

Your First Order with MM Podiatry

A step-by-step guide to completing your prescription and what to expect

This guide walks you through every step of the MM Podiatry bespoke prescription form, explains the fields that require clinical input, and tells you exactly what you will receive back and when. Your first order should take under 10 minutes. Most returning clinicians complete the form in 4-5 minutes.

What You Get Back

What You Receive	Timeframe	Notes
Order confirmation email	Immediately	Includes your prescription summary, payment receipt, and delivery date
Manufacture confirmation	Within 24 hours	We review and confirm your prescription before printing begins
Bespoke 3D-printed orthotics	Standard: 10 working days Express: 5 working days (+£10)	Shipped to your clinic address (or alternative delivery address you specify)
2-month PROM follow-up	Automated at 8 weeks	Sent to you (the prescriber) as a prompt to review the patient and collect follow-up PROMs at the 8-week appointment
6-month PROM follow-up + report	Automated at 26 weeks	Follow-up sent directly to your patient. Full outcome report — comparing 6-month scores against baseline — emailed to you for clinical review, audit and quality improvement.
Reprint / refurbishment option	On request	Same prescription reprints £60. Refurbishment (new top cover/mid-layer) £20

Pricing

Volume	Price per Pair	Notes
Fewer than 5 pairs / month	£90 per pair	Standard rate for lower-volume prescribers
5 or more pairs / month	£75 per pair	Volume rate — applies automatically once 5+ pairs placed in a calendar month
Reprint (same prescription)	£60	No remeasurement needed — manufactured from original digital file
Refurbishment	£20	New top cover and/or mid-layer applied to existing shell
Express delivery add-on	+£10	Reduces turnaround from 10 to 5 working days

Not sure what to prescribe?

Not sure what to prescribe? Select Prescribe by pathology on Step 4 of the form and enter the diagnosis — the form will recommend a device type and suggest modifications automatically. You can also tick 'I'd like the MM Podiatry team to review this case' and we will check your prescription before manufacturing begins. There is no charge for this.

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STEP 1 OF 6
Clinician & Clinic Details

Field	Required?	Notes
Prescriber name	Required	Your full name as it will appear on the prescription record
Professional title	Optional	Podiatrist, Physiotherapist, Osteopath, Orthotist, Sports Therapist, or Other
Clinic / business name	Required	The practice or business the order is being placed from
Clinic address	Required	Used for delivery and correspondence. Can differ from delivery address at Step 6.
Prescriber email	Required	All order updates, confirmations and PROM reports are sent here

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STEP 2 OF 6
Patient Details

Field	Required?	Notes
Patient name	Required	Used for labelling and PROM follow-up communications
Date of birth	Required	Used for clinical record keeping and PROM matching
UK shoe size	Required	Used to size the orthotic shell and ensure fit within the chosen footwear
Footwear template	Optional	Select the primary footwear the orthotic will be used in. Standard template applied if left blank. Options: Standard, Standard wide, Smart/dress, Football/rugby boot, Barefoot style, Athletic trainer

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STEP 3 OF 6
Clinical & Pathology Information

Field	Required?	Notes
Primary diagnosis	Required	Free text. Be specific where possible — this informs our clinical review.
Secondary diagnoses	Optional	Additional conditions relevant to the prescription (e.g. hypermobility, diabetes)
Primary use of orthotics	Required	General daily use / walking, Running, Sport / gym, Work (prolonged standing), Post-surgical / rehabilitation, or Other
High risk foot / diabetic?	Required	If Yes, you will be prompted to document contraindications. High-risk prescriptions receive an additional clinical review before manufacturing.
Open PROMs section?	Required	Strongly recommended. Takes 30 seconds. Captures baseline pain (VAS), functional impact, main activity limited, and treatment goal. Used to generate your 8-week and 6-month outcome reports automatically.

Why PROMs matter

Opening the PROMs section takes 30 seconds and unlocks automated outcome reporting at 8 weeks and 6 months. This data is returned to you — it is yours for clinical audit, outcome tracking and demonstrating value to patients. We strongly recommend completing this for every patient.

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STEP 4 OF 6
Prescription

This is the main prescription step. You have three routes — choose the one that suits your clinical confidence and preference:

Route	Best For	What Happens
Prescribe by pathology	Most clinicians, especially for first orders	Select the diagnosis from a dropdown. The form recommends a device type and suggests modifications. You can accept the recommendation or adjust any field.
Prescribe by device type	Experienced prescribers who know the device they want	Select directly: Accommodative, Control, Control+, Supination Control, Sports, or Diabetic/High Risk. Then customise shell, posting, and finishing.
Custom design	Complex or unusual cases	Full manual entry of every parameter. Use for cases that do not fit standard device categories.

Shell Design Fields

Field	Options	Guidance
Shell material	Low density TPU / Medium density TPU / Rigid carbon fibre	TPU is the standard choice for most presentations. Low density for accommodative/cushioning needs; medium density for biomechanical control. Carbon fibre for rigid control requirements (e.g. severe PTTD, post-surgical).
Shell thickness (mm)	Numeric entry	Standard range is 2-4mm depending on material and indication. Leave blank to use default for the selected device type.
Heel cup depth	Shallow / Standard / Deep / Flat	Standard for most presentations. Deep for pronation control and rearfoot instability. Shallow for tight footwear. Flat for accommodative devices.
Orthotic shell length	Full length / 3/4 length / Sulcus	3/4 length suits most athletic footwear. Full length for dress shoes and maximised surface contact. Sulcus for tight toe boxes.
Shell width	Narrow / Standard / Wide	Match to footwear template. Wide for broader foot types or wider shoes.

Biomechanical Control Fields

Field	Options	Guidance
Forefoot posting type	None / Intrinsic / Extrinsic / Medial / Lateral	Intrinsic: built into the shell (no bulk underfoot). Extrinsic: wedge added beneath the shell. Medial forefoot post for supination-pattern forefoot; lateral for pronation. Leave as None if no forefoot correction required.
Forefoot posting angle	Numeric (degrees)	Standard clinical ranges: 2-6 degrees. Enter based on clinical measurement or leave blank.
Rearfoot posting type	None / Intrinsic / Extrinsic / Medial / Lateral	Medial rearfoot post/wedge is the safer option for plantar heel pain presentations. Intrinsic is lower-profile. Extrinsic provides greater correction angle.
Rearfoot posting angle	Numeric (degrees)	Standard clinical range: 2-8 degrees. Enter based on STJ neutral casting position or clinical measurement.
Arch fill	No fill / Minimal 5-10% / Standard 20% / Maximum 30%	Standard (20%) suits most presentations. Maximum for high-arch cavus foot types. Minimal for flexible flat foot where full contact is not tolerated.
Heel height (mm)	Numeric	A heel raise of 6-10mm is appropriate for Achilles tendinopathy and post-surgical cases. Leave blank if not clinically indicated.
Negative heel pitch	3.5 degrees / 5 degrees	Improves orthotic fit in dress shoes, which have a smaller heel-to-forefoot height differential than athletic footwear. Brings the orthotic into full contact with the shoe last. Select if your patient will primarily wear the orthotic in a formal/dress shoe.

Modifications & Finishing

Field	Options	Guidance
Quick Additions (checkboxes)	14 options including: plantar fascia groove, heel aperture, medial/lateral flange, metatarsal dome, Morton's extension, Cluffy wedge, heel skive options	Select any that apply. Most common: plantar fascia groove for plantar fasciitis, Morton's extension for hallux rigidus/limitus, medial heel skive for pronation control. Multiple selections are supported.
Metatarsal dome / bar	Free text location / Poron material selection	Specify position (e.g. proximal to 2nd/3rd metatarsal heads) and material. Poron XRD for maximum impact attenuation; standard Poron for cushioning.
Mid-layer material	Pink Poron / Poron / Poron Fusion / Poron Vive / Poron XRD	The shock-absorbing layer between shell and top cover. Poron Fusion for most presentations. Poron XRD for high-impact sport or diabetic/at-risk feet.
Top cover length	Full / 3/4 / Sulcus / Metatarsal	Match to shell length in most cases. Metatarsal top cover reduces forefoot pressure in narrow shoes.
Top cover material	Ceramic / High density EVA / Lunatec motion / Low density EVA / Medium density EVA / Aerosorb / Proprioceptive EVA / Synthetic leather	Synthetic leather for smart/dress shoes. Aerosorb for maximum cushioning. Proprioceptive EVA for neurological or sensory cases. Lunatec motion for active sport use.
Clinical notes	Free text	Use for anything not captured by the form fields. We read all clinical notes before manufacturing.

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STEP 5 OF 6
Capture Method & Rehab Add-ons

Field	Options	Notes
Capture method	Foam impression box / Slipper cast	Select whichever method you are using for this patient. If uploading a 3D scan, use the file upload field. Post physical casts to the address in your order confirmation email.
3D scan upload	File upload	Accepted formats: STL, OBJ. Upload directly in the form. If your scan is large, email it to the address in your confirmation.
Rehab bundle add-on	Yes / No	Optional. Bundles include curated exercise and education materials relevant to the diagnosis. Frequently prescribed: Achilles Bundle (+£55), Plantar Fascia Bundle (+£25), Return to Impact Bundle (+£100). Select all that apply.
RehabHub 3D programme	Yes / No — with account link option	If you are a RehabHub 3D subscriber, entering your account email links this prescription to your account and populates the patient's condition-specific digital rehab programme automatically.

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STEP 6 OF 6
Delivery, Payment & Submission

Field	Options	Notes
Delivery address	Same as clinic / Different address	If the patient collects from a different site, or you operate from multiple locations, you can specify an alternative delivery address here.
Delivery speed	Standard (10 working days) / Express (5 working days, +£10)	Standard is sufficient for most cases. Express is available for urgent clinical need.
Payment method	Stripe online / Invoice	Stripe processes payment immediately and your order enters the manufacturing queue instantly. Invoice option available for established accounts — contact us to set this up.
Clinician feedback (optional)	Quick 4-question survey	Takes under 2 minutes. Helps us improve the prescription experience. Completely optional.

After Submission — What Happens Next

Timeframe	What Happens
Immediately	Order confirmation email sent to your prescriber email address with full prescription summary and payment receipt.
Within 24 hours	Our clinical team reviews your prescription. If anything needs clarification, we contact you directly before manufacturing begins. High-risk and diabetic prescriptions always receive clinical review.
Day 1-2	Manufacturing begins. Your orthotic is 3D printed, post-processed, and assembled with your specified materials.
Day 5 (Express) or Day 10 (Standard)	Order shipped to your delivery address. Tracking information sent to your email.
8 weeks post-prescription	PROM follow-up prompt sent to you (the prescriber) — prompts you to review the patient and record 8-week outcome scores against the baseline entered at prescription.
6 months post-prescription	PROM follow-up questionnaire sent directly to the patient. A full outcome report comparing 6-month scores against baseline is then emailed to you, ready for clinical audit.
Monthly (once 3+ patients have completed follow-ups)	You receive a monthly outcomes report covering all patients with completed PROMs. Includes clinic-level headline stats in social media-ready format — for example: '82% of patients at [Your Clinic] reported a return to activity within 12 weeks' or 'Average symptom relief for Achilles tendinopathy at [Your Clinic]: 6 weeks'. Ready to share or use in patient communications.

Ready to place your first order?

Place your first order at www.mmpodiatry.com or via the direct prescription link provided to you. Questions before your first order? Contact us at info@mmpodiatry.com — we are happy to walk through the form with you or review a complex case before you submit.