



Key Points for a Quality Work Order Submission

- Good quality negative cast
 - Proper height: a 10" brace requires an 11" positive mold. A 7" negative cast for a 10" brace does not work as we would have to guess as to the profile of the missing anatomy.
 - Negative cast is dry/set before shipping.
 - Negative cast that accurately depicts the desired orientation of the patient's limb. A negative cast that is received plantar flexed 15 deg for a 90 deg brace is difficult to correct without losing some of the patient's ankle architecture.
- Properly completed form
 - Proper form for the desired brace.
 - Legible writing.
 - Follow the form, no cross-outs/add-ons.
 - Complete all appropriate sections.
 - Call with questions, preferably before submitting the work order.
- Problems with any of the above:
 - Will cause the work order to be placed on hold and require follow-up calls to be made.
 - May increase the time needed to complete the order.
 - May affect the features of the finished brace.
 - May increase shipping costs.
 - Could very well affect the quality of the patient care experience.