

# ONeill Chiropractic of Branchburg

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## Office Policies & Procedures

1. **Philosophy:** Much of health care is paternalistic and negative. You're told, "*do this or else*". Fear is the motivation. Because of the nature of our care, we seek to empower and inspire. Your body has an powerful innate ability to heal and be healthy. For most in this office, upper cervical care is the "key" that starts that process. I never want you to do something you don't want to do. I'll supply information, you make the decisions. Together, we can go as far towards health and wellness as you desire.

2. **Symptoms:** It is important you understand the difference between symptoms and their **cause**. Symptoms are feedback from your body. As your body heals and you make necessary changes, you'll have good days and bad days. Don't get caught up in this roller coaster; it is normal. Understand healing is a process like pregnancy, marriage, orthodontics, dieting, getting in shape or quitting smoking. Focus on your long-range goals. (see: *Nutrition* and *Results*) You can not be 100% after just one visit.

3. **Appointments:** A certain number of adjustments in a given time period are necessary for best results. While we can't predict the exact number of adjustments needed, we do know that **consistency** creates the best results. Therefore, *it is imperative that you keep your appointments*. If you need to change an appointment, please call in advance for immediate rescheduling so you stay on target. It is your responsibility to get here. We will do all we can to accommodate you. Like dieting and exercising, **Non-compliance is the #1 reason for "failed" cases.** We can't help the patients we don't see.

4. **Daily Visit Procedure:** As you arrive, grab a clipboard, have a seat in the reception room and fill out your chart note. Start relaxing! This is imperative for an accurate analysis and adjustment. Get your nerve system out of "defense" mode and ready to heal. When in the Adjusting Room, relax as directed. Once the Doctor learns your spine, your adjustment will take only a few minutes. Relaxing will help your adjustment and response. **Relax!**

**5. Orientation:** *Most health problems result from or are perpetuated by your lifestyle.* Therefore, its important to realize patients must participate in healing. This orientation will help you discover compromising factors in your life. Thereby, you'll get **the best results** from your care. **As a condition of acceptance**, you must attend this orientation within the **first 4 weeks of care**. Your health and my reputation are at stake. Please bring a guest. Those nearest to you need to know what you're going through so they understand and support you. (This is especially true if that person is cynical.) (All guests will be welcome at these orientations.)

**\*\*\*\*\*TBA as an online webinar\*\*\*\*\***

**6. Exercise:** Weak core muscles rarely cause back problems. Research shows those who exercise on unhealthy spines experience **more rapid** deterioration of the spine, hips and knees. (Unbalanced car tires are not corrected by driving.) Exercise is a designed stress. This is why MD's make certain your heart can handle the stress. You therefore must check with a DC (chiropractor) to make certain your spine, hips, knees & feet can handle the stress of exercise. After 1 month of care, ask about exercising.

**7. Nutrition:** Good nutrition will maximize your health and healing capabilities. Everything that goes into your body will either have a positive or negative effect on your health. **A poor diet, abusive lifestyle, stress, and a reliance on medications hinder your short-term recovery and long term prognosis.** You need to participate (mentally and physically) in the healing process. Your lifestyle is driving and/or re-creating (not the same as causing) your problems. Diversity, moderation and common sense are simple rules in eating.

**8. Questions?** We are here to serve you. These steps and hand-outs are designed to answer your questions. However, please speak with us about issues of concern. We see your comments as helping us to help you and others. You'll heal best where you are most comfortable and confident.

**9. Results:** Non-compliance with a care schedule is the **#1 reason** for a "failed case". We must abide by the laws of healing that bear no solicitude for your vacation, stress or business meetings. **Many factors in which the doctor has no control will effect how quickly a patient responds to care.** (see; *Factors in Recovery.*) Regardless of the condition, your body has an *incredible* ability to heal when given the right circumstances YOU control those circumstances! The care schedule we'll develop for you takes all these *known* factors into consideration. A cast stays on until healing is complete (months). It is not removed just when the pain is gone (days). As you are learning, *when it's your nerve system, it isn't just a pain problem; it's a health problem.* Therefore, follow our care recommendations and for (at least) this brief period, make **your body and health the top priority.** We will.

**Patient:** \_\_\_\_\_ **Date:** \_\_\_\_\_