

October 2020



WFAI Patient News

Walking Into Fall



As the seasons change so does our footwear choices. During the summer, many people are wearing flip flops and sandals, or they may even be going barefoot. As the end of summer approaches, we all make our way back into footwear which is close-toed and more restrictive.

It is important to take care to choose comfortable shoes, that fit well and provide proper support. Avoid purchasing shoes in which your feet slip as well as those which are snug or painful.

If you are purchasing shoes for your children take care to have their feet measured regularly. Shoes that are too big can cause just as much trouble as those that are too small. Don't forget to choose shoes based on the activity for which they will be used.

Make sure that you have enough room for your toes and address any toenail conditions you may have with your podiatrist before transitioning into regularly wearing close-toed shoes.

Patients often experience pain related to hammertoes when transitioning to fall footwear which is typically more restrictive than summer footwear. If you find that you are experiencing foot pain as you transition back to your fall footwear, Weil Foot & Ankle Institute has many options to provide relief.

To learn more about hammertoes click the video link above to view a patient webinar presented by Dr. Lowell Weil, Jr.

If you'd like to make an appointment with Dr. Weil or any of the physicians at Weil Foot & Ankle Institute please call 847-390-7666 or click the button immediately below.

[Make An Appointment](#)

Join the WFAI Website Scavenger Hunt

We've just launched our new responsive website, and we're celebrating with a Scavenger Hunt for visitors to the site! We encourage you to explore all that we have to offer and try the features we've included to help you learn more about Weil Foot & Ankle Institute.



Entering is easy!

- Visit www.weil4feet.com
- Search for a hidden link on the site that reads 'Scavenger Hunt.'
- Click the link and enter the required information.

All fields must be complete to enter the drawing for a chance to win.

The winner of our drawing will receive an Apple Watch Series 3!!!

The scavenger hunt runs from Monday, October 19th thru Friday, October 30th! The winner will be notified and announced on Monday, November 2nd! Good Luck!!!

***Physicians, employees and affiliates of Weil Foot & Ankle Institute are not eligible to participate in this contest and are not eligible to win the prize.

Improving the Call Center Customer Experience

At Weil Foot & Ankle Institute we aspire to excel at everything we do and are committed to providing excellent customer service for our patients. We were recently faced with technical issues coupled with increased call volumes which contributed to less than desirable service in the WFAI Call Center, a team that takes great pride in the work they do.



Our Call Center and IT teams partnered together to identify the underlying issues and develop a plan to correct the underlying issue. The root causes of the problems were investigated, identified and several improvements were implemented, including the installation of a new phone server and a significant change to our call center interactive voice response (IVR) system.

This new IVR has allowed us to optimize our intake of phone calls and significantly improve customer service.

Our Former IVR Workflow: Due to high call volumes at certain times of the day, incoming calls were promptly answered but many had to be placed on hold until an agent was available. If the call was unanswered after 3 minutes, the caller was routed to voicemail, causing a high number of calls to need to be returned.

Our New & Improved IVR Workflow: Every caller now has options, receives updates while waiting, and calls are only answered when an agent can devote their full attention to the caller:

If a call is not immediately answered, you will have three choices:

1. You can choose to hold and you will be advised of your place in line.
2. You can opt for a return call and be automatically called back as soon as the first agent is free.
3. You can leave a voicemail, and the call is returned within 4 business hours

If you choose to hold and your wait time is more than one minute, you will be updated with your new place in line every 60 seconds. Every 90 seconds, you will be offered to opt for a callback, leave a voicemail or you can continue to hold.

We are excited to have implemented optimized our call center technology and processes as we continue to strive to provide excellent customer service. We look forward to

Visit our Website



Free Laser Pain Treatment

Do you suffer from chronic pain? Did you know that you can become pain-free without the use of drugs, with no side-effects and no downtime?

Now you can relieve your pain and inflammation with the use of low-level laser therapy (cold laser). This therapy can treat:

- Foot & Ankle Pain
- Heel p\ain related to Plantar Fasciitis
- Post Operative Pain
- Chronic Low Back, Neck and Shoulder Pain

For a limited time only, Weil Foot & Ankle Institute is offering a **FREE Laser Pain Treatment**, valued at \$100 (including a physical therapy consultation) at our Libertyville office.

[Click here](#) to learn more about this exciting, new laser therapy. Make your appointment today by calling 847-390-7666.



Experience Pain-Free Freedom

With Low-Level Laser Therapy
No Drugs | No Pain | No Side-effects | No Downtime

Now you can relieve your pain and inflammation associated with chronic pain! The healing powers of this low-level laser technology can get you back to an active lifestyle in only a matter of weeks!

<p>Ask Your Doctor Ask your doctor about the benefits of low-level lasers and learn how the Erchonia® lasers can work to treat pain...</p> <p>The answers are simpler than you might think:</p> <ul style="list-style-type: none"> • Foot & Ankle Pain • Heel Pain related to Plantar Fasciitis • Post-Operative Pain • Chronic Low Back Pain • Chronic Neck and Shoulder Pain <p>Low-level laser therapy (LLLT) or cold laser, is a painless, sterile, non-invasive, drug-free modality that is used for a variety of conditions such as acute and chronic pain, body contouring, acne, and the appearance of cellulite.</p>	<p>FREE Laser Pain Treatment (Valued at \$100)</p> <p>For a limited time only, Weil Foot & Ankle Institute is offering a FREE Laser Pain Treatment (including a physical therapy consultation) at our Libertyville office. Make your appointment today by calling 847-390-7666.</p> <p>Please note: this treatment is NOT recommended for patients with the following pre-existing conditions in the area being treated:</p> <ul style="list-style-type: none"> • Inflammatory, degenerative spinal conditions (e.g. spondylitis, spondylitis, rheumatoid arthritis, infection-spinal abscess or osteomyelitis) • Neoplastic: Bone tumor (primary or metastatic) and intracranial spinal tumors • Metabolic: osteoporosis, fractures, osteomalacia, osteoarthritis, and chondrocalcinosis • Psychosomatic: Tension myositis syndrome • Current, active chronic pain disorder: chronic fatigue syndrome, fibromyalgia, endometriosis, inflammatory bowel disease, interstitial cystitis • Cancer or treatment for cancer in the past 6 months, including tumors of the spinal cord • Pregnancy <p><small>This offer is not currently available for those covered by Medicare and Medicaid.</small></p>
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Have a question? Ask Our Doctors!



Ask The Doctor

At Weil Foot & Ankle Institute, we understand that people lead busy lives with packed schedules. It's often hard to make time for a doctor's appointment.

For that reason, we have a program called "Ask The Doctor," which is available to anyone and everyone – our current patients, potential patients, or someone who is curious about their foot or ankle condition.

[Click Here To Submit Your Question!](#)