

## Commonly Asked Questions

### **Q: What is the success rate at your Greenville Chiropractic office?**

A: We see all sorts of patients for all sorts of symptoms, dis-eases, ailments and discomforts. All of our patients have results! Many regaining full motion, 100% pain reduction and notably measurable correction.

### **Q: How much does care cost?**

A: In the interest of better serving you, we do not estimate or “ballpark” treatment costs. Your treatment investment will be determined once you sit down with our doctor to determine if you are a candidate for care in our office and the doctor feels he can guarantee results. At that point we will be able to determine what you need in terms of treatment, verify that with your insurance company and provide you with an all inclusive treatment plan to address your specific needs. ***Please Note: Not everyone who comes in for a consultation with the doctor is a candidate for care in our office, we only treat patients who are committed to their care and we are fully confident in their progression and results.***

### **Q: Does your office accept Insurance?**

A: **Our Office Accepts All Insurance**, including but not limited to traditional Health Insurance, Health Savings Accounts (HSA) and Flexible Spending Accounts (FSA), Automobile Insurance (covers you after an auto accident for soft tissue injury, whiplash and other injury due to an auto accident), Workers Compensation along with Care Credit and Lending Tree plans that have a zero interest rate for those looking to not pay out of pocket at time of service.

-We also offer wonderful care plan prices for cash, check or credit customers.

Unfortunately, insurance companies are primarily set up for crisis care and are all uniquely structured differently so there is not a one size fits all answer on the subject. However most have some amount of coverage for Chiropractic services. We will be able to do a complimentary benefit verification for you once the doctor has determined if you are a candidate for care and the type of services needed for your treatment.

Many our patients are retired, disabled, or on a fixed income. We have many different treatment options and payment options and will do everything in our power to serve you!

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### **Q : Will I need X-Rays?**

Our office has many forms of diagnostic testing available and x-ray along with in depth motion study analysis is definitely one of them. Once you have your initial consultation with the doctor and he has a clear understanding of your symptoms and history, he will be able to then determine what specific diagnostic testing is necessary to determine your care.

### **Q: How many times will I be visiting your office?**

A: This will vary depending on what is going on with you as an individual. We offer many services and we see all sorts of patients for all sorts of symptoms, dis-eases, ailments and discomforts. Once you have been properly evaluated the doctor is confident that you are a candidate for care in our office and is confident we can indeed help you, we will put together a comprehensive treatment plan that will lay out a clear path to recovery. *Many of our patients finish their care plans and remain a lifetime patient along with bringing in their families for wellness care.*

### **Q: Why hasn't my medical doctor told me about these options?**

A: Your doctor is likely offering the only treatment approach they know, which is prescription drugs or surgery. We do our best to get out into the community but big pharmaceutical companies have billions of dollars at their disposal to hire beautiful reps to knock on doors, buy lunches, dinners and other persuading shiny things to get you MD to pay attention. We unfortunately have to rely on our patients and staff to spread the news on a much more intimate setting. Our protocols are newer and more significantly, they are natural. We believe that your body was made to be healthy and if prompted to and giving the right environment while removing the interference, it will do just that. You won't use drugs, have surgery, or be poked with injections which all have low efficacy rates and high rates of complications. Our protocols are safe, gentle and effective.

**Q: Do you guarantee results?**

A: Once it is determined that you are a good candidate for care at our Greenville Chiropractic office, you will begin treatment and get results. In the unlikely event that you have 0% improvement over the course of your prescribed treatment plan, we promise that we will do whatever it takes to make it right. We take great pride in serving you like family! Our office only wants to see people succeed which is why we will not take on a new patient for care unless we are fully confident they will get results. However if you do not follow the care plan setup specifically for your treatment we cannot and do not expect to see a high level of results. Just as you can't go to the gym 1 day a week and expect to lose weight, we are not able to magically restructure your body so it is functioning at 100%, feeling amazing and running pain free if you choose not to comply with only say 50% of your care plan. We cannot care more about your health than you do, you must be 110% committed to getting better, putting in the effort, showing up to your appointments and doing your at home care if need be.

## 7 Objections to Regaining Your Health

For the record we see patients of all shapes and sizes, ages and genders and for all types of issues. Some have plans set in place for their health and some do not. **Some pay \$0 out of pocket and some pay 100% cash.** That will all be determined once we have determined you are a candidate for care, we are confident we can help you and a treatment plan has been structured for your individualized care. However we wanted to touch base on some the thoughts that run through patient's minds before they start out on the road to health and physical recovery...

**1. I'm retired and on a fixed income, I can't afford anything.**

Many of our patients here at our Fenton Chiropractic location are retired or they are simply on a fixed income. Many are seeking care for not only themselves but for their entire family. Therefore, we have chosen to have several different treatment options and programs available that coincide with multiple payment options. Can you afford not to seek treatment? What has your dis-ease, pain, discomfort or other symptoms already cost you? What will it cost you in the next 3 years? How about the next 10 years? Just ask our patients and they'll tell you – the investment is worth it! Your health is your

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greatest asset, you get one life, one body and only one spine so we encourage you to take care of it now or you will be forced to take care of it in sickness in the future.

*\*We encourage spinal hygiene for you and your family so your children can grow up knowing how to properly take care of your spine and nervous system and avoid the pain and discoverer that you know today. With cell phones and text neck on the rise we need to teach our new generations true preventative healthcare measures now more than ever before.*

### **2. I just don't have time to take care of myself right now...**

Have you ever heard of the saying "You can't give from an empty cup"? Taking time for others in your life is often much easier than taking time for ourselves. We have a guilty feeling giving to ourselves and a heartwarming feeling giving to others. Which is beautiful in a way yet, if you do not take the time to care for yourself now, your health will inevitably worsen, and who will take care of them when you can't? Isn't it best to take the time now so you don't find yourself full of regret for not taking action when you had the chance? It takes no more time to eat correctly than poorly, and many of our treatments can be done right in the comfort of your own home while you're spending time with family, watching TV and some even while reading a book.

### **3. I've been told that there's no cure for what I have going on, so how could your office possibly help me?**

What we offer is not a cure, it's a treatment protocol structured for you, based on your specific diagnostic findings. Every person that we accept into care and follows through with treatment has results, some improving their nerve function, reducing their pain and regaining their mobility by 100%, . Yes, you read that right – some people completely reverse their dis-ease, discomfort and symptoms. What would you do with a happy, higher functioning, pain-free life?

### **4. I've tried everything else & nothing has helped me. I am concerned that this probably won't work either.**

Most people feel like they have tried everything up until the point that they find what works. Maybe you have tried everything else, but here you are and you haven't tried this. Let's be honest, until you come in for a consultation to discuss your current health concerns with a doctor, we can't guarantee that you would be a candidate for care at our Fenton office or if any of our treatment protocols will be a good fit for you. However, once we have a good baseline and have determined that your situation is something we

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can treat, we will do further diagnostic testing to pinpoint your pain and discomfort at the root cause, structure a treatment plan and once your approved to move forward with care, you will see improvement, just as every patient does.

### **5. My primary care/ family doctor may not approve.**

Here at our office we are fully compliant with collaborative care. Co-managing patients with their other medical providers is a pleasure. 2 Brains are always better than 1! Our goal is to get you well and we are happy to work hand in hand with your family doctor. Many of the primary care providers we meet with have no idea what we do or that we are making such amazing progress with issues such as spinal curve correction, sciatica relief, neuropathy treatment and more so we are always happy to share the good news! In the end we all have the same goal in mind, get you better with less addictive and complication causing medication. Our bodies were not designed with a prescription drug deficiency and more drugs over time will not get us well. To be able to share the news that there are other options for patients with these debilitation symptoms and dis-eases is an honor. We do understand that not all MD's are open minded to a more natural, drug free approach to health and well-being but we are happy to collaborate with any doctor or health professional you have and will do what we can to ease their mind if allowed. We all want what's most important and that is for you and your family to be feeling and functioning as healthy as possible and with that in mind we will gladly send any reports or notes to your other doctors and keep them as informed as you would like on your treatment and progress. You are in charge of your future health and what type of treatment you would like to pursue because in the long run you will be the only one left dealing with the outcomes.

### **6. I feel like there is just no hope for me, I'm depressed, and I've just given up on the idea of getting back to my old self...**

If this is you, and you're feeling this way, stop and understand that you're not alone. Since we focus on many chronic conditions, we are often a last resort for many people. People like you who have given up on finding a solution for their sciatic nerve pain, neuropathy, disc injury, migraines, or extreme back or neck pain and feel like a burdened on themselves and those around them by their pain and frustration. For many, a consultation with our doctor creates a ray of light at the end of their very long, dark tunnel they have been experiencing. We are here to say, it's not too late for you or your family and there's still hope. You have been placed on the right path and you're in the right place!

## **7. I'm not paying out-of-pocket when I have insurance.**

How would the health of the world look if everyone only received medical care for items their insurance covered? What would the limit be? Healthy food? Vitamins? Gym Memberships? Wouldn't it be a blessing if our health insurance was actually structured the way it sounds like it should be, but unfortunately that is not the world we live in. For many, "health" insurance covers drugs that don't work, appointments with doctors that don't know how to help, and surgeries that have a low rate of success. They cover crisis care to get you out of direct pain and prevent death but they do not cover the preventative measures to teach you and help you prevent the onset of sickness and disease. Though we accept insurance, the variety of coverage varies depending on the patient, what they need and their plan, we encourage patients not to focus on their insurance coverage and more on the long term goal of getting and staying healthy. Our patients see the value in seeking treatment outside of their insurance network, because they have tried everything that insurance covers and their situation is getting worse. If you want a different outcome, you must look outside of the insurance box at times to reach your goals. Just as the old saying goes, if you want to get the results you've never had, you have to take a leap and do something that you have never done.