

FREQUENTLY ASKED QUESTIONS



Last updated : Sep 2022



Best Feet Podiatry

1.WHAT DO PODIATRISTS DO?

Podiatrists are primary health care professionals who treat disorders of the feet and lower limbs. They also treat problems that the feet might cause elsewhere in the body – for example the knees, shins, thighs, buttocks and lower back.

Podiatrists treat conditions resulting from bone and joint disorders such as arthritis. In addition they can offer soft tissue and muscular pathologies and treat diseases that affect the neurological and circulatory systems. Podiatrists also treat nail and skin disorders of the foot that may be primary or secondary in nature.

At Best Feet Podiatry, we are proud to provide a hands on approach to treating your condition. We are registered with the NSW Podiatry Registration Board, are members of the Australian Podiatry Association and participate in continuous professional education and development.



2. DO I NEED A DOCTORS REFERRAL?



No, you do not need a doctors referral to see a podiatrist.

The situations you will need to see the doctor beforehand is if you are claiming through Medicare (Enhanced Primary Care plan), Department of Veteran Affairs. We liase closely with your doctor if we feel you need to consult them.

3. CAN MEDICARE COVER PODIATRY?



Medicare now can cover a portion of your fees if you are part of the Enhanced Primary Care (EPC) Program.

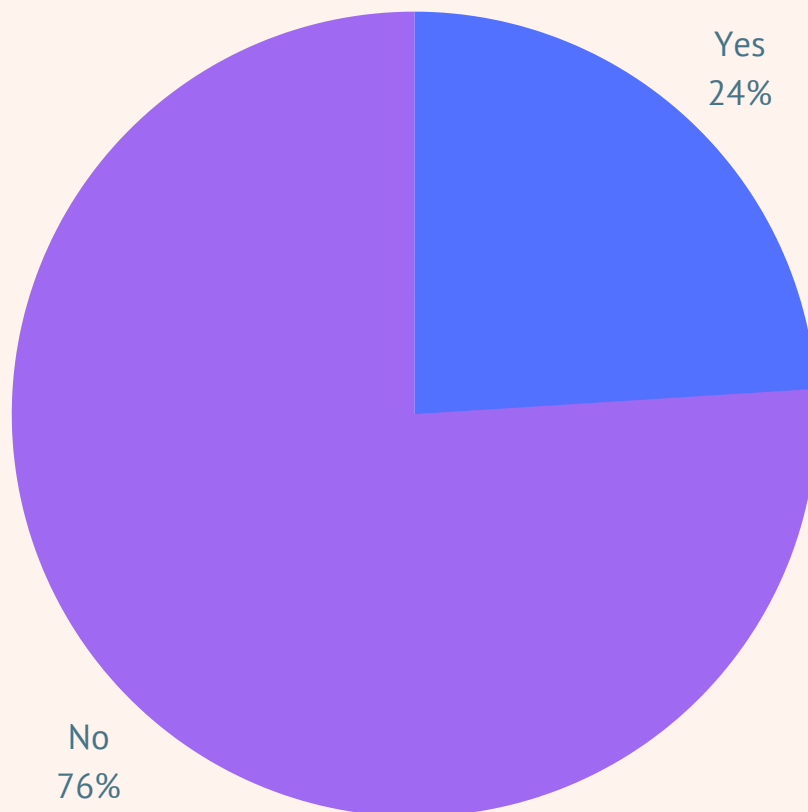
This will need to be discussed with your GP. If you are classified as having a chronic medical condition (for example, diabetes) and you obtain an Enhanced Primary Care Plan (EPC) from your doctor, Medicare may pay for up to five-allied health visits annually.

Check with your GP and if you are eligible bring your EPC plan with you on your next visit.

FOOT HEALTH SURVEY

Most Australians don't know they can access Government funded podiatry services

Q) Are you aware that some podiatry services are Government funded through the CDM (Chronic Disease Management) Plan?



< 2020 Australian Podiatry Association Foot Health Survey >

4. CAN MY PRIVATE HEALTH FUND COVER PODIATRY?

Yes. Private health funds can cover podiatry, depending on your level of cover. Your health fund will tell you about your personal entitlements to podiatry fees.

Our HICAPS facility allows our clinic to claim directly from your private health fund at the time of your treatment. All you need to do is pay the gap.

**Australian
Unity** 

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HEALTH FUND

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For Better Health

 **Teachers
Health Fund**

cua
Health

Bupa 

 **HCF**

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5. HOW LONG ARE THE TREATMENT SESSIONS FOR?



It may vary, but generally speaking, the first appointment usually takes 30 minutes. Follow-up appointments are usually between 20-30 minutes.

6. WHAT SHOULD I WEAR TO MY APPOINTMENTS?

Appropriate loose and comfortable clothing which exposes the area to be assessed and treated – preferably something that will allow us to see your feet and legs with ease.

7. WHAT SHOULD I BRING TO MY APPOINTMENT?

Yes, Please bring any relevant investigation reports (e.g. X-ray, Scan, Reports, Referrals) if you have one . Otherwise, we can refer you to one. Also bring footwear that you have been wearing (or wish to wear) and any previous orthotics if you would like us to reassess them for you.



8. WHAT ARE THE PARKING OPTIONS?

Ample parking is available within the building dedicated to the patients. Car park Entry on Rowe St side, near the corner of Blaxland Rd. Walk-in entry is also on Rowe St through carpark.

9. CAN YOU SEE ME TODAY?

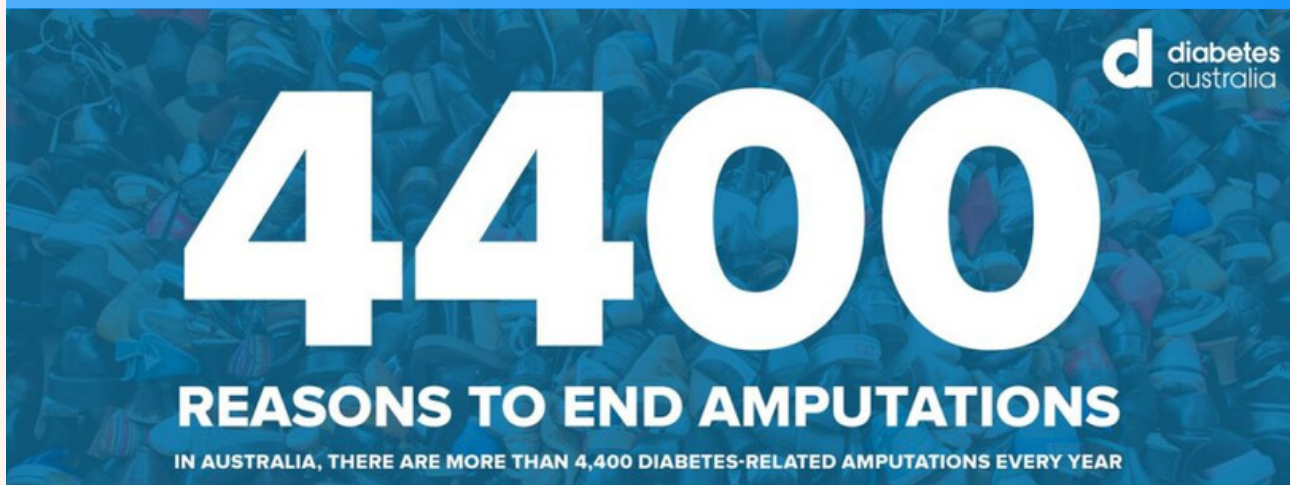
Yes, we guarantee to see you today if your condition is urgent, otherwise you have to wait for an appointment more than 24 hours.

10. WHAT IS CANCELLATION POLICY?

If you need to cancel an appointment, we appreciate as much notice as possible, to allow us to offer the time to someone else. Missed appointments and last minutes cancellations will be charged.



4400 AMPUTATION EVERY YEAR



There are more than 4,400 amputations every year in Australia as a result of diabetes. Every year there are 10,000 hospital admissions in Australia for diabetes-related foot ulcers in Australia – many of these end with people having a limb, or part of a limb, amputated.

Around 85% of diabetes related amputations are preventable if wounds are detected early and managed appropriately. According to the Annual Cycle of Care for Diabetes Management, people with diabetes should have their feet checked by a professional twice a year.

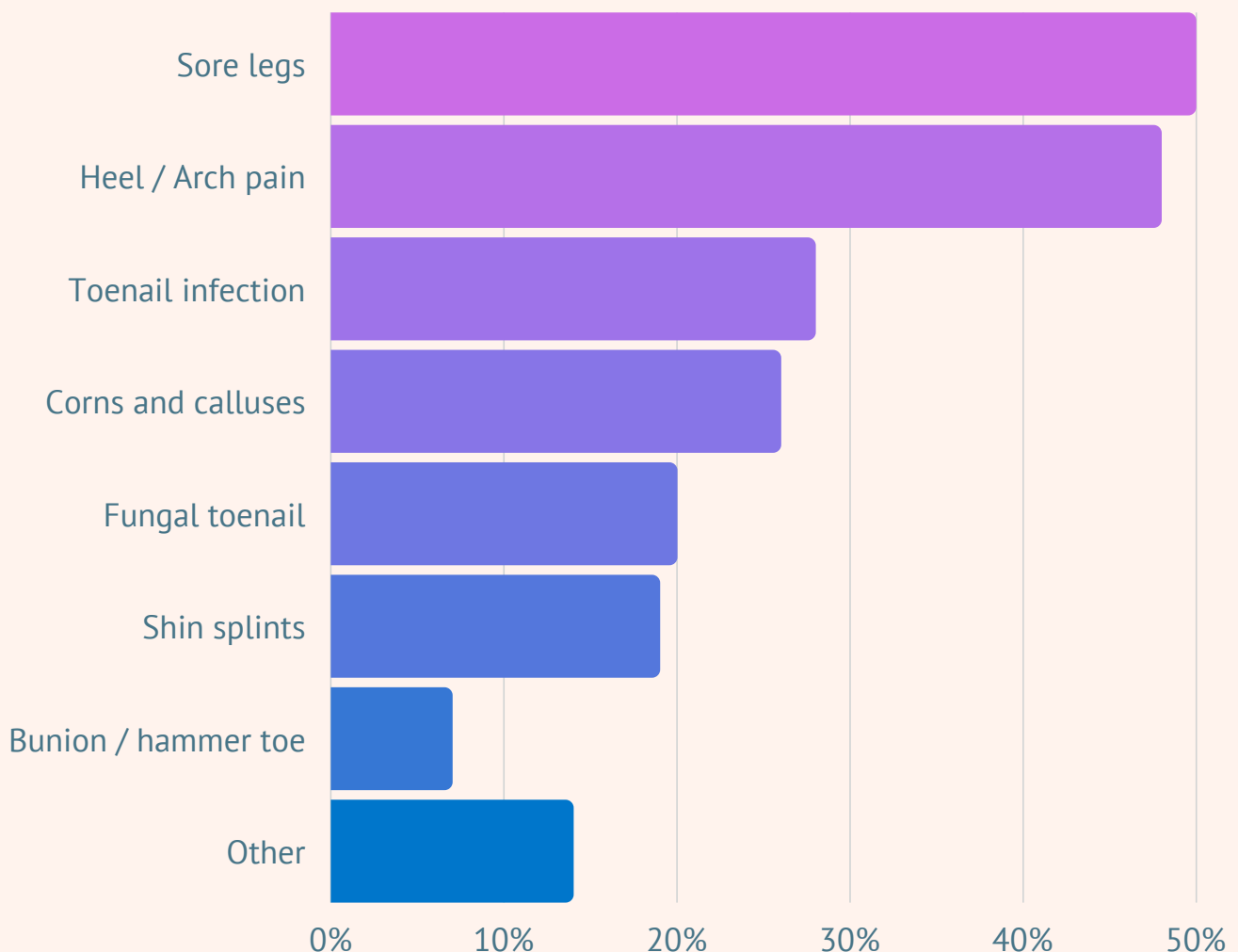
People with diabetes should check their feet every day for signs of redness, ulcers, unusual swelling, blisters, ingrown nails, bruising or cuts. You should seek medical treatment within 7 days if you see broken skin between your toes, calluses, corns, changes in foot shape, cracked skin or changes in nail colours.

All diabetes-related foot ulcers should be managed by a doctor and a podiatrist and/or wound care nurse. Good foot healthcare requires removing dead, damaged or infected tissue, dressing wounds appropriately, ensuring pressure in feet is distributed evenly and managing blood glucose levels.

SOURCES: DIABETES AUSTRALIA

AUSTRALIA'S FOOT PROBLEM

Heel or arch pain is the most common type of foot condition Australians experience, according to the study. Almost 1 in 2 (48%) of those surveyed indicated they had experienced this condition, with 35 per cent experiencing it as recent as in the past 12 months. Ingrown or infected toenails (28%), corns and calluses (26%) and shin splints (19%) were among the other common foot and lower leg conditions experienced.



< Most common foot conditions experienced >