Some Common Questions:

1. Who can access the services?
   - People with diabetes living in the Champlain region (See reverse for service locations.)

2. What are the criteria for referral?
   - At high risk for ulcers, amputations (See reverse for an explanation of risk.)
   - Typically, patient has no 3rd party insurance
   - Urgent referrals will be prioritized
   - Patients are seen until stabilized

3. Are there any limitations on referral?
   - Patients are encouraged to attend a diabetes education program or to have received education in the last three years. The Chiropodists will reinforce the impact of good diabetes management on foot health.

4. What constitutes an urgent referral?
   - Client/patient has an open sore or infection on their foot (should also be referred to a physician for antibiotic therapy if needed).

5. How can I make referrals?
   - Diabetes educators in Champlain LHIN may book client appointments directly into the Champlain Diabetes Chiropody Program
   - Other health care services may refer to chiropody by fax at 613-233-6713, using our referral form at www.champlainrcc.ca.

6. Can clients/patients at lower risk be referred for education about footcare?
   - Yes, the chiropodists offer regular group teaching on footcare and footwear.
RISK FACTORS for Foot Ulceration in People with Diabetes

1. Foot ulcer or a wound that took > 2 weeks to heal now or in the past.
2. Loss of sensation at any one site (determined after testing the 4 sites: great toe, first, third and fifth metatarsal heads using the 10 gram/5.07 monofilament).
3. Callus present on soles of feet or toes or abnormal foot shape (e.g. claw or hammer toes, bunion, obvious bony prominence, Charcot foot or joint).
4. Pedal pulses (dorsalis and posterior tibial) absent and history of lower limb pain on exertion that is relieved with rest (intermittent claudication).

RISK STATUS
- Lower risk - if NO to all items 1 – 4
- Higher risk - if YES to any.

Refer to the Champlain Chiropody Program as follows.
- One-on-one treatment for advanced footcare management:
  - Anyone with diabetes who is at higher risk. (See above.)
- Urgent appointment:
  - Anyone at higher risk who has an ulcer or an infection
- Group Health Education:
  - Anyone with diabetes who has not had recent foot health education. The program is particularly geared to people at low risk.

IF YOU CANNOT DO A FOOT ASSESSMENT

Is client being treated for ulcer, sore, blister on feet at this time?
Is there infection present?
If you answered yes, to either question, refer for an URGENT APPOINTMENT

Does client have any foot deformity, calluses or hard skin on feet?
Does client have any numbness, tingling, pins and needles, itching or burning sensations?
Does client have any tightness, heaviness, pain or cramps in feet or legs?
If you answered yes to one or more of these questions, check ONE-ON-ONE TREATMENT

If you answered no to all of the above questions, you may refer the client for registration in a GROUP FOOT HEALTH EDUCATION (with foot screen).

LOCATIONS
- East Ottawa (Vanier Parkway & Donald)
- Downtown Ottawa (Somerset & Bank)
- Nepean
- Western Ottawa (Carling & Richmond)
- Rockland
- Carleton Place
- Hawkesbury
- Embrun
- Cornwall
- Beachburg
- Pembroke
- Lanark
- Kemptville