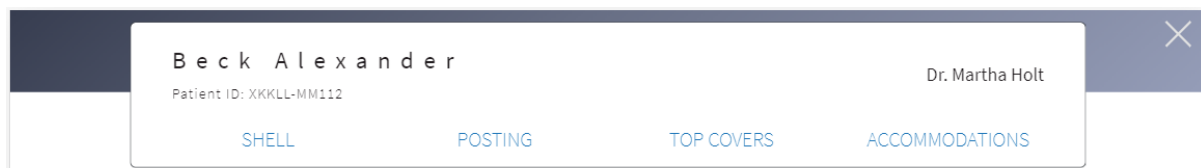


Rx Form

There are many features on the Rx form that give you the flexibility to specify what you want quickly. In addition to the modifications displayed you may select any modification desired by adding a note. We can make modification not shown on the screen and we can even customize how a modification is made based on your note. Let's go step by step through the Rx form.

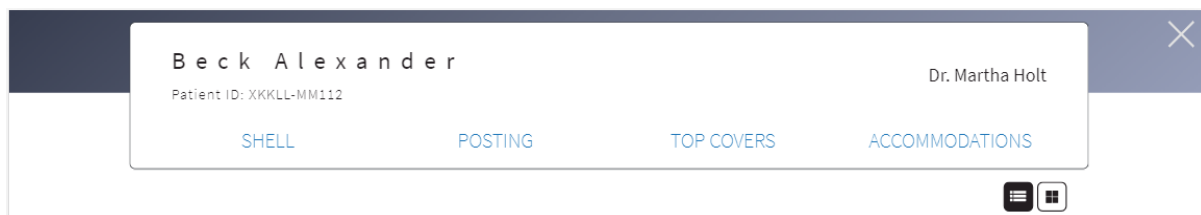
Header

In addition to patient name, patient id, and the prescribing doctor name, the header on the Rx form has a few links to help you move between sections on the page quickly. Clicking "Posting" will scroll you to that location on the form. Clicking "Shell" will scroll you back up to the shell modifications. These links are optional. You can scroll the entire form or use these quick links to jump to a section of the screen.



The screenshot shows the header of the Rx form. It features a dark blue background with a white box containing patient and doctor information. The patient's name is "Beck Alexander" and the patient ID is "XKKLL-MM112". The doctor's name is "Dr. Martha Holt". Below this information are four navigation links: "SHELL", "POSTING", "TOP COVERS", and "ACCOMMODATIONS". A close button (X) is located in the top right corner of the header area.

In addition to the header quick link, there are two icons that control viewing Rx form with or without modification icons. By default, the list view is selected.



This screenshot is similar to the previous one, showing the header of the Rx form. It includes the patient name "Beck Alexander", patient ID "XKKLL-MM112", and doctor name "Dr. Martha Holt". The navigation links "SHELL", "POSTING", "TOP COVERS", and "ACCOMMODATIONS" are present. In the bottom right corner, there are two icons: a list view icon (three horizontal lines) and an icon view icon (a square with a grid pattern). The list view icon is currently selected.

List view – The Rx form is displayed with all modification and no visuals.

Icon view – The Rx form displays visuals of each modification. When prescribing with a patient in the room the icon view may help the patient understand how the orthotic is being custom made. If you want to walk the patient through your prescription, the visuals may help the patient follow you and in turn build confidence in how the orthotic is made to alleviate the pain they are experiencing.

Beck Alexander
Patient ID: XKKLL-MM112

Dr. Martha Holt

SHELL
POSTING
TOP COVERS
ACCOMMODATIONS

The Rx Form with visuals turned on looks like this:

Beck Alexander
Patient ID: XKKLL-MM112

Dr. Martha Holt

SHELL
POSTING
TOP COVERS
ACCOMMODATIONS

SHELL MODIFICATIONS

Shell Rigidity ⓘ
Semi-Rigid

1st Ray Cut Out ⓘ
N/A L R
B/L

Flexible Morton's Ext ⓘ
N/A L R
B/L

Semi-Rigid Morton's Ext ⓘ
N/A L R
B/L

Reverse Morton's Ext ⓘ
Back

Heel Seat ⓘ
Dress 1/4"

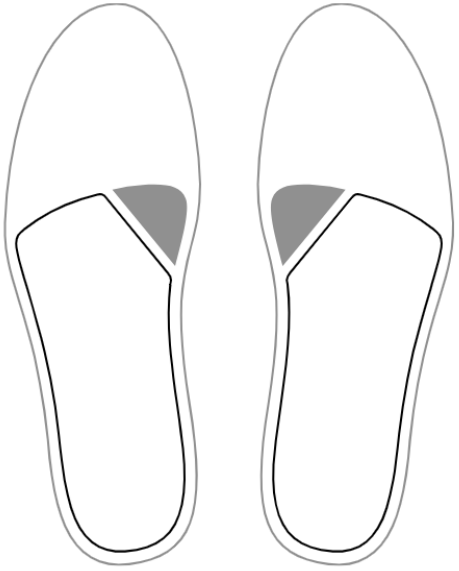
Arch Modification ⓘ
N/A Increase 1/8"

Medial Flange ⓘ
N/A L R
Next

Modification Overlays – Each modification visual and name can be clicked to access our modification overlays. These overlays provide a larger visual and short description of the modification. Again, these visuals and short descriptions may be helpful in conveying how the orthotic will be made custom for your patient. Patients may enjoy hearing you share how a specific modification will help adjust the way their foot functions and in turn reduce their pain.

Rock Alexander

1st Ray Cut Out



1st Ray Cut Out

The first ray cut out removes the plastic shell under the medial distal edge of the orthosis as shown in the area in gray. This is will allow the first ray to extend its range of plantarflexion.

☒ N/A ☐ L ☐ R ☐ B/L

CANCEL

SAVE

Orthotic Summary

At the top of the Rx form is a summary of the order you are creating. The style of orthotic selected is displayed along with a quantity field and basic fitting information.

Functional Orthotic



Quantity



FITTING



Shoe Size: US Men's 9 wide

Ordering: Pair of orthotics

Next to “Fitting” you’ll see an edit icon. Clicking this icon will display an overlay where you can change the information specified on “Get Started” or “Add Patient” regarding the patient’s preferred shoe size. You may choose “both feet wear same size shoes” or “different shoe sizes”. Specifying shoe size does not change the orthotic shell, it only affects the size of the top cover. In addition to shoe size, you may also change your order from a pair of orthotics to a left or right only order.

Beck Alexander

Dr. Martha Holt

Patient ID: XKKLL-MM112

Fitting

Preferred shoe size

Both feet wear same size shoes

Different shoe sizes

US Mens

11

Regular

Would you like a pair or just one orthotic?

Pair

CANCEL

SAVE

Back

Next

Add Notes Reminder

Notes are not required but very much appreciated! They are especially helpful if have a question or you want us to know something specific as we are making your orthotic.

You can click the notes icon that floats on the right side of the screen or click “Add Notes” in this note reminder section of the Rx form.

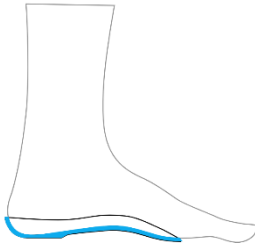
Have Special Instructions?

Add a note for special instructions, questions or concerns and we will review them when your order is submitted.

Add Notes

Quick Select Modifications

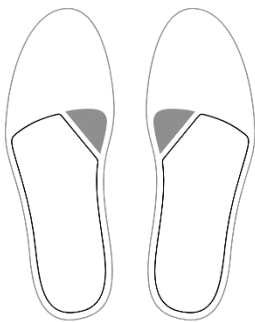
Shell Modifications



Shell Rigidity

Rigidity is determined by patient weight, shell thickness, arch height, and foot mobility. We recommend Semi-Rigid for most patients. For heavier patients, patients with low arches, or for very flexible foot types we recommend Rigid. Flexible should be used for patients that will not tolerate a Rigid orthotic or do not require a high degree of correction.

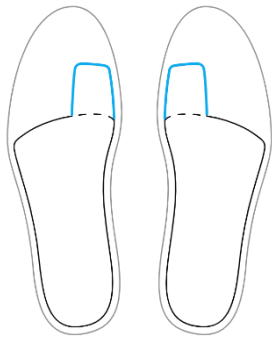
You may be asking yourself, how do we make a shell Rigid, Semi-Rigid, or Flexible? Great question! It wasn't easy but we spent a good bit of time printing orthotics and getting feedback on how they feel. We understand that patients that weigh 80lbs and patients that weigh 400 lbs. are going to need a different shell thickness to achieve a "Rigid" shell. Not only are we accounting for weight, but we are also looking at durability. Patients more than 440 lbs. are not recommended to use our orthotics as we have not perfected how to make orthotics that meet our standards above this weight.



1st Ray Cut Out

The first ray cut out removes the plastic shell under the medial distal edge of the orthosis as shown in the area in gray. This will allow the first ray to extend its range of plantarflexion.

The first ray cut out is produced with a 45-degree cut by default. If you would like a 65-degree cut, please add a note to your order. If you would like the cut out to also have rounded edges as opposed to a straight cut out, please let us know by adding a note.

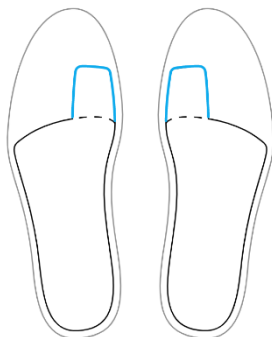


Flexible Morton's Ext

A Flexible Morton's Extension is printed into the shell and allows for full range of motion at the first MPJ. Note: For an EVA extension, please select Morton's Ext (EVA) in the Accommodations sections.



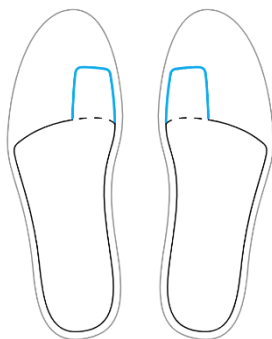
3D Printing the Flexible Morton's Extension means the orthotic is one piece with design patterns that enable flex to achieve a desired outcome. The design of this extension controls the flexion but allows the toe to freely move.



Semi-Rigid Morton's Ext

A Semi-Rigid Morton's extension is printed into the shell and limits dorsiflexion to 45 degrees maximum at the first MPJ. Note: For an EVA extension, please select Morton's Ext (EVA) in the Accommodations sections.

Our Semi-Rigid Morton's Extension is also 3D Printed. We use a different design pattern that restricts how much the extension will flex.

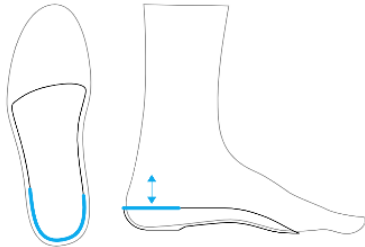


Reverse Morton's Ext

The reverse Morton's extension is a semi-rigid extension distally of the shell under the 2-5 MPJ extending to the sulcus. This extension is flexible so it will not impede the extension of the MPJ's or propulsion of the foot. It is used to offload and increase range of motion of the 1st MTP.

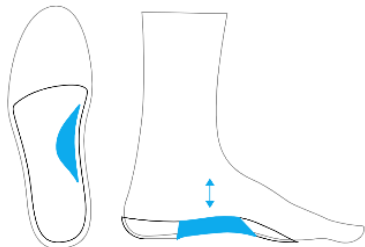


With 3D printing our Reverse Morton's Extension is a seamless extension of the orthotic shell with all the benefits of a flexible extension.



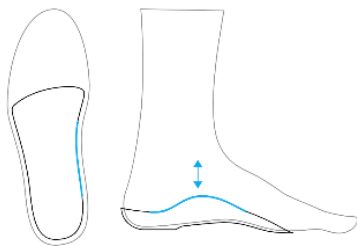
Heel Seat

Our default is 3/8" which should accommodate most shoes and is recommended for dress or low-profile shoes. We recommend Sport depth (1/2") for increased heel stability and athletic footwear. A Deep heel seat (5/8") should be used when increased correction is required, or when a heel skive, or heel padding is prescribed. Deep heel seats can generally be accommodated by athletic and other high-volume shoes.



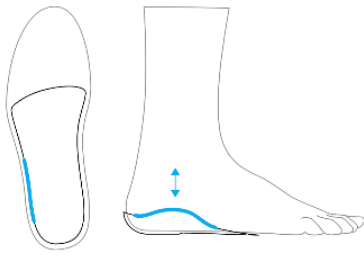
Arch Modification

Increasing or decreasing the arch height (Arch or Cast Fill) will have a correlative impact on the degree of correction and shell conformity to the anatomy. Treatment objectives and patient tolerance should be considered when selecting these options. For patients with hypermobility and low medial arches, increasing the height of the medial arch will decrease the flexibility of the orthotic in this area and may offer more control. Decreasing the medial arch height will decrease the stiffness of the medial arch and allow for more flexibility of the orthotic in that area, as well as allowing the foot to effectively pronate more without painfully impinging on the orthotic device.



Medial Flange

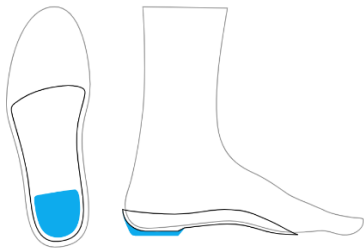
Medial flanges are used to increase correction by extending the height of the medial border of the orthosis. This modification will widen the overall profile of the orthosis and appropriate footwear need to be recommended. This modification is used to treat severe compensated foot types including Adult-Onset Flatfoot, Posterior Tibial Tendonitis, and certain podiatric foot conditions. The default height of our medial flange is approximately 1/2". This modification will widen the overall height and profile of the orthosis and appropriate footwear need to be recommended.



Lateral Flange

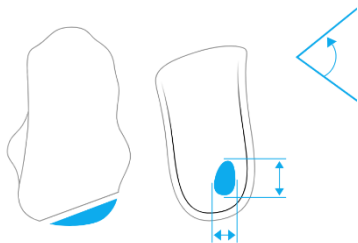
A lateral flange increases the height of the lateral border of the orthosis. This modification will widen the overall profile of the orthosis and appropriate footwear need to be recommended. This modification is used to control abduction of the forefoot. The default height of our lateral flange is approximately 1/4". This modification will widen the overall height and profile of the orthosis and appropriate footwear need to be recommended.

Posting Options



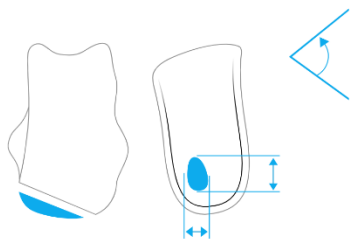
Heel Lift

Heel Lift will result in added thickness underneath the heel cup area of the orthoses. Heel Lifts are used to address a variety of conditions including, limb length difference, equinus conditions, Achilles tendonitis and plantar fasciitis. They can be used unilaterally or bilaterally and will take up more room in shoes.



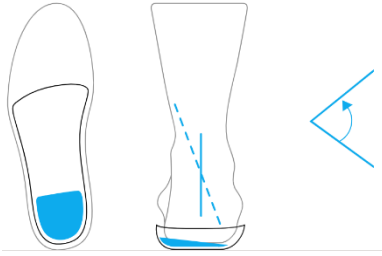
Medial Heel Skive

The Medial Heel Skive creates a varus heel post inside the heel cup instead of an extrinsic heel post. We recommend a Deep Heel Seat (5/8") to accommodate a skive. A medial heel skive is often beneficial in highly flexible and pronated feet, especially when used with children. A medial heel skive can also be utilized with traditional external heel varus postings for additional control.



Lateral Heel Skive

The Lateral Heel Skive creates a valgus heel post inside the heel cup instead of an extrinsic heel post. We recommend a Deep Heel Seat (5/8") to accommodate a skive. The lateral heel skive is useful with patients who have a calcaneal varus heel position in stance. The lateral heel skive can often correct these patients to a more rectus heel position.



Rearfoot Post

The Rearfoot Post is an extrinsic varus post/wedge where material is added to the inferior surface of the heel at an inverted angle. It is used to stabilize and decelerate the foot and reduce pronation during gait. A rearfoot post will add a small amount of bulk to the device. The default setting is balancing the forefoot to the rearfoot. The forefoot will be posted to sit flat with the ground regardless of what angle of heel post selected. This will eliminate rocking of the orthotic device from side to side.



Forefoot Post

The Forefoot Post tilts either the medial or lateral front edge of the orthoses to the ground. It is used when the forefoot to rearfoot relationship is not perpendicular. By using the Forefoot Post to restore that proper relationship compensation can be minimized or eliminated. Forefoot Posts can be either Varus or Valgus.

An Intrinsic forefoot post manipulates the angle of the distal end of the shell in the design engine. An Extrinsic forefoot post is created by adding a wedge under the distal end of the orthotic shell during post-production.

Top Covers



Top Cover Materials

- EVA 35 Durometer 1/8" or 1/16"
- Micro-suede (Black) 1/8" or 1/16"
- Micro-Suede (Camel) 1/8" or 1/16"
- Neolon 1/8" or 1/16"
- Plastazote 1/8" or 1/16"
- Poly-U (w/Black vinyl) 1/8" or 1/16"
- Poron (w/vinyl cover) 1/8" or 1/16"
- Add Bottom Cover 1/16"



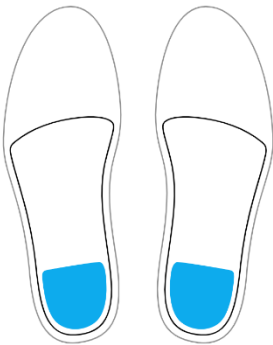
Top Cover Lengths

Met Length

Sulcus Length

Full Length

Accommodations



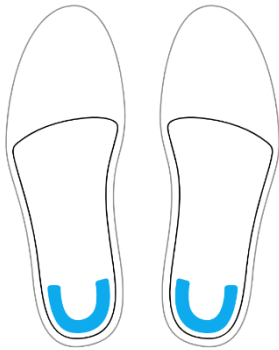
Heel Cushion

Heel cushions are thin (either 1/16" or 1/8") pads that are placed into the heel cup region of the orthoses. They are beveled along the forward edge and are used to provide an additional layer of cushioning directly underneath the calcaneus (heel bone). Deeper heel seats are often used in conjunction with Heel Cushions.



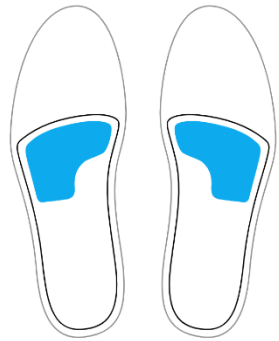
Morton's Ext (EVA)

Morton's Extensions are made from 3mm EVA. They are placed at the medial distal edge of the orthoses and run under the hallux until they cross the interphalangeal joint. The Morton's Extension is helpful in treating patients with plantar 2nd metatarsal head symptoms and pain associated with hallux limitus, but it will not impede forward propulsion during gait.



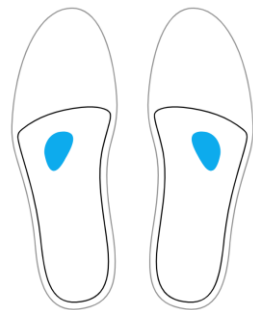
Heel Spur Pad

Heel Spur Pad is a horseshoe “U” shaped pad made from foam material and placed on top of the shell in the heel cup area. Its purpose is to off-weight the center of the heel, provide additional shock absorption and to gather the fat pad under the heel. Deeper heel seats are often used in conjunction with heel spur pads.



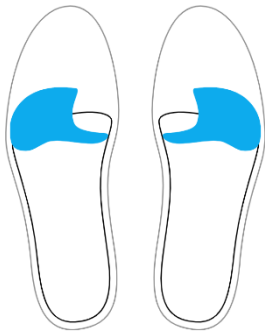
Met Bar

Metatarsal Bars are pads made from foam materials that are placed behind the ball of the foot, usually behind the 2nd, 3rd, and 4th metatarsal joint heads. They are used to reduce pain in the forefoot and work by reducing the pressure and shearing forces that take place at the MPJ heads and by transferring weight away from sore areas and painful calluses.



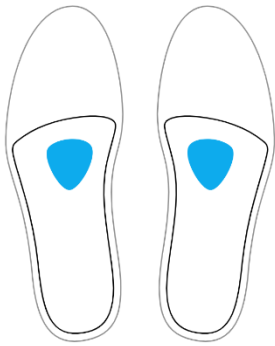
Neuroma Pad

Neuroma pads are small pads made from foam materials that are placed between metatarsal heads. They are used to treat neuromas and other painful conditions which are caused by nerve tissue entrapment between the metatarsal bones. By separating these bones, pain, numbness, and tingling can often be eliminated.



Dancer's Pad

Dancer's Pad is made from foam materials and is placed behind the ball of the foot. The pad's primary thickness is behind the 2nd and 3rd MPJ's with a cut out for the 1st MPJ. This design transfers weight from the 1st MPJ to the lesser metatarsals making it effective in treating painful conditions of the 1st MPJ.



Met Pads (1/8")

Metatarsal Pads are 1/8" pads made from foam materials that are placed behind the ball of the foot, usually behind the 2nd, 3rd and 4th metatarsal joint heads. They are used to reduce pain in the forefoot and work by elevating the metatarsal bones and reducing the impact and shearing forces that take place at the MPJ heads and by transferring weight away from sore areas and painful calluses.



Met Head Cut Out

Metatarsal Head Cut Outs are made from foam materials and are designed to take the weight off the painful metatarsal joints on the bottom of the foot. They are often shaped liked a "U" and are designed to elevate the two adjacent MPJ's while leaving the area under the painful MPJ empty or in a "floating" state.

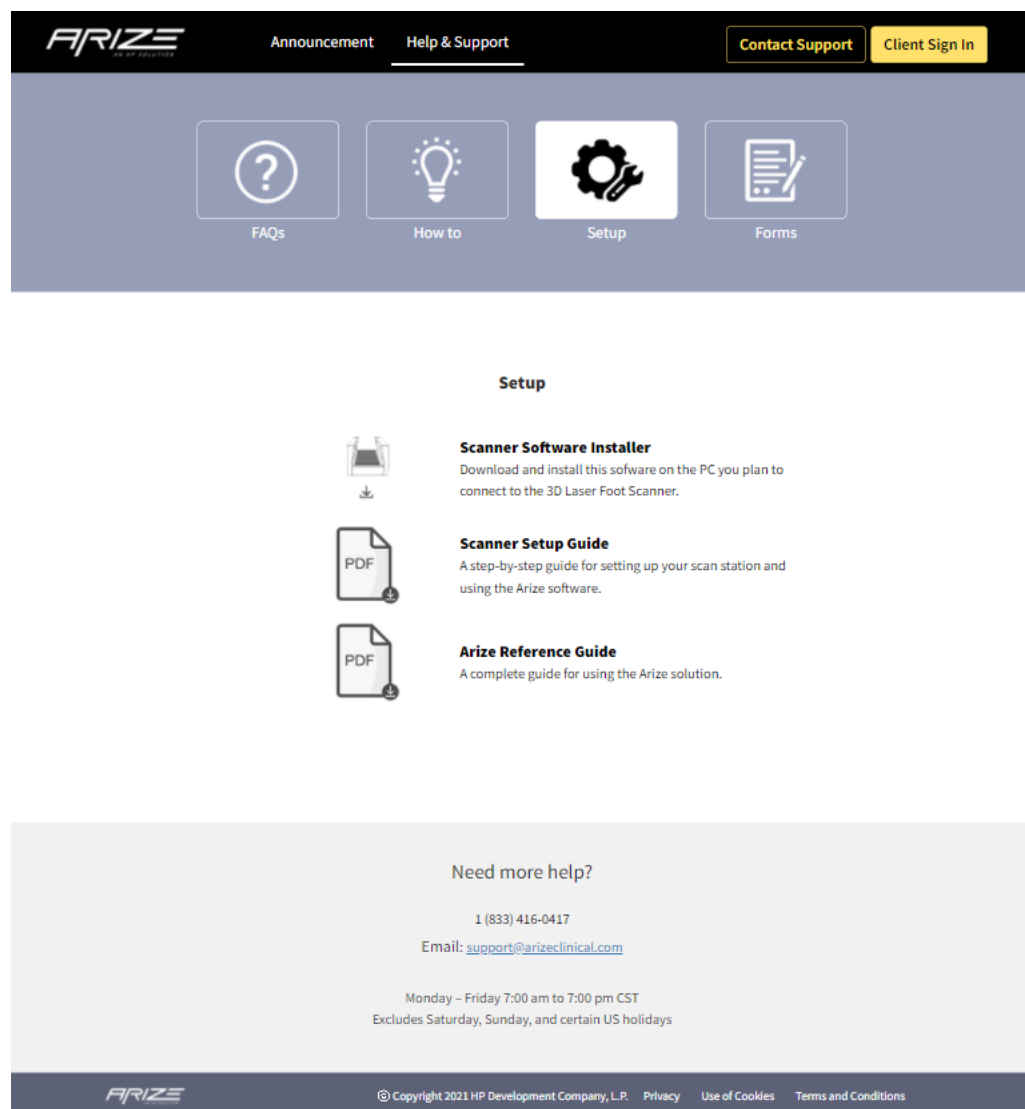
Help & Support

Offline Rx Form

We have created an Rx form you can download and print. If you would prefer to complete your Rx form before your patient is scanned, you may fill out your printed Rx form and hand it to your MA/NP to enter after they scan the patient.

The Rx Form can be downloaded here:

support.arizeclinical.com



The screenshot shows the ARIZE Help & Support page. The header includes the ARIZE logo, navigation links for 'Announcement' and 'Help & Support', and buttons for 'Contact Support' and 'Client Sign In'. Below the header, there are four icons representing different support topics: FAQs (question mark), How to (lightbulb), Setup (gears), and Forms (document with pencil). The 'Setup' section is highlighted, showing three download links: 'Scanner Software Installer' (with a download icon), 'Scanner Setup Guide' (with a PDF icon), and 'Arize Reference Guide' (with a PDF icon). At the bottom, there is a 'Need more help?' section with contact information: phone number 1 (833) 416-0417, email support@arizeclinical.com, and operating hours: Monday - Friday 7:00 am to 7:00 pm CST, excluding Saturday, Sunday, and certain US holidays. The footer contains the ARIZE logo, copyright notice for 2021 HP Development Company, L.P., and links for Privacy, Use of Cookies, and Terms and Conditions.



Returns and Repairs

Returns

If you want to return your orthotic for a full refund, please contact customer service. Please have your order number handy. The customer service team will ensure you get a credit for the orthotic when it is return to us.

1 (833) 416-0417

Email: support@arizeclinical.com

Monday – Friday 7:00am to 7:00 pm CST

Excludes Saturday, Sunday, and certain US holidays

Please send returns to:

HP Inc.


225 Benjamin, Suite 103

Corona, CA 92879

Repairs

If you want to return your order and have it adjusted, please use the Arize Repair form to specify how you would like to repair the orthotic. You can download the Arize Repair form the support website under “Forms.”

support.arizeclinical.com




Announcement


Help & Support

Contact Support


Client Sign In




FAQs



How to




Setup




Forms

Forms



PDF

Repair Forms
Download and use this form to indicate what you would like us to repair. Please include a print-out when you ship your orthotic back to us for repair.




PDF

Rx Forms
Download and use this form if you want a printable version of our online order form. Some doctors prefer to create their Rx first and then give this form to the MA/NP to enter later.

Need more help?

1 (833) 416-0417
Email: support@arizeclinical.com

Monday - Friday 7:00 am to 7:00 pm CST
Excludes Saturday, Sunday, and certain US holidays



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Repair Form



REPAIR WORK ORDER

Practitioner _____	Patient ID _____
Office/Group Name _____	Patient Name _____
Address _____	Date Ordered _____
_____	Original Order # _____
City/St/Prov _____	Repair <input type="checkbox"/>
Zip/Postal Code _____	Return Only <input type="checkbox"/> (Please call us first)

Please describe the problem the patient is experiencing:

☐ Do as I instruct ☐ I need a phone consultation ☐ User your discretion

Instructions

SHELL MODIFICATIONS

Narrow device ____mm
 Widen device ____mm
 Raise Arch ____mm
 Lower Arch ____mm
 Shorten device ____mm
 Lengthen device ____mm

PADDING & THICKNESS

Met Pads ____L ____R ____B/L ____1/8 ____3/16
 Morton's Ext ____L ____R ____B/L ____1/8
 Neuroma Pad ____L ____R ____B/L ____1/8
 Heel Cushion ____L ____R ____B/L ____1/8 ____1/16
 Heel Spur Pad ____L ____R ____B/L ____1/8 ____1/16
 Accommodative Pad ____L ____R ____B/L ____As marked

TOP COVER MATERIALS

EVA Black 35 Durometer ____1/8 ____1/16
 Neolon Black w/bottom cover (1/8") ____1/8 ____1/16
 Neolon Black w/bottom cover (1/16") ____1/8 ____1/16
 Plastazote Black ____1/8
 Poly-U w/vinyl Black ____1/8 ____1/16

CHANGE LENGTH ____Met Heads
 ____Sulcus
 ____Toes



Return product to: HP Inc., 225 Benjamin, Suite 103 Corona, CA 92879

Internal Comments

Please send returns to:

HP Inc.

225 Benjamin, Suite 103

Corona, CA 92879