

Dr. Sherry Lu

The Top 10 Things to Know
Before Choosing Your
Podiatrist



Charlotte Foot Care Associates

Welcome letter from Dr. Sherry Lu, DPM

Dear Friend,

My team and I at Charlotte Foot Care Associates strongly believe that your and your family's comfort and health is paramount to everything else. I also realize that what is right for one patient isn't necessarily the best choice for another. If you are currently searching for a foot and ankle specialist for you or a family member, I hope this report helps you identify important questions to ask a potential new podiatrist.

The expertise and authority that Charlotte Foot Care Associates provides are significant components of our practice, but what really sets us apart from other podiatry offices is our caring, compassionate way

that we take care of patients. The goal of our practice is to provide cutting edge foot and ankle treatments, but in a friendly, comfortable environment focusing on first-rate customer service.

In writing this report, I thought about the advice I would give my own family about choosing a new doctor. The questions I recommend that you consider are the ten most important characteristics to look for in a podiatrist. When you find a podiatry office that will provide what I describe here, then you have likely found a caring provider who can help you achieve a pain-free, mobile lifestyle.

If you would like to learn more about any of the information I've presented in this report, please feel free to call one of my team members or me at 704-834-1639. I always look forward to speaking with potential patients about the exceptional podiatric medicine we can offer you and your loved ones.

To Your Health,

Dr. Sherry Lu, DPM



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1

Do They Have Extensive Experience?

Your podiatrist's experience and training should top the list when it comes to finding a new care provider. When you choose a doctor who has already seen a wide variety of podiatric cases, that means your doctor will likely have already treated a medical condition similar to your own. That prior experience can help your podiatrist to foresee any potential risks or complications. With this knowledge and foresight, you can feel assured that your treatment recommendation is truly the best one for your situation.

At Charlotte Foot Care Associates, I have helped over 5,000 patients restore their foot and ankle health and get back to enjoying life comfortably. My advanced training in podiatric medicine and surgery makes me an expert in the field. My experience gives me the ability to diagnose your foot or ankle issue quickly, as well as offer you effective treatment options.



2

Do They Have Advanced Technology?

Many podiatrists have the minimum equipment necessary to provide decent service, but then there are those that go above and beyond. To treat the widest range of conditions, today's podiatrists need specific equipment for the latest, most advanced diagnostic and treatment services.

At Charlotte Foot Care Associates, I recognize that the field of podiatry is constantly improving and I work hard to make sure our practice offers you the most effective, comfortable, and safe treatments available. Whether you are experiencing foot pain, ankle pain, have a sports-related injury, or need diabetic care, you can rest assured that we use state-of-the-art tools and treatment techniques to ensure your best possible outcome. I am proud to offer our patients cutting-edge care using revolutionary equipment, like the PXS-710 from 20/20 Imaging, which is the highest quality digital radiography available today.



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Do They Offer a Thorough New Patient Exam?

Your first visit to a new podiatrist can be a costly experience. To create a customized treatment plan to meet your foot care needs, your podiatrist should first complete a thorough physical exam, including x-rays, followed by a discussion of everything from treatment options to an estimation of how long treatment will last. This is also your chance to ask questions, lay out any concerns, and get educated on the decision that will directly impact your own foot health.

Charlotte Foot Care Associates is happy to offer all new patients a special, in-depth initial exam. Our **Comprehensive New Patient Exam** includes a complete physical exam of your podiatry systems in order to screen you for any related medical conditions. Your lower extremity assessment with Dr. Lu will focus on your muscular, vascular, skeletal, and neurological systems, as well a complete skin analysis. As a thank-you for considering our practice, you will also receive a free gift from our in-office medical nail spa!



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Can They Treat Various Diagnoses?

No matter whom you choose to be your family podiatrist, your feet deserve to receive the highest quality foot health care from experienced podiatry professionals. At Charlotte Foot Care Associates, I pride myself on offering expert foot care and restoration using the most advanced treatment methods available. Whether you are looking for relief from bunions, arthritis, or a stress fracture, or need surgery for improved foot function, my team can effectively treat your issue and restore your feet to their normal condition.



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Are They Wound Care Specialists?

In today's collaborative health care environment, podiatrists are part of any medical team approach to wound management, as they are usually the first specialty doctors to examine, assess, diagnose and treat wounds on a patient's foot or ankle. In researching a new podiatrist, you'll want to find a provider who has advanced training in wound care.

Throughout my training and education in podiatric medicine and surgery, wound care has been a special focus, particularly as part of caring for diabetic patients who may have chronic wounds that don't heal properly.



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Do They Offer Same-Day New Patient Starts?

Some podiatry offices make you wait weeks or even months before you can be seen for your initial appointment. When you are in pain, or have made the decision to explore your treatment options, having to wait that long can be a hassle. The time you must wait for your first appointment can also be an indication of how available your doctor will be if any problems or emergencies arise during your treatment.

Our team always strives to address your podiatry needs in the most time-efficient way possible. That includes offering our new patients an appointment time on the same day that you call our office. After Dr. Lu has reviewed your treatment options with you, you also have the choice to start your treatment that same day if that is your wish. This is just another way that Charlotte Foot Care Associates works to make your podiatric care easy and convenient for you.



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Do They Offer Spa Services?

While professional pedicures are a popular way to pamper yourself or a friend, pedicures are also a healthy way to keep nails trimmed, calluses soothed, and skin properly hydrated. You also want to be confident that you won't be exposed to contaminated instruments and unpleasant foot infections, so it is important to find a nail spa you trust.

With the in-office medical nail spa at Charlotte Foot Care Associates, we are committed to helping your feet look and feel their best. Our services help to restore the health and function of your feet and ankles, and we also offer cosmetic services to help improve their appearance. In addition, our boutique foot services also provide seniors and diabetics with the special care that they need for their nails, even if it is simply a professional nail trim.





Will They See You in an Emergency?

If you are experiencing severe foot pain after a procedure or an injury, you want to be able to see your podiatrist – even if it's outside regular business hours. As you research your local options for podiatry care, make sure you find out how emergency appointments are handled.

Our compassionate team recognizes that accidents can happen, and emergency appointments are sometimes necessary, especially if you are in pain. That's why our Charlotte podiatry office is available to accommodate emergency appointments. Your foot health is our top priority, so we know our patients appreciate that they can call our office for an emergency, and we will always make every effort to get them seen as soon as possible.



9

Do They Take Care of Their Community?

Before selecting your new podiatry practice, pay attention to whether the podiatrists support their community as a whole. Community support can range from monetary donations, supporting local sports and activities, or teaming up with non-profit organizations to provide free care – efforts to make your local community a better place to live and work. When you choose foot care with a community-minded podiatrist, you enjoy the added benefit of receiving treatment from a foot specialist who genuinely cares about other people.

The entire team at Charlotte Foot Care Associates is grateful to be a trusted local source for podiatry services, and we believe giving back to the community is the best way to show our appreciation. We regularly donate our time and money to local non-profit organizations fighting cancer as well as participate in service projects throughout the community. In addition, we honor our first responders by discounting our custom-made orthotics for police, EMTs and firefighters, who are on their feet every day keeping our community safe.



10

Do They Respect Your Time?

Commitments like school, extracurricular activities, and busy work schedules may make it difficult to sometimes schedule or keep appointments. Charlotte Foot Care Associates understands how managing multiple responsibilities can limit your time for things like nail care or ongoing bunion treatment. That's why we do our best to respect your time when you visit our Charlotte podiatry office.

The mission of our practice is to best serve your needs, not the other way around. To ensure your appointment proceeds smoothly and efficiently, our team keeps our schedule well organized, with plenty of time allotted to ensure you get the personalized attention you deserve. That means you'll have virtually no wait time when you arrive to see Dr. Lu.



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Bonus: Do They Offer Flexible Payment Options?

This report was only supposed to include TEN crucial questions to consider when looking for a podiatrist, but affordability is so important that I've included this section as a bonus.

Whether or not you have health insurance, it's important to understand what kind of payment options your potential podiatrist offers before you make a decision. When you are seeking exceptional foot care from Dr. Lu and her team at Charlotte Foot Care Associates, we don't want finances to get in the way of the foot health care you truly need. Our practice accepts most health insurance plans, but we are also committed to working with you and your unique situation. We never want our patients to put off the treatment needed to get them back on their feet. That's why, if needed, we also offer our patients convenient payment plans. That way you can focus on what really matters – your happy, healthy feet.



Closing letter from Dr. Lu

Dear Friend,

I hope this report was informative! If you've already seen another podiatrist who didn't provide the information you need, I am pleased to offer a second opinion. To that end, I invite you to schedule an appointment at our Charlotte office for my **Comprehensive New Patient Exam** at any time. Additionally, please feel free to call Charlotte Foot Care Associates about any medical concerns you have about your feet and ankles.

At Charlotte Foot Care Associates, my team and I understand that there is much to consider when choosing a new podiatrist. In fact, I'm

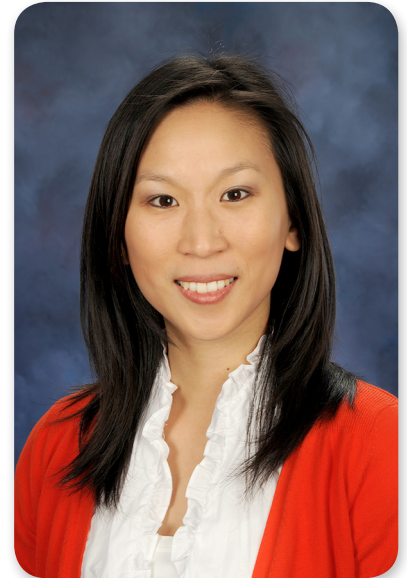
sure I could have doubled the length of this report! I am confident that the information you now have, however, will help you choose the right Charlotte podiatry office for your foot health needs. More importantly, please know that I am available to answer your questions and help you find the best options for you and your loved ones.

If you have any questions for me or for my team, feel free to call us at 704-228-1350, and we will be happy to answer any questions you may have. I look forward to welcoming you if you choose Charlotte Foot Care Associates for your podiatry care.

To Your Health,

Dr. Sherry Lu, DPM

P.S. When you are ready, call 704-228-1350 to schedule your **Comprehensive New Patient Exam**. Your comprehensive foot health assessment includes an examination of your muscular, neurological, vascular, and skeletal systems related to common foot and ankle conditions, as well as a complete skin analysis. At that time, I will review your treatment options and answer any questions you may have.





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