

## **Paws to Embrace™ Custom Orthotics/Braces by Robin Spencer**

If an Integrative Pet Care veterinarian thinks that your pet may benefit from a custom orthotic/brace, we are pleased to refer you to Robin Spencer of Paws to Embrace™. Robin is a certified pedorthist who splits her time working with both human and animal patients.

### **How do I schedule an appointment with Robin?**

If you would like to order a custom orthotic/brace that an Integrative Pet Care (IPC) veterinarian has recommended, we will email the referral to Robin along with your contact information. Robin will contact you directly to schedule the first appointment and subsequent appointments with you here at IPC. Robin is available by appointment on Monday, Wednesday & Thursday evenings beginning at 6pm.

### **What happens at the first appointment?**

Robin will evaluate your pet, take measurements, discuss orthotic options and provide an estimate on the cost of the orthotic at this session. Typically this appointment will last approximately one hour. If assistance is needed to measure or handle your pet, an IPC staff member can be brought in to assist if available.

### **What are the fees for the first appointment?**

The total cost for the first appointment will be between \$65 and \$125. The break down of fees is:

- \$65 Consultation fee – payable directly to Robin Spencer by cash or check
- \$60 Assistance fee if a member of the IPC staff is needed to assist – payable to IPC

**All fees are due at the time services are rendered.**

### **How long does it take for the orthotic/brace to be made?**

Robin will advise you on how long it will take to build your orthotic/brace, but a general rule of thumb is 2-3 weeks. Robin will schedule a delivery appointment when your pet's measurements have been taken.

### **What happens at the delivery appointment?**

Robin will fit your pet with the orthotic/brace and make any adjustments according to how your pet moves within the device. She will also provide consultation on care of the orthotic/brace and when and how to use it at home or during therapy. This appointment may take up to one hour.

### **What are the fees for the delivery appointment & how much will the orthotic/brace cost?**

The delivery appointment fees include the price of the orthotic/brace itself and the fitting by Robin at IPC and is broken down as follows:

- \$105-\$500 & up Cost of the orthotic /brace+ fitting – payable directly to Robin Spencer by cash or check
- \$60 Assistance fee if a member of the IPC staff is needed to assist – payable to IPC

**All fees are due that time services are rendered.**

### **What if I have a question about delivery, need to reschedule my first or delivery appointment or have a problem with the orthotic/brace?**

Please contact Robin directly. Robin Spencer and Paws to Embrace™ is an outside vendor and is not affiliated with IPC. All warranties, scheduling, product and service issues are the sole responsibility of Robin Spencer and Paws to Embrace™.

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