# Welcome

# To

# Advanced Orthodynamics

**www.advancedortho.ca**

**Follow us on Instagram**

**Like us on Facebook**
**Follow Eric on LinkedIn**

September 21, 2021

# Accessible Customer Service Feedback Form

Advanced Orthodynamics Inc. would like to thank you for taking the time to fill out our Accessible Customer Service feedback form. We are committed to removing the barriers which may impede the disabled community from accessing our goods and services. We will review your information and if it can be adopted without creating an undue hardship it will be acted on at the earliest opportunity.

Name: _____ Date: _____

Phone: _____
Email: _____

**How did you find the customer service provided to you today?**

Very good □ Good □ Average □ Below average □ Poor □

Comments:

**How was your experience with the accessibility of our facilities?**

Very good □ Good □ Average □ Below average □ Poor □

Comments:

**Did you have any communication issues?**

Yes □ No □ If so, how could they be improved:

# Welcome

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## To our Patients

Given the nature of our business, the majority of clients at Advanced Orthodynamics have some form of disability ranging from minor to major. I have dedicated my career to helping people achieve their full potential and best quality of life through the use of orthotic devices. The orthotic devices are engineered to help people with disabilities gain as much independence as possible.

I continually investigate new products and techniques to ensure that I provide the best possible service to my clients.

I ensure that my employees follow this example to provide a positive experience for everyone who walks through the door.

To see our full Accessibility Policy, Practices and Procedures, please just ask our receptionist for your copy. We also have copies available in large print. I also invite your feedback by filling in the form on page 2.

I look forward to serving your needs.

Sincerely,

Eric Bapty, C.O. (c)

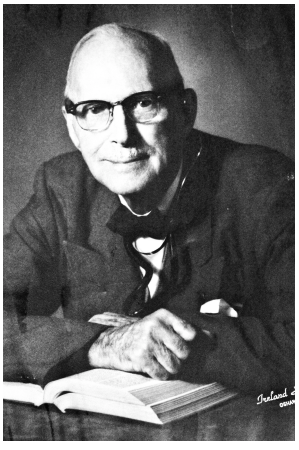
## Our Mission

At Advanced Orthodynamics Inc. we are committed to offering high quality specialised orthotic devices. Above all, we are dedicated to providing you, our client and customer, with professional, consistent and courteous service.

**We wish to dedicate our efforts to the memory and spirit of**

**Colonel Dr. Walter Bapty M.D.**
**and**
**Captain Dr. Leonard Bapty M.D. F.R.C.S. (C)**

We strive to continue their caring tradition providing the best techniques and products to our patients in a comfortable and sympathetic environment.



## Who We Are

## Professional Staff

Our Certified Orthotist, *Eric N. Bapty C.O.(c)*, received his formal education at the University of Strathclyde (National Centre for Training and Education in Prosthetics and Orthotics) in Glasgow, Scotland, the world's leading institute in prosthetic and orthotic training. Previously, Eric had served as an apprentice for four years in prosthetics, orthotics and speciality shoemaking in various Prosthetic and Orthotic institutions in Great Britain.

With over thirty years of experience in healthcare, Eric has gained extensive experience not only in assessment and fitting, but also in the fabrication of orthotic devices. To ensure that his knowledge of orthotics is always up to date, he continues to investigate new products, materials and techniques in such diverse fields as pathomechanics, functional electrical stimulation, Schroth therapy and Gensingen-Wise Scoliosis bracing. Connect with Eric on LinkedIn.

His credentials include:

- President, The Ontario Association of Prosthetics and Orthotics (OAPO);

- Past National Examiner for the Canadian Board of Certification of Prosthetists and Orthotists (CBCPO), 1998 – 2015 examinations;
- Past Ethics Chair, Board Member CBCPO;
- Member of the International Society for Prosthetics and Orthotics (ISPO), Conference Presenter at ISPO 2015 in Lyon, France;
- Member Orthotics Prosthetics Canada (OPC) formerly the CBCPO, and formerly the Canadian Association of Prosthetists and Orthotists (CAPO), Conference Presenter 1999, 2011 and 2013;
- Conference Presenter at the United States Association of Children's Prosthetic-Orthotic Clinics (ACPOC), 2014.

Our Orthotic Technician, *Wendy,* has completed a three-year apprenticeship. She helps manufacture your device and is able to perform repair work on many items.

*Sue* is our Office Manager and can help you with funding inquiries, appointment scheduling, and general questions concerning foot orthotics, braces and shoes.

The Office Administrator is *Carolyn*. Please contact her for inquiries about accounting, marketing and administrative matters, including inquiries concerning privacy information.

*Jerred* is our Social Media Strategist. He will be responding to your queries and will be happy to follow you back!

## What We Do

## What is a Certified Orthotist?

A Certified Orthotist is a medical professional skilled in the manufacture, application and use of an orthosis. The steps towards becoming a Certified Orthotist are:

- university graduate with a B.Sc. and demonstrated relevant work experience;
- several years of study in a college program in orthotics offered by two accredited schools in Canada;
- a 3450 hour residency under a Certified Orthotist;
- successful completion of a series of practical, oral and written examinations through **Orthotics Prosthetics Canada (OPC).**

In order to maintain certification, updating of one's knowledge through continuing education is required. Certified Orthotists have extensive training in materials, manufacturing, and clinical expertise as well as a comprehensive medical/ science background.

Certified Orthotists are recognized as the experts in the field of custom orthoses by:

**The Canadian Medical Association**
**The Canadian Association of Physical Medicine and Rehabilitation**
**The Canadian Orthopaedic Association**

## The Ontario Ministry of Health & Long Term Care, Assistive Devices Branch.

## What is an Orthosis?

An *Orthosis (plural = orthoses, from the Greek"Ortho" meaning straight),* is a device that helps the body move in a more efficient and comfortable way, or can be used to simply align and support as in the case of a splint. Leg, arm and spinal braces, foot orthotics and splints are all considered *orthoses*.

While all orthoses that we provide are intended to brace various parts of the body and prevent further deformity from misalignment, we go beyond, with our innovative functional control orthotic designs. Not only do these designs brace the existing deformity but also work to counteract, straighten and prevent it from reoccurring.

Eric is able to provide this service by drawing on his knowledge and understanding of *pathomechanics* to address the underlying cause of the problem. Pathomechanics is an applied science that studies the mechanical forces, both static and dynamic, acting on the human body as a result of a neurological, muscular or skeletal disorder. Eric has been successfully fitting and manufacturing functional control orthoses for over ten years and is one of a few Certified Orthotist in Ontario with this extensive experience.

## What kinds of products and services do we provide?

Our staff members have many years of experience assessing an individual's needs enabling us to offer a variety of orthotic devices to help you meet your goals. We fabricate and fit many types of devices to treat specific conditions, alleviate pain, and assist by providing protection or added function.

Some of the specialised devices and services that we provide are:

- Foot orthotics for all ages and conditions
- Paediatric hip and club foot bracing
- Corrective orthotic management of scoliosis and kyphosis
- Corrective pectus bracing for chest wall abnormalities
- Orthotic solutions for drop foot, including functional electrical stimulation
- Unloader braces for arthritic issues of the foot, ankle and knee
- Orthopaedic shoes, sandals and work boots with custom lifts as may be required

## What does Custom-Made mean?

The term "Custom-Made" can be very confusing. In our case, custom-made means that we cast, manufacture on site, supply and fit the device. Fitting also includes follow-up appointments for adjustments so that the maximum benefit

may be derived from the device. Adjustments are almost always done while you wait.

"Custom Made" can also mean that the device is made for you at a central manufacturing laboratory. This is especially true of foot orthotics and knee braces. The individual casting, measuring or taking an imprint either manually or via a computerized system may not have the expertise to properly fit and adjust the device. Whenever you are looking at purchasing an orthotic device, be sure to ask:

- Who manufactures the device – is it done on the premises?
- Will the person taking the information also supply and fit the brace?
- What credentials does he or she have?
- Will I be seen after the fitting for follow-up?
- Are adjustments done while I wait or are they sent out to a central laboratory?
- Can evaluations be done to monitor how well the devices are working?

# What to Expect From Us

## What happens when I visit Advanced Orthodynamics?

Our Certified Orthotist first takes your medical history and physically examines the areas of discomfort. Other types of non-invasive examination may be done such as a Harris Mat technique and gait analysis, or video taping for subsequent computer analysis depending on the device prescribed. Casting is required for many orthoses, usually a quick drying fibreglass. We do not take X-rays, but will consult them if provided by your referring medical professional.

Your orthosis is manufactured at our facility by Eric, our Certified Orthotist, and Wendy, our Orthotic Technician. At your next appointment Eric will ensure that your orthotic device fits properly, and advise you on the best way to become accustomed to it.

We are happy to make minor adjustments at no extra charge during the warranty period after delivery. After this time, a fee will be charged. To ensure everything is functioning as it should, a six-month follow-up appointment is scheduled for you after your final check-up appointment.

## What about sports bracing?

Advanced Orthodynamics offers a wide variety of devices for use in sports and our clients include both amateur and professional athletes. To ensure that your device is providing you with the best possible fit and function, we provide you with adjustments free of charge during the manufacturer's warranty period.

We are also able to custom design your knee brace to include the colours of your favourite team. For devices such as leg or spinal braces, you are able to choose an NHL or NFL insignia to incorporate into the design. Please ask us for further details and cost.

## Can we provide a prescription?

To avoid conflict of interest, **Orthotics Prosthetics Canada**, the governing body of Certified Orthotists, decreed in its code of ethics that Certified Orthotists cannot prescribe, but rather must fulfill the prescription of the referring medical professional. Should you wish to visit us before seeing your family physician or specialist, we can provide a written assessment for you and your medical professional. Please ask us for details.

## Our Warranty Policy

For custom-made orthoses (braces or foot orthotics) manufactured on our premises which have been used under normal conditions and whose original design has not been altered by the patient:

*Custom Braces (As per ADP Policy):*

- Our warranty against breakage extends for a six-month period;
- Our warranty for satisfactory fit extends for three months;
- In the case of custom-moulded paediatric devices, our warranty against breakage extends for two months;
- Our warranty for satisfactory fit of paediatric devices extends for 30 days.

*Custom Foot Orthotics:*

- Our warranty against breakage extends for a six-month period;
- Our warranty for satisfactory fit extends for six months.

*Off-the-Shelf Braces or Supports:*

- The manufacturer's guarantee applies (usually 6 to 12 months).

Adjustments and repairs done to custom orthoses after the initial warranty period are priced according to the amount of work involved and the materials required. In such cases, we are happy to provide a quotation before the work begins.

Patients covered under the Assistive Devices Program (ADP) should note that the program does not provide funding for any repairs. However, ADP may partially cover adjustments due to growth or change in medical condition. For complete details concerning the replacements covered by this program, please talk to our staff.

## Orthotic Clinics

Clinical services are provided through Joseph Brant Memorial Hospital (Burlington) and the Hamilton hospitals at the request of the attending specialist.

**Please contact our office for more information or to schedule an appointment.**

## What We Need from You

## Prescriptions

We require a prescription from a qualified medical professional in order to proceed with the manufacture of your device. In addition, many funding agencies require a prescription before authorization can be given. These include the Assistive Devices Program, the Workplace Safety and Insurance Board, Veterans' Affairs, Indian Affairs, and Social Services, along with extended health plans of many private insurance companies. A family physician can prescribe custom braces along with foot orthotics, off-the-shelf soft goods and orthopaedic shoes.

## Appointments

If you are unable to keep an appointment, we ask 24 hours notice in advance. Appointments missed without notice will be charged a fee.

## Funding

**It is important to note that OHIP does not cover the cost of any orthotic service including appointments.**

Most custom bracing is eligible for financial assistance through the Assistive Devices Program (ADP) which may cover up to 75% of the cost or up to 100% for an individual receiving Social Assistance. Information concerning

eligibility and devices covered by this program is available at our office.

Many insurance policies and company health plans include orthotic services in their extended health coverage. We are happy to provide a quotation for your insurance company upon request. Once coverage of orthotic devices has been confirmed, we accept assignment of payment for most Greenshields plans. The patient is responsible for any portion not covered by these plans (i.e. deductibles).

In some cases, local charities will provide limited funding if there is financial hardship. These institutions include Easter Seals, local chapters of societies such as MS, CP and local Rotarian and Kinsmen clubs. These organizations need to be approached directly by the patient or his/her representative.

**It is your responsibility to contact your insurance agency to determine the extent of your coverage and what documents are required in order to receive funding.**

**Advanced Orthodynamics is recognised as a vendor by:**

The Workplace Safety and Insurance Board (WSIB)
Assistive Devices Branch, Ontario Ministry of Health
Social Services departments including Ontario Works
Private Insurance Companies
Charitable organizations.

*DVA TAPS Cards and NIHB clients are accepted.*

**Kindly speak to your Certified Orthotist regarding available funding or about any general financial questions or concerns you may have.**

**Payment**

For all custom-made orthotics, a deposit of 50% of the cost of the device ($50.00 minimum) is required before commencement of manufacturing. For clients receiving assistance through the Assistive Devices Program, 50% deposit of the patient portion (i.e. the amount not covered by ADP) is required. Kindly note that devices fully funded by an agency such as the WSIB do not require a deposit. For all non-custom bracing, a 50% deposit is necessary.

**The balance owed by the patient must be paid before the device is dispensed.**

**For your convenience we accept Interac, Visa, MasterCard, Apple Pay, Cash, and a Certified Cheque**

**or Bank Draft/Money Order. We do not accept personal cheques.**

**We also have gift certificates available; please ask our receptionist for more details.**

## Questions? Difficulties?

If you are experiencing ongoing discomfort with your orthosis, contact us as soon as possible for an appointment or with any questions you may have. Our products work best when they fit properly. If something isn't quite right, we will do our best to correct it.

## Our Privacy Policy

The federal **Personal Information Protection and Electronic Documents Act (PIPEDA)** came into full effect on January 1, 2004. We have always been committed to safeguarding your personal information, both written and electronic. Please be assured that we are in compliance with the Act. In order for us to commence your orthotic treatment, we must have your informed consent which covers not only your personal and health information but also the possible communication of information through electronic means. Below is a brief synopsis of our privacy policy; ask us for the full document if you wish to review.

## Can I Access My Information?

With only a few exceptions, you have the right to see what personal information we hold about you. Often all you have to do is ask. We can help you identify what records we might have about you. We will also explain to you any information you do not understand (e.g., short forms, technical language, etc.). We will need to confirm your identity before providing you with this access. We reserve the right to charge a nominal fee for such requests.

We may need to ask you to put your request in writing. If we cannot give you access, we will tell you within 30 days and tell you the reason why.

## Can We Communicate by Email or Text?

By all means, but we must have your informed consent to do so. There are a number of risks involved with electronic communication which we have outlined on our consent form, along with conditions and guidelines for use.

## Do You Have A Question?

Our Privacy Officer, Carolyn Trickey-Bapty, will attempt to answer any questions you may have. If you wish to make a formal complaint about our privacy practices, you may do so it in writing to our Privacy Officer. She will acknowledge receipt of your complaint, ensure that it is investigated promptly and that you are provided with a formal decision and reasons in writing.

Our policy is made under the **Personal Information Protection and Electronic Documents Act.** This is a complex Act and provides some additional exceptions to the privacy principles that are too detailed to set out here. There are some rare exceptions to the commitments set out above.

For more general inquiries, the Information and Privacy Commissioner of Canada oversees the administration of the privacy legislation in the private sector. **The Information and Privacy Commissioner of Canada** can be reached at:

30 Victoria Street | Gatineau, Quebec | K1A 1H3
**TOLL-FREE** 1-800-282-1376

**www.privcom.gc.ca**

## Canada's Anti-Spam Legislation (CASL)

**CASL** is the anti-spam law that was enacted by the federal government and came into effect July 1st, 2014. It applies to all electronic messages (i.e. email, text messages) that organziations send in connection with a "commercial activity". A Commerical Electronic Message (CEM) is any electronic message that encourages participation in a commercial activity such as an email that tells a client about a promotion or sale. The law requires Canadian and global organizations that send CEM's within, from or to Canada to have received informed consent from the recipients before sending the messages.

In order to comply with the legislation, we ask for your written consent before sending you any email notices, newsletters or other information.

If you have any questions or complaints, please contact our Privacy Officer.

For more information, visit the Government of Canada's Anti-Spam website at:

www.fightspam.gc.ca

## The Accessibility for Ontarians with Disabilities Act

The **Accessibilty for Ontarians with Disabilities Act (AODA)** was enacted in 2005 and all private and public sectors who provide goods and services were to be compliant with Accessibility Standards for Customer Service issued under the Act by January 1st, 2012. Under the Human Rights Code, employers must take reasonable steps to accommodate disabled employees; the purpose of the AODA is to provide a new standard of service for customers with disabilities.

For more information visit:
http://www.mcss.gov.on.ca/en/mcss/programs/accessibility/understanding_accessibility/aoda.aspx

A copy of our Policy, Practices and Procedures for the Customer Services Standards of the Accessiblity for Ontarians with Disabilities Act is given to each staff member, volunteer or contractor and one is available upon request for patients. All new staff members are trained as required and current employees are given refresher courses as needed. A feedback form is located on page two for your comments so that we can serve you better.

We apologize that we have been unable to locate this form in large print. It is available from their website at: http://www.forms.ssb.gov.on.ca/mbs/ssb/forms/ssbforms.nsf?opendatabase&ENV=WWE

Ontario Ministry of Health Assistive Devices Program (ADP)

**Application for Funding Orthotic Devices**

## Applicant's Information Sheet Orthotic Devices

### What kind of orthotic devices are covered by the Assistive Devices Program (ADP)?

Specified custom fabricated braces and splints and selected paediatric orthoses.

### What kind of orthotic devices are not covered by ADP?

- braces required for less than 6 months
- braces worn only at night or to rest a body part
- shoes and shoe modifications
- prefabricated orthoses
- treatment machines

ADP contributes only to the cost of the most basic equipment required for ongoing daily mobility as defined by ADP for funding purposes.

Funding assistance is not available to purchase equipment required for occasional use, used only at school or work, for use in an exercise program, or for social and recreational purposes.

### Who can apply?

Any permanent resident of Ontario who has a valid health card issued in their name, and has a long-term physical disability requiring the use of an orthotic device for six months or longer.

ADP does not pay for equipment available under Workplace Safety & Insurance Board or to Group "A" Veterans for their pensioned conditions.

### Who can sign my Application Form?

You are required to sign the application form. If you are unable to sign, someone who has the legal authority to act on your behalf may do so. This may be your spouse, parent, child, power of attorney, or public trustee.

### What if I am not eligible for ADP funding assistance?

If you need an orthotic device but are not eligible for funding assistance, your insurance company may pay for it. If you do not have insurance, you may want to consider contacting agencies, such as the March of Dimes, Easter Seals Society, and community service groups.

### What if I purchase my equipment before I receive ADP approval?

ADP will only pay the amount approved after the date of approval. If you ask your vendor to order your equipment before ADP approves funding, you will be responsible for paying the full amount to the vendor if ADP cannot approve your application.

### Is there a warranty for my device?

- Custom fabricated orthoses molded to client model, parapodiums and standing frames:

  Warranty against breakage – 6 months
  Warranty for satisfactory fit – 3 months

- Paediatric custom-fitted orthoses and custom fabricated orthoses molded to the client:

  Warranty against breakage – 2 months
  Warranty for satisfactory fit – 30 days

### Does ADP pay for Repairs?

ADP does not pay for repairs and maintenance. You own the equipment and are responsible for taking care of it.

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### What if I need to replace my equipment?

ADP may contribute to the cost of a new orthotic device if:

- Your medical condition and/or functional ability or body size has changed or
- Your old device has worn out.

The amount of the contribution will vary depending on ADP funding you have previously received. ADP does not pay for replacement if the original equipment is lost, stolen or damaged due to misuse. We encourage you to buy insurance to cover these situations.

### How do I apply?

All applicants must be examined by either a general practitioner, nurse practitioner or a specialist physician, depending on the complexity of the device. If required, the specialist must be a geriatrician, neurologist, neurosurgeon, orthopaedic surgeon, pediatrician, plastic surgeon, physiatrist, general surgeon, rheumatologist, radiation oncologist or medical oncologist.

Your general practitioner, nurse practitioner or specialist will refer you to a Canadian board-certified orthotist registered as an authorizer with the ADP.

Eligibility for ADP funding assistance is based on established policies. If you are determined eligible, the authorizer will complete the application form and submit it to ADP.

### How much money does ADP contribute?

ADP pays 75% of the ADP approved price. You pay the remaining 25%.

If you are receiving social assistance benefits under Ontario Works (OW), Ontario Disability Support Program (ODSP) or Assistance to Children with Severe Disabilities (ACSD), you may be eligible for 100% funding of the ADP approved price.

### Does this mean that ADP will pay 100% of my costs for equipment/supplies?

Not necessarily. You must pay the vendor directly for any options not funded by ADP that you may choose to purchase for your equipment. Be sure to ask your vendor how much of the total cost you will be responsible for.

### What happens next?

It should take no more than six weeks from receipt of a properly completed application form for ADP to review your application. If ADP is unable to approve funding you will be notified directly by mail. If funding is approved, ADP will notify your vendor. The vendor will contact you directly to proceed with equipment delivery and follow-up.

### What if I have more questions about ADP?

Write or telephone:

Ministry of Health
Assistive Devices Program
5700 Yonge Street, 7th Floor
Toronto Ontario M2M 4K5

| | |
|---|---|
| Telephone | 416 327-8804 |
| Toll Free | 1 800 268-6021 |
| TTY | 416 327-4282 |
| TTY Toll Free | 1 800 387-5559 |
| Fax | 416 327-8192 |
| Email | adp@ontario.ca |

OR

visit our web-site at: www.health.gov.on.ca

## How to reach us

We are located in west Hamilton at 235 Locke Street South Suite 1, L8P 4B8.

Office hours are Monday to Fridays, 9 AM to 5 PM.

**Our appointment hours are**:

| | |
|---|---|
| Monday | 10:00 AM - 5:00 PM |
| Tuesday | by special arrangement |
| Wednesday | 10:00 AM - 5:00 PM |
| Thursday | 11:00 AM - 8:00 PM |
| Friday | 8:30 AM – 3:00 PM |
| Selected Saturdays | 8:30 AM - 12:30 PM |

*Please note that these times are subject to change.*

**For information or appointment bookings, please contact us at:**

Telephone: (905) 527-1225
Fax: (905) 527-1745
Toll Free: 1-800-400-9203
Email: info@advancedortho.ca
Web Site: www.advancedortho.ca

If you have any concerns regarding your care by a Certified Orthotist, please contact:

**The Ontario Association of Prosthetics and Orthotics**
president@oapo.org

The offices for the **Assistive Devices Program (ADP)** may be reached at:
**1-800-268-6021**

**Websites:**

- www.opccanada.ca Orthotics Prosthetics Canada
- www.oapo.org Ontario Association of Prosthetics & Orthotics
- https://www.ontario.ca/page/assistive-devices-program
  Ontario Ministry of Health & Long Term Care (Assistive Devices Program)

**For a list of ADP approved vendors for Orthotic Devices, go to:**
https://www.ontario.ca/page/garments-pumps-and-braces

***Thank you for choosing Advanced Orthodynamics, a member of***

ISPO

OPC
Orthotics Prosthetics Canada

OAPO
ONTARIO ASSOCIATION OF PROSTHETICS & ORTHOTICS