



PROSTHETIST INTERVIEW: _____ **DATE:** _____

1. *Describe in detail your prosthetic fitting process and how long that process takes.*

- Was the prosthetist able to answer this question in detail?
- Did the prosthetist answer both parts of this question?
- Does the prosthetist do everything “in house” or use central fabrication for some/all of the work? (One isn’t necessarily better than the other, but good for you to know.)

2. *What percentage of your patients are prosthetic patients v. orthotic patients and how many prosthetic patients do you see every day?*

- Percentage alone isn't enough – for example, if a prosthetist says 100% prosthetics but sees only 1 amputee per week, he/she has less experience than a prosthetist who says 25% prosthetics but sees 5 amputees per week.

3. *What are the demographics of your prosthetic patients?*

- Was the prosthetist able to provide you a breakdown of his/her amputee population by age? By cause of amputation? By level of amputation?

4. *Describe a time where you fit a patient of my age, activity level, and level of amputation and things didn't go well after delivery – how did you resolve that situation?*

- Was the prosthetist able to give you a specific answer or did he/she speak only in generalities?
- If the prosthetist doesn't describe a specific patient situation, politely but firmly push him/her to provide one.

5. *What happens if I have a prosthetic problem after hours? How long will it take me to get an appointment and be seen?*

- Does the facility have loaner units available if a component fails?
- Can you reach an on-call prosthetist directly or do you have to go through a messaging service?

6. *What products do you think are right for me and why?*

- Does the prosthetist clearly explain why a specific prosthetic part is right for you based on your unique clinical condition?
- If you are interested in a particular component, is the prosthetist open to your input?

7. *Will my insurance cover my prosthesis and what will I have to pay you out of pocket?*

- It is acceptable for the prosthetist to defer this answer to billing specialists in his/her office.
- Can the prosthetist or his/her staff clearly explain how your insurance covers prosthetics and what your financial obligations are?



BONUS ISSUE: *Did the prosthetist ask you what your goals and lifestyle are?*

YES

NO

- Does the prosthetist *actively listen to your answer*, taking the information you give him/her and respond with information/opinions that is directly relevant based on your response?
- If the prosthetist does not ask you this question or something similar, that's cause for serious concern. (How can you achieve your goals if the prosthetist doesn't know what they are?)

FINAL POINT: Print this sheet out for every prosthetist you interview and ask every question! This tool only works if you consistently ask every potential prosthetist these questions so that you can perform an “apples to apples” comparison of responses when you are finished interviewing all candidates.