

Indy Podiatry Frequently Asked Questions (FAQs):

1. How do I make an appointment?

The best way to schedule an appointment is to call us at 317-573-4250 and press the option for scheduling. All new patients must call first to set up an appointment. Existing patients may use the Patient Portal to request an appointment date and time that is most convenient for them.

2. What should I bring to my appointment?

As a new patient, we ask that you bring your current insurance and identification cards with you to your first appointment. Also, please bring up to date medical information such as medication lists. If you are already an Indy Podiatry patient, be sure to let us know of any changes to your insurance, home address, primary care doctor or phone number.

3. Are you accepting new patients?

Yes. All of our doctors are accepting new patients at this time. Please let us know what type of service you need so we can match you to the correct doctor.

4. How early should I arrive for my appointment?

For new patients, we kindly ask that you arrive 15 minutes before your scheduled appointment time in order to fill out new patient paperwork.

5. Do you have a waitlist?

At this time, we do not have a wait list. However, our Patient Portal offers a service where you can request appointment dates and times. Upon receiving your request, we will proceed to call you to help you find an appointment best suited to your needs. Occasionally, patients will need to reschedule their appointment so please feel free to call to see if an earlier appointment time has become available.

6. What treatments do you offer?

At Indy Podiatry, we treat all foot and ankle problems. If you have specific questions about your needs, feel free to call and request to speak to one of our medical assistants.

7. Can you perform surgery?

Yes. All of our doctors are trained and certified surgeons. Many procedures can be performed at our office. Our doctors perform more involved cases at area hospitals and surgery centers.

8. Will someone call me to remind me of my appointment?

Yes. Our practice uses West Interactive, an electronic appointment reminder system. You will receive an appointment reminder call two business-days in advance. After your first appointment, you can choose to subscribe to email and/or text reminder services.

9. Are you associated with any hospitals?

No, we are an independent practice. However, our doctors have medical and surgical privileges at all major area hospitals including Ascension St Vincent, IU and Community.

10. Can you access my medical records from another practice or hospital?

No. Our practice is not associated with any other medical body; therefore, all new patients must fill out new patient paperwork at the time of their first appointment. If you would like any of your medical information sent to us from another doctor, please have them fax your information to our number 317-573-4253.

11. What forms of payment do you accept?

We accept card, cash and checks. We also accept payment online at

12. What should I do if my insurance changes?

If your insurance changes and you want to check that you are still in network, we encourage you to call our office. If and when your insurance changes, please bring a copy of your new card to our office at the time of your next appointment and present it to the front check-in desk.

13. Can I fill out my paperwork online?

We cannot accommodate that at this time. However, you do have the option of printing out our new patient forms from our web site. You can then fill these out in advance and present them at check in when you arrive for your initial appointment.

14. What insurance plans do you accept?

The doctors at Indy Podiatry participate in most all major insurance plans. Our scheduling coordinators can review insurance information with you when you call to schedule your appointment.

15. What is your no-show policy?

If you do not call to cancel or reschedule your appointment within 24 hours of the appointment time, you could be subject to a no-show fee.

16. Who do I contact for a billing question?

For billing-related questions, please call 317-573-4250 (ext. 3)