

Who we are

Welcome to Queen Alexandra Orthotics, Prosthetics and Seating, a department of Island Health. Comprised of a multidisciplinary team of Physiatrists (doctors of rehabilitation medicine), Occupational and Physical Therapists, Orthotists, Prosthetists and Pedorthists, we provide the most comprehensive orthotics, prosthetics and seating services on Vancouver Island.

Our care centres on you, the client. As a team we work in a coordinated manner with your doctor and other health care professionals to provide solutions that are right for you.

We are one of only two centres for seating services in B.C. and the only multidisciplinary centre of its kind on Vancouver Island.

We are staffed by highly specialized, fully certified and registered clinicians:

- Canadian Board for Certification of Prosthetists and Orthotists
- The College of Occupational Therapists of B.C.
- The College of Pedorthics of Canada
- The College of Physical Therapists of B.C.



The Children's Health Foundation provides a grant in support of services for children up to 19 years of age.

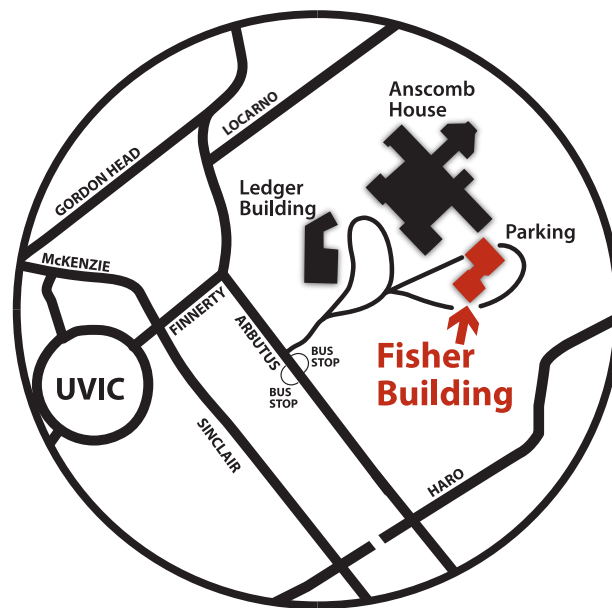
Where to find us

Queen Alexandra Centre
2400 Arbutus Road - Fisher Building
Victoria, BC V8N 1V7

Phone 250-519-6732
Fax 250-519-6915
qaopsadmin@viha.ca

viha.ca/qaops

We are located just south of Finnerty Road, near the University of Victoria.



Parking for our clients is free. Follow the road to the right and look for the green and white sign marked "Client Parking".

BC Transit services Queen Alexandra Centre. Please call 250-382-6161 or visit bctransit.com for schedules.



Orthotics, Prosthetics and Seating Services

at Queen Alexandra Centre



Providing clients of all ages with the most comprehensive and multidisciplinary orthotic, prosthetic and seating services on Vancouver Island.



What we do

At Queen Alexandra Orthotics, Prosthetics and Seating, we have four specialized departments that evaluate, design, fabricate and fit devices to improve patient stability, mobility, function and overall quality of life.

Orthotics

Using braces called orthoses, our Orthotists care for patients affected by a wide range of neuromuscular-skeletal conditions such as cerebral palsy, scoliosis, club foot, diabetic neuropathy and CVA (stroke).

Pedorthics

As foot orthotic and footwear experts, our Pedorthists assist individuals in alleviating pain and improving lower limb function through the use of custom orthotics and shoe modifications. We typically see patients with diabetes, sports injuries, leg and foot pain, arthritis, plantar fasciitis, toe deformities and foot ulcers.

Prosthetics

Our Prosthetists work with patients who have or need an artificial limb. We adjust the fit and alignment of the prosthesis while the patient is undergoing gait training and then continue to follow the patient after discharge to provide ongoing maintenance and replacement when required.

Seating

Working closely with the patient, their family, and care team, our clinicians address seating, positioning and wheelchair needs of patients with a variety of conditions. We see patients with muscular dystrophy, multiple sclerosis, cerebral palsy, brain injury, neuropathy, and aging clients with increasing mobility needs, to name a few.

Your questions answered

Do you see children only?

We see people of all ages.

Do I need a referral to make an appointment?

Yes. You will need a referral from your family doctor, walk-in clinic doctor, specialist or appropriate health care professional. Have your health care professional fax your referral to us. We will then contact you to arrange an appointment.

When are you open?

We are open Monday to Friday from 8:00 am – 4:00 pm and closed weekends and statutory holidays.

Accredited by the Canadian Council on Health Services

Our patients have access to specialized clinics which are overseen by our doctors. Clinics include orthotic, spasticity, amputee and high risk limb assessment, as well as pediatric spinal deformity and neuromuscular.



What can I expect at my first appointment?

Although appointments differ depending on the department, in general our clinicians will first conduct a physical assessment and examine the area(s) of concern, discuss your medical history and lifestyle, and observe your mobility. A specific type of device for your needs is then determined and precise measurements will be taken to ensure your device fits properly and comfortably. Additional follow up appointments are often required to ensure the best fit.

Does the BC MSP cover the charges for my appointment?

No. We charge a fee for all services and devices supplied. However, many services and devices offered are covered by third-party insurance, extended health, government programs and service clubs. In addition, the Children's Health Foundation provides funding assistance for qualified pediatric services. We can assist you by providing any documentation and estimates required.

If I am referred to one of the specialized clinics is there a fee to attend?

No. The fee is covered by BC MSP.

What forms of payment do you take?

We accept Visa, MasterCard, Interac, cheque or cash.

What should I bring to my first visit?

- Personal information such as date of birth, address and phone number(s).
- Your B.C. Care Card (BC MSP).
- Third-party insurance information and/or the name of the person, agency, program or club responsible for payments.
- A copy of your referral if it was not previously sent to us.