**DIGITAL SCANNING PROCEDURES**

**Frequently Asked Questions**

**(FAQ’s)**

# Why Should I Choose Digital Scanning?

Digital Scanning has several advantages. They are:

* **Elimination of casting supplies**
* **Elimination of up to five (5) days of shipping time**
* **Increased service & profitability for your practice(s)**

# What Do I Need to Get Started?

## iPhone

## iPad

## iPad w Structure Sensor

## TOT / TOT, Jr. Application

# What Are the Device Requirements?

## iPhone

* **If using an iPhone for scanning (DPM HIGHLY RECOMMENDS THIS), you must have an iOS operating system of 12.2 or higher. This information can be found on your device in the Settings icon on the main screen, select “General”, select “About” and find the “iOS Version” number on the device.**

## iPad

* **If using an iPad, only the following models DO NOT require a structure sensor/scanner:**
	+ **iPad Pro 2nd Generation**
	+ **iPad Pro 3rd Generation**

**All other iPad models require the use of a structure sensor/scanner. More information regarding structure sensors/scanners can be found here:**

[**https://structure.io/**](https://structure.io/)

# Where Do I Find the TOT / TOT, Jr. Application?

**On your device, find the App Store from Apple. Type “AOMS TOT” or “AOMS TOT, Jr.” in the search bar. Select “TOT” or “TOT Jr.”. Select “Get” and the application will download. Please check your home screen(s) to find the app.**

# How Do I Set Up My iPhone / iPad To Scan?

**On the device, please locate the Settings application on your home screen. Next, we will scroll down to the AOMS TOT or TOT, Jr. display. Click on the AOMS icon. When you do this, a screen exactly like, or similar to, this will appear. Here we will adjust the TOT and TOT Jr. communication settings.**

1. **Adjust Microphone, Speech Recognition and Camera to the ON position (Green)**
2. **Select Document Storage and set to “iCloud Drive”**
3. **Select the “Use email” line and set to ON (Green)**
4. **In the line marked “Email address”, enter** **scans@dpmorthotics.com**
5. **In the line marked “Play sound”, set to ON (Green)**
6. **In the line marked “Attached JPG foot image”, set to ON (Green)**

**All other settings should be set left blank.**

# How Do I Create the Order Form?

**The DPM order form is easily downloaded from the DPM Orthotics website,** [**www.dpmdesigncenter.com**](http://www.dpmdesigncenter.com)**. Click on the “Order Form” tab, then click on the link for the form. It is printable and customizable.**

# How Do I Set the Patient Up for Scanning?

* **Ensure that the patient’s foot is level with your mid-torso.**
* **Do not let the patient’s foot drop or hang down.**

# Am I Ready to Scan?

## Application Loaded

## Application Located & Launched

## Patient Set

## OF Completed

# How Do I Scan?

## Launch

## Start

## Last Name

## First Name

## Choose Foot

## Hold Phone Upside Down

## Say “Scan”

## Say “Stop”

## “Save” or “Re-do”

## Repeat steps B-I with Other Foot

## Press “L” or “R” to Confirm Transmission

# How Do I Know That I Am Scanning Correctly?

**When you begin the scanning process, a photo is captured of the foot. Immediately after, the program begins the scanning process. Holding the device 8-12 inches from the foot, you should immediately see the plantar view fully captured on the screen. You can then begin scanning the medial and lateral aspects of the foot, as well as the heel.**

**If the plantar view is NOT appearing as the scan commences, you are either too close or too far from the foot. Stop and Re-Do scan.**

# How Do I Include the Order Form in The Email to DPM Orthotics?

**You may insert a completed order form via the “Attach Document” function, or you can take a photo of the completed form that will imbed itself into the email.**

# How Do I Send?

**Once you have confirmed the desire to transmit, an email is auto generated for that patient scanning. Ensure that both scans are attached (.OBJ files), the time stamp (.txt file), embedded photos of the feet and order form are all attached in email about to be sent. Press the arrow at the top of the screen to send.**

# How Do I Mark the Scans for Accommodations?

**Using a water-soluble marker, or Iodine, simply mark the appropriate foot at the desired placement location.  When you begin the scanning process, a photo will be taken of the foot prior to the scan commencing.  This photo will be embedded in the email that you send with your patient scans.  We will then have an accurate record of the foot for reference of placement.**

# Where Do My Files Go?

**(This file folder will auto-create after the first scan is taken)**

**On your device home screen, locate the app for “Files” or “My Files”. In the “Locations” section, you have the option to select “iCloud Drive” or “On My Phone”. If you select “On My Phone” you will see a file folder created for AOMS TOT or TOT, Jr. This is where all scans, photos and time stamps will be housed. These files can be moved to any folder or drive that is accessible by your device.**

**If there is ever a communications issue where the original email was not transmitted properly, you can always access files you to be resent. You can also re-name files for your system procedures.**