

## ORDER REQUEST PROCESS: JOTFORM USER GUIDE & FAQ

### INTRODUCTION

The new and Improved HFN **Order Request Process** using JotForms is the next step in our journey toward a more consistent, efficient, and patient-centered fabrication workflow. This improvement helps ensure the right job specification results in the right device fabrication every time.

This updated process supports the workflow optimization work within **Prism** and the continued evolution of our **Material Requirements Planning (MRP)** capabilities.

#### Key Benefits of the New Order Request Process

- **Unified Standards:** A single source of truth to ensure up-to-date, consistent forms for all clinicians and fabrication teams
- **Streamlined Documentation:** Structured input fields for accurate PDF outputs, removing ambiguity and unnecessary details
- **Faster Turnaround:** Intelligent, guided form submission to minimize clarification calls and fabrication delays. Available optional pre-fabrication consultation to support complex cases
- **Improved Workflow Experience:** Greater clarity and efficiency for clinicians, technicians and customer service

#### About This FAQ & User Guide

This resource is designed to help clinicians and technical teams successfully navigate the new JotForm based Order Request Process **for physical casts and digital scans**. It combines frequently asked questions with practical user guidance on how to access, use and fill in the new order forms, order entry requirements, shipping, submission, and support.

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## GENERAL USE

### 1. How do I access and begin using the Order Form?

Access the form via the [Hanger Fabrication Network Website](#). Order Forms are located at the top right corner of the landing page. Order Forms are organized under three categories: **Orthotic, Prosthetic, and Spinal**.

Click on the appropriate category and look for the form you need marked with the **“NEW”** tag. This will automatically open the new Order Form in a new browser tab, where you can begin filling out your request.

### 2. What should I expect before I start filling out the Order Form?

Once redirected to the order form, you can begin entering order information. Each form contains structured sections with required fields (marked by a red asterisk \*), built in guidance, and logical progression to support accurate submission. Be sure to have any necessary clinical measurement or cast scan documentation ready before starting.

To complement this process, we have created **Orthometry Forms “scratch pads”** located on the Order Forms page for each order form, to help you capture patient measurements during visits. The Orthometry Form can be used as a reference when completing digital order form.

### 3. How do I complete the form and submit the form?

After filling out the required fields, click the  button. Upon completion of the form, click  to verify your entries. Confirm order specifications details on form then click the  button to complete your order submission.

### 4. How do I submit Digital vs Physical cast order?

HFN accepts both digital scans and physical cast impressions. To ensure accurate and timely processing, please follow the instructions based on your method of submission.

#### Submitting a Physical Cast:

- Complete and submit the online order form
- Download and print the order form PDF
- Ship cast impression and printed PDF order form to fabrication team

#### Submitting a Digital Scan:

- Upload your cast scan with your order using the file upload box in the order form
- Complete and submit the online order form
- Download the order form after submission for your records. No further action is needed.

### 5. Is the form compatible with all browsers and devices?

Yes. This form is compatible with all browsers and Internet-enabled devices, including desktops, laptops, and smartphones.

### 6. How long does it take to complete the Order Form?

Once familiar with the layout of the form, it takes about 5-8 minutes to complete the order form.

**7. Do I need an account to place an order?**

No account is needed to place an order. The form can be accessed and completed using any Internet-connected device.

**8. Can I save my progress and return to complete the order later?**

No. The form does not save progress. Please plan to complete and submit the form in a single session.

**9. Can I still access the legacy PDF form?**

Yes. During the transition period, a link to the legacy PDF form is available at the top of the form on the first page of the new Order Form.

**ORDER ENTRY REQUIREMENTS**

**1. What information is required to complete an order?**

All required fields are marked with the red asterisk \* These fields must be completed before you can proceed or submit the form.

**2. Can I submit a single form for a Bilateral (Asymmetrical) patient?**

No. you will have to submit two separate forms for a Bilateral (Asymmetrical) patient. If a patient requires a different AFO design type, or different size measurements for right and left, you will need to complete a separate form submission for each side.

**3. Is there a “Standard” modification selection?**

Yes. The “Standard” modification selection includes the following buildups/reductions:

- 1/8” (3mm) buildup at: the Malleoli, Navicular and Base of the Fifth.
- 1/8” (3mm) reduction at the Medial Longitudinal Arch Apex.

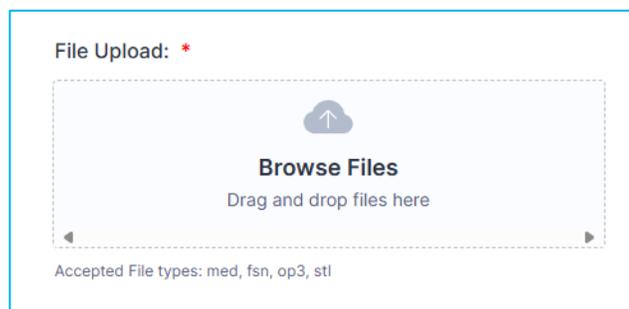
You also have the option to customize these modifications as needed.

**4. Is there support available for complex or non-standard orders?**

Yes. For complex cases, clinicians have the option to request a **pre-fabrication phone consultation** directly within the order form. This allows you to flag that a discussion is needed before fabrication begins.

**5. Can I submit a Cast Scan directly/along with my order?**

Yes. You can attach a cast scan with your order using the file upload box in the form.



You will need to include the following measurements:

- Average Cast thickness
- Outside Cast Forefoot ML
- Outside Cast Ankle ML

*The scan must be one of the following file types: med, op3, fsn or stl.*

#### 6. Do I need to select a fabrication site when submitting my order?

Yes. Each new order form includes a fabrication location dropdown option. Clinicians can select the appropriate HFN site where they want the order fabricated. This ensures your order is routed to the correct fabrication site.

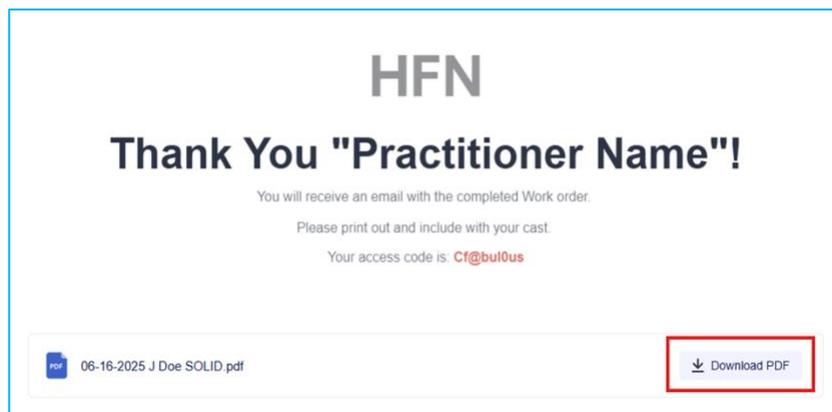
**Important: Clinicians must manually create and attach a shipping label for physical cast orders** with the correct fabrication site's shipping address.

### ORDER CONFIRMATION

#### 1. How will I know if my order was successful?

You will receive confirmation in two ways:

- A download link on the "Thank You" page immediately after order submission.



- A confirmation email sent to the provided email address with a PDF copy of your order as an attachment.

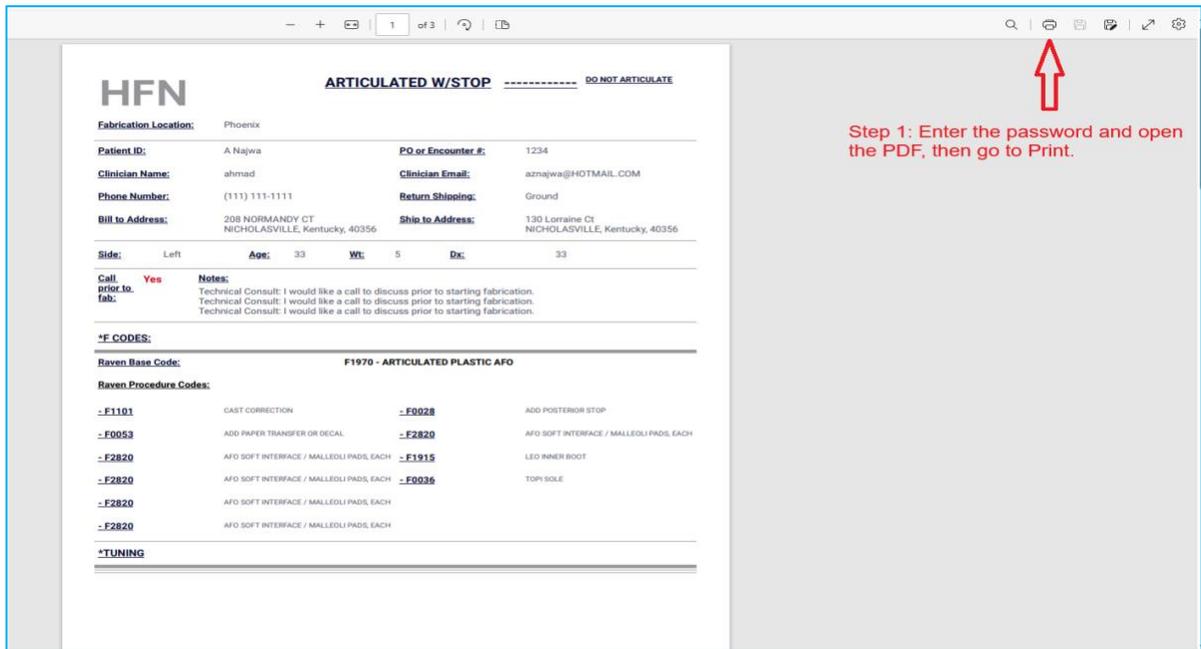
**You should receive the email within 5-10 minutes of submission.**

#### 2. Are the PDF Order Forms password protected?

Yes. The PDF work order will be password protected. The password to open PDF is:  
**Cf@bul0us**

**You also have the option to permanently remove password using "Print page to PDF" to remove password for easier file management within the patient chart.**

3. How do I use “Print page to PDF” to permanently remove password for easier file management within patient chart?



**HFN**      **ARTICULATED W/STOP** ----- **DO NOT ARTICULATE**

**Fabrication Location:** Phoenix

**Patient ID:** A Najwa      **PO or Encounter #:** 1234

**Clinician Name:** ahmad      **Clinician Email:** aznajwa@HOTMAIL.COM

**Phone Number:** (111) 111-1111      **Return Shipping:** Ground

**Bill to Address:** 208 NORMANDY CT, NICHOLASVILLE, Kentucky, 40356      **Ship to Address:** 130 Lorraine Ct, NICHOLASVILLE, Kentucky, 40356

**Side:** Left      **Age:** 33      **Wt:** 5      **Dx:** 33

**Call prior to fab:** **Yes**      **Notes:**  
 Technical Consult: I would like a call to discuss prior to starting fabrication.  
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 Technical Consult: I would like a call to discuss prior to starting fabrication.

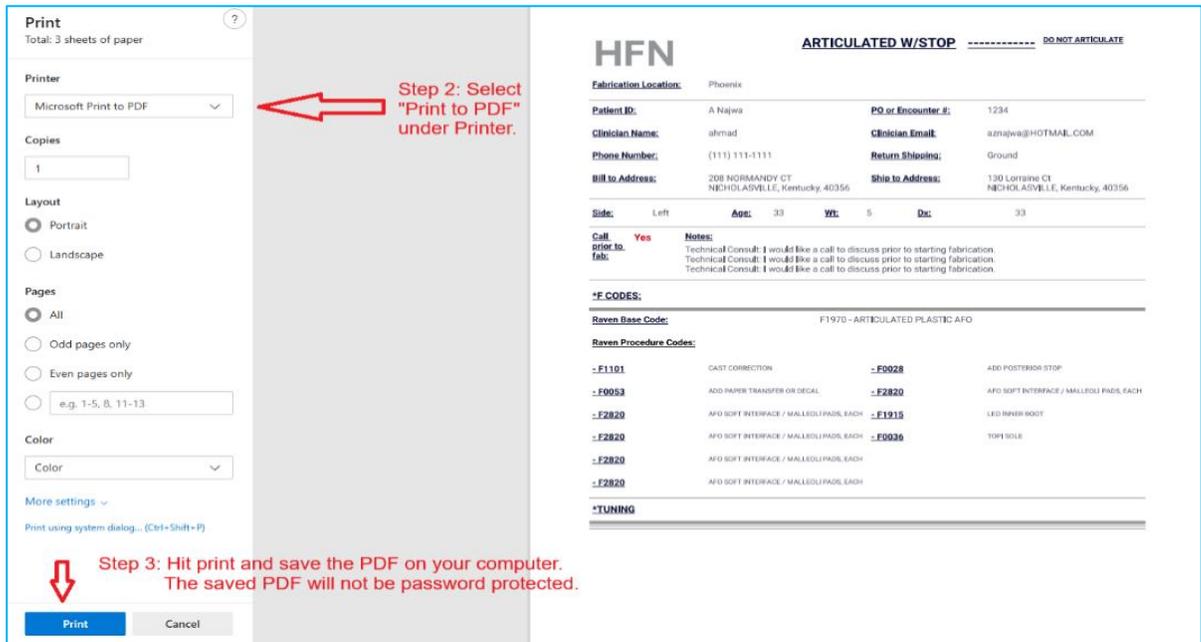
**\*F CODES:**

**Raven Base Code:** F1970 - ARTICULATED PLASTIC AFO

**Raven Procedure Codes:**

-F1101	CAST CORRECTION	-F0028	ADD POSTERIOR STOP
-F0053	ADD PAPER TRANSFER OR DECAL	-F2820	AFO SOFT INTERFACE / MALLEOLI PADS, EACH
-F2820	AFO SOFT INTERFACE / MALLEOLI PADS, EACH	-F1915	LEO INNER BOOT
-F2820	AFO SOFT INTERFACE / MALLEOLI PADS, EACH	-F0036	TOP1 SOLE
-F2820	AFO SOFT INTERFACE / MALLEOLI PADS, EACH		
-F2820	AFO SOFT INTERFACE / MALLEOLI PADS, EACH		

**\*TUNING**



**Print**      Total: 3 sheets of paper

**Printer:** Microsoft Print to PDF

**Copies:** 1

**Layout:** Portrait

**Pages:** All

**Color:** Color

**More settings** ▾

Print using system dialog... (Ctrl+Shift+P)

**Print**      Cancel

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**\*TUNING**

4. Can I modify or cancel my order after submission?

No. You cannot modify/cancel your order once it has been submitted. You can create a new order and use it as a submission along with the patient cast. If you submitted a scan along with the order and need to cancel it, please contact Customer Support.

## SHIPPING OPTIONS

### 1. What return shipping options do I have available? What are the shipping delivery times?

FedEx options are available for your return shipping. Each method displays its expected delivery timeframe at the time of selection. These are your available options:

Shipping Method/Description
<b>Ground</b> Day-definite delivery, typically in 1 to 5 business days.
<b>2-Day</b> Use when delivery by the end of the second business day is okay.
<b>Priority Overnight</b> Use when next business day delivery by 10:30 a.m., 12:00 noon, or end of day. <i>*Select Priority Alert on high value &amp; time sensitive projects.</i>
<b>First Overnight</b> Delivery by 8:00 a.m. in major metropolitan areas. Service is very expensive. <i>*Select Priority Alert on high value &amp; time sensitive projects.</i>

## AFTER SUBMISSION

### 1. What happens after I submit my order?

If your submission includes a physical cast impression, make sure the printed order form is included. Physical cast orders without documentation will experience delay.

### 2. How can I track my order?

Order tracking remains available through the [HFN Job status portal](#).

## TROUBLESHOOTING

### 1. What should I do if I get an error message before submission?

If you lose data before submitting the order form, you will have to restart your entry.

### 2. What should I do if I submit an Order Form but do not receive submission confirmation?

If you submitted the form and did not see the “Thank you” confirmation page or receive an email with PDF attachment, contact us via our Microsoft Teams support channel [HC Online Fab Form \(JotForms\)](#) or email [HFN\\_Support@hanger.com](mailto:HFN_Support@hanger.com)

## PRIVACY & SECURITY

### 1. Is the data entered in this form secure?

Yes. JotForm uses data encryption, password protected PDFs, and other safeguards to ensure HIPAA compliance.

## CUSTOMER SUPPORT

### 1. Who can I contact for assistance with the new Order Forms?

If you have technical questions or feedback, reach out to support through the Microsoft Teams channel [HC Online Fab Form \(JotForms\)](#) or email [HFN\\_Support@hanger.com](mailto:HFN_Support@hanger.com)