

# Remakes and Adjustments: Clinician vs Lab

Clinical Resource | MM Podiatry & Orthotics

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## What We Adjust (Without Remake)

Where possible, we refine comfort and function around the existing device:

### Pressure Relief

Local pads, metatarsal domes/bars, heel pads, and off-loading additions to reduce pressure on sensitive areas.

### Posting

External rearfoot and forefoot wedging or shims placed under the device or within the shoe to subtly increase or decrease effective posting.

### Shell and Mid-Layer Additions

Additions such as heel lifts, valgus/varus wedges, or mid-layer build-ups on top of the shell to fine-tune control without replacing the core device.

### Top-Cover Changes

Changing cover thickness, material, and contour (e.g., softer vs firmer, higher vs lower friction, targeted cushioning) to improve comfort, grip, and pressure distribution.

## Trimming for Shoe Fit

Careful trimming to optimize fit within specific footwear while preserving the functional design of the device.

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## Clinician vs Lab: Who Does What?

### Chair-Side Adjustments (Encouraged)

We actively support simple chair-side modifications in clinic and can provide guidance and recommended materials so you can resolve many comfort issues immediately.

#### **Benefits:**

- Immediate resolution for patient
- Builds your confidence and clinical skills
- Reduces turnaround time for minor issues

### Lab-Based Adjustments

Devices can be returned to us within the guarantee period for more involved modifications where you prefer not to adjust them yourself.

#### **When to send back to lab:**

- Complex structural modifications beyond chair-side scope
  - Cover replacement or refurbishment
  - You prefer lab precision for specific adjustments
  - Patient requires temporary device while adjustments are made
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## When We Remake (3D-Printed Devices)

Because our orthoses are 3D-printed from a digital design, changing the underlying shell generally means updating the CAD file and producing a new pair rather than heavily reworking the original.

## Remakes Are Considered When:

### **The device does not match the prescription**

For example, if there has been an error in translation from prescription to design, or the supplied device clearly deviates from the specified parameters.

### **Structural or manufacturing fault**

Cracking, delamination, bond failure, or other material/print defects not related to inappropriate use or abnormal wear.

### **Clinically unsuitable despite reasonable adjustments**

Where, after appropriate chair-side and/or lab-based adjustments (pads, covers, wedges, footwear optimization), the device remains clearly too aggressive, too mild, or otherwise functionally inappropriate for the agreed clinical goal.

## Remake Process

In these cases, we:

1. Review the case with you
2. Update the digital design (e.g., posting magnitude, arch profile, stiffness pattern, heel cup depth)
3. Supply a replacement device where indicated
4. Usually without need for re-casting or re-scanning unless the foot has changed significantly

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## Guarantees

### Clinical Fit – 60 Days

Where a device is deemed clinically inappropriate despite reasonable adjustments within 60 days, MM Podiatry & Orthotics will cover the cost of **one design revision and reprint** of the orthoses.

- Review consultation fees remain at the clinician's discretion
- One free remake (design revision and reprint) where, despite reasonable adjustments, the device is not clinically appropriate

- for the agreed indications and goals
- In borderline cases where further design change is desired but the original device is clinically reasonable, we may offer a reduced-fee reprint as a shared investment in optimizing the outcome

## Workmanship – 30 Days

Covers manufacturing and material defects (e.g., shell failure unrelated to misuse, delamination, premature bond failure).

**Affected devices will be replaced at no charge.**

## After the Guarantee Period

Cost-effective refurbishment and remake options are available, including:

- Cover replacement
- Refurbishment of worn components
- Where clinically required, updated digital design and reprint at a reduced rate compared with a full new prescription

## Decision Framework: Adjust or Remake?

Situation	Recommended Action
Minor comfort issue in specific area	Chair-side padding/trimming
Posting feels slightly off	External wedging/shimming
Cover too firm/slippery	Cover change (clinic or lab)
Shell profile too aggressive	Return for design revision
Manufacturing defect	Return for replacement
Poor tolerance despite adjustments	Case review + possible remake

# Communication With Lab

**For best outcomes, tell us:**

- What adjustments you have already tried
- Patient feedback on comfort and function
- Specific aspects of the device that are problematic (e.g., "too much arch height," "posting feels aggressive medially")
- Your clinical reasoning for requested changes

Clear communication helps us update the design effectively and reduces the need for multiple iterations.

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## Support Available

**We're here to help you decide** whether to adjust locally or send back for remake. A quick conversation can clarify the best path forward for each case.

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**MM Podiatry & Orthotics | Founded and run by working MSK clinicians**

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