

Frequently Asked Questions

Ottawa's Only Non-Surgical Robotic Laser Spinal Decompression & The 7-Step Solution to End Back Pain

1. What conditions can you help?

- Our programs have helped people suffering with chronic low back and neck pain even when they have endured their suffering for decades and thought they had tried everything. This includes people suffering from:
 - a) Spinal Decay, Degenerative Disc Disease and Osteoarthritis
 - b) Disc herniations, disc bulges and prolapses
 - c) Nerve impingement, "pinched nerves" and radiculopathy
 - d) Sciatica
 - e) Spinal Stenosis
 - f) Scoliosis
 - g) Spondylolisthesis
 - h) Compression fractures
 - i) Carpal Tunnel Syndrome
 - j) People scheduled for or contemplating surgery
 - k) People with failed surgery
 - l) and more...
- Many of our clients have more than one of the above. The only way to know for sure if we can help is by undergoing your Initial Consultation & Examination with us.

2. Does treatment hurt?

- Absolutely not. Most patients find it relaxing and in over 3 years of care and thousands of sessions at our centre there have been zero significant adverse effects of any kind reported.

3. Where are we located?

- We are located in the heart of downtown Ottawa on the ground floor of the World Exchange Plaza where we have been for almost 20 years. The World Exchange Plaza is one of Ottawa's largest downtown complexes taking up an entire city block and is bound by Queen Street to the north, Albert Street to the south, O'Connor to the west and Metcalfe to the east. We are also directly on the LRT line at Parliament station.

4. Where can I park?

- Your best place to park is in our convenient underground parking that can be accessed either via Metcalfe or Queen Street at just \$3.50 per 20 minutes. When you come up the main centre parking elevators, our centre will be directly in front of you.

5. Are your services covered by OHIP?

- We are a private health centre and as such our fees are not covered by OHIP, therefore an investment in your health is necessary on your part.

6. Will my insurance cover your services?

- That all depends on your insurance company as there are many of them with different levels of contribution. For many of our clients who have seen success utilizing our Robotic Laser Spinal Decompression, they have had partial contribution and have had to pay the remainder out of pocket. By the same token, we have had some clients who were involved in motor vehicle accidents who were fully covered and others who were only partially covered - again it all depends on your particular insurance company. We have many people who choose to invest in their health and they reap the rewards in many ways. Payment options are available and we are also aligned with Credit Medical who offer options starting as low as \$250 per month. The only way to know for sure is to complete our initial examination and consultation including digital x-rays and a neurological scan (only \$99 with our VIP certificate). By doing so, you can find out exactly what you need. There is no obligation to begin care. We hope this helps. Please call us at 613 688-1036 - we'd be pleased to be of service.

7. Our most common question – what does it cost and how many sessions will I need?

- While this is our most common question and we want to be as transparent as possible, it is also the most difficult for us to answer until we get to know you. Why? There are 3 reasons.
 - a) We're sure you can appreciate that we can't possibly diagnose you over the internet. Your cost can vary significantly depending on your particular condition including severity, aggravating factors, how long you've been suffering, how much your spine has degenerated, and of course your health goals just to name a few. We're sure you understand that someone who has had multiple issues for a long period of time will obviously have different needs than someone who only has one issue for a shorter period of time.
 - b) There is no one session price. Why? Because doing so would be following the exact same inadequate approach most people have taken and failed at. **Robotic Laser Spinal Decompression** is not like doing one massage to see how it feels. It is about putting you on a comprehensive program that addresses all of your individual needs to finally get you the results you deserve. But unlike many other places, it's not fitting you into the same program for everybody, rather, it's finding the right program for you. We have 7 different programs which have up to 7 different components.
 - c) Your initial examination is necessary to properly answer this question. You'll discover that most people find our Initial Consultation and Examination to be the most comprehensive examination that they've ever had and yes, it goes far beyond just looking at your past test results. Once this is conducted, we can be incredibly specific as to the program that works best for you, how many sessions it would involve and exactly what it will cost. For those still looking for a number, programs are typically equivalent to the cost of dental braces and start at \$3,500.

8. Can I do a single session?

- For the reasons explained in #7 above, single sessions are not available.

9. What is your special offer?

- The cost for your Comprehensive Initial Consultation & Examination including Diagnostic Digital X-rays and a Neurological Scan is just \$99 when paid in advance and when your VIP certificate is applied. We purposely keep the cost of this initial visit low so that you can find out exactly what's going on and what is needed to get you results specific to you. Although almost everyone begins care, there is never any obligation on your part to do so.

10. What exactly happens during my Initial Consultation & Examination?

- We have yet to have a single person who was not more than satisfied with their initial visit. Your visit will include
 - a) Completion of your comprehensive initial health forms
 - b) Up to 1 hour one on one directly with Dr. Zielonka
 - c) Comprehensive consultation
 - d) Neurological scan
 - e) Diagnostic digital x-rays with a possible special motion study.
 - f) Hands-on examination
 - g) Necessary orthopedic tests and a postural assessment
 - h) Dr. Zielonka will show you your x-rays and explain your specific test results
 - i) Dr. Zielonka will discuss exactly what **Robotic Laser Spinal Decompression** is, whether you're a candidate, and if so, exactly what would be involved in your program as well as what results could be expected.

11. When will care begin?

- Care will usually begin within the next few days depending on scheduling availability. Care cannot begin on the date of your examination as program design and determination of your specific technical factors must first be calculated.

12. How do I schedule my initial appointment?

- The best way to schedule your initial visit is to call us at **613 688-1036** so we can find a solution that's right for you. We are a very active health centre that focuses on the person in front of us so please leave a message in the rare case that we don't answer your call immediately. We'd be pleased to be of service.

13. Can I get even more information?

- Absolutely. We're pleased to give you all the information you need to help you determine if we're right for you and you're right for us. In addition to this FAQ sheet, you can also get everything you need to know in our VIP Health Discovery Package. How Robotic Laser Spinal Decompression works, conditions it can help, exactly what's included in our 7-Step Program to End Back Pain, access to our 23-minute video, a detailed description of all of our programs, insurance contribution, testimonials and success stories from those who've completed our programs. It also includes our VIP certificate that can be applied to your initial

consultation and examination including diagnostic digital X-rays and a neurological scan. Please call us at 613 688-1036.

- You are also invited to subscribe to our YouTube channel that currently has well over 100 videos. Simply google YouTube and Dr. John Zielonka.
- You can also ask for our comprehensive Scientific Research Review papers on the Reversal of Degenerative Disc Disease and the Resolution of Spondylolisthesis utilizing our programs.
- You can also read Dr. Zielonka's book available on Amazon "Low Back Pain is Not a Life Sentence".
- PLEASE VISIT

<https://www.excellenceinhealth.ca/spinal-decompression-ottawa59077999>