

How The Clinic Works

Arrival Procedure

When you arrive at the clinic, it is important that the Receptionist knows you are there. If they are busy with other patients they may not see you arrive and you may then not be seen in turn. So when you arrive, be sure that they know who you are and when your appointment is.

Appointments

We always do our absolute utmost to see you as close as possible to your appointment time. Unfortunately this cannot always be the case. Research has shown that 10% of patients arrive late, 10% arrive early and 10% either miss their appointment completely or come on the wrong day or the wrong week.

When you combine this sort of irregularity with the simple fact that not all cases take a predictable length of time, it is easy to see how we can occasionally run late.

To help us stay on time, it is important that you arrive on time, preferably about 5 minutes early. This has two benefits; firstly, it allows you to sit down and relax for a few minutes before your treatment, and secondly, if we can see you early we will. When we have emergency patients they will automatically take priority.



Mobile Phones, iPads and Computers

While in reception we do understand that you need to be productive with your time and perhaps catch up on some reading. While you are there, why not download one of the free eBooks, browse the practice website or Hooper Blog on [The Spinal Centre.com.au](http://TheSpinalCentre.com.au).

When you enter the treatment areas or rooms, please turn off your electronic devices. If you are laying down you cannot answer the phone anyway. Nothing is more irritating than a phone endlessly ringing when you are trying to relax and enjoy your care.

What to Wear

Any type of clothing that allows you to move freely is suitable. Ladies should remove any large earrings or wide belts. It is much easier to work with you if you do not have heavy thick clothing on. Shoes should normally be removed. Please be nice to be near.

If you are having acupuncture then that area should generally be clear of clothing. For acupuncture to the spine or lower back, most patients find it comfortable to wear loose clothing, track pants or slacks. Women would normally wear a bra or sports bra to allow easy access to the spine. The treatment room is kept thermostatically warm for your comfort.

During a normal consultation you will be shown into the room a few minutes before the Doctor arrives. This gives time to relax, change down your clothing remove all items from your pockets and prepare for treatment. Please turn your phone off.

Most people find it beneficial to lay face down for a few minutes and relax, in preparation for the commencement of care. The more relaxed you are prior to your spinal corrections, the better the result will be.

Cancellations and Missed Appointments

Because the appointment book fills very quickly, many times through the day the Receptionist has to turn away patients that want to be seen. Sometimes these patients are in pain and have to wait until the next day.

Therefore if you can't keep your appointment please give us at least 48 hours notice.

That way we can achieve two important tasks:

- ◆ We can reschedule a new appointment for you so you don't miss out on your treatment, or delay your recovery time.
- ◆ We can give your old appointment time to someone else who may be suffering.

If you need to reschedule, be sure to select a time as close as possible to your original appointment time.

Do not delay your recovery by "leaving it until next week". For example, if you are scheduled for two sessions per week and cannot make it, do not skip the second appointment, please come in the next day or as soon as possible.

Each treatment builds on the one before. Cancelling and rescheduling only prolongs your treatment time and pain.

We do understand that occasionally things pop up that upset your daily schedule and may cause you to miss or late-cancel an appointment.

However, if you miss or late-cancel repeated appointments, you will be asked to pay for the wasted appointment time. Note that for those on Work Safe or TAC you will be personally responsible for the wasted time, not the insurance company.

Children

Children benefit enormously from Chiropractic. With all the bumps and falls that occur during childhood, it's a wonder that some of us make it to adulthood.

Most of the problems that we see in adult patients are actually old childhood problems that have simply been ignored.

The old maxim that "you will grow out of it" could not be further from the truth. Most injuries that children receive get grown "into", not "out of".

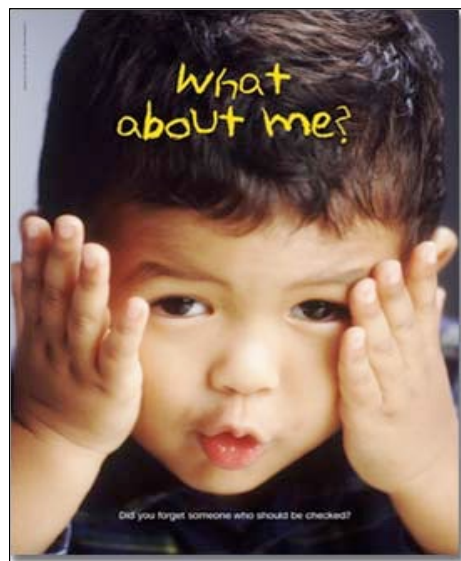
"As the twig is bent so grows the tree" sums it up nicely. Slightly out of line children grow up to be very much out of line, degenerative and ill adults. Therefore we strongly suggest that you have your children checked regularly.

A **FREE** Initial Consultation and Spinal examination is available for all children of patients within this practice.

If you would like use to arrange the complimentary Initial Consultation for your kids, please do not hesitate to book with the friendly reception team.



Plan Ahead
Patients book with us up to a year in advance. If you are unable to make your appointment, allow someone else to use that time.



Fees and Payments

Our fees are well below the Recommended Fee Schedule. All fees are due and payable at the time of consultation. Whilst it is not mandatory, as a courtesy we do offer discounted rates to Aged Pensioners, Students and Children. Fees are usually updated according to CPI. All fees are due and payable at the time of consultation.

Dr. Hooper is an Integrative Chiropractic Practitioner registered in two fields of practice with the Australian Health Practitioner Regulatory Authority (AHPRA). The benefit to you is that your consultations with Dr. Hooper can be billed as Chiropractic or Chinese Medicine, as he uses all skill sets when treating.

The default billing is Chiropractic, so if you run out of cover for Chiropractic we can bill as Chinese Medicine. It can represent a great saving in the cost of your care.

Just like your supermarket, hairdresser and butcher we have a pay on day policy. All fees are due and payable at the time of consultation. No accounts will be kept. Almost all private health insurance companies cover Chiropractic services; however there is considerable variation in their charges and rebates. Some do not cover Acupuncture and Natural Medications, whereas others do. The fees for your treatment, like your health, are your responsibility.

If you are having any difficulties regarding the financial obligations of your care please do not hesitate to discuss this with Dr Hooper or the Reception Team. Where there is a need for help there is always a way. We have never excluded anyone from care because of financial hardship, and we don't want you to be the first.

Tax Deductible Care

All health services and natural medicines (Supplements) provided at the practice by Dr. Hooper can be claimed as a medical expense within your tax. Virtually all of the products supplied by the practice are 'practitioner only' medications licensed with the TGA - and therefore registered medications supplied by your health care professional. Obviously check with your accountant to see if you qualify.

Private Health Insurance

If you have Private Health insurance and you are not getting regular care, you are definitely missing out - and not getting the best value out of your insurance cover.

Our cost effective Maintenance and Wellness Care programs are covered by most health funds. Therefore you could possibly receive an entire year of care on our 'M4 Family Program' funded by your insurance company. Talk to Dr. Hooper or the Reception Team about how this works.

Where is the Hicaps?

We are often asked why you don't bill the health insurance company directly. Why don't you have a HICAPS machine? Or, why aren't you a "preferred provider"?

The answer is simple: We work for you, not for your insurance company. Our relationship and responsibility is to you. Our care and concern is for you. Not the insurance company. We treat you - not your insurance policy.

We can provide a statement of all consultations at any time that will facilitate your claim.

How Can I Help Myself Get Better Quicker?

MOST IMPORTANT: Always for for a five to ten minute walk before you get into the car and drive home.

With out this walk, you will lose about half the benefit of your correction.

There are several "Do's and Don'ts" which if closely observed, will help you get the most from your spinal corrections, plus speed up and enhance your overall improvement.

In fact there are several postural habits that may have developed that will slow down improvement to a virtual standstill.



These things are absolute No-No's as far as your spine is concerned:

- ◆ DO NOT bend and twist from your lower back: instant damage.
- ◆ DO NOT sit on your wallet or purse.
- ◆ DO NOT sleep on your stomach; on your side or back is fine.
- ◆ DO NOT lie on the couch: if you are that tired, go to bed.
- ◆ DO NOT fall asleep in a chair: chairs are for sitting.
- ◆ DO NOT sit propped up in bed reading.
- ◆ DO NOT roll your neck in a circle: very dangerous.
- ◆ DO NOT sit with your legs crossed at the knee: at the ankle is fine.
- ◆ DO NOT sit for more than half an hour without a break.

The same basic rules apply to sport.

The three worst sports ever invented as far as the spine is concerned are Jogging, Aerobics and Squash.

The best three sports are Swimming, Walking and Cycling.

Remember: You should be walking at least 15 to 20 minutes morning and night each day aside from the activities you do at work or home.

Keeping mobile is a key to your recovery.



Feel Better, Get Well Faster with some **Simple Steps**

10 Ways to Help Us Help You



Knowledge is Power
Understand your problems and enjoy better results. Visit [The Spinal Centre.com.au](http://TheSpinalCentre.com.au) or Facebook/The Spinal Centre



Get Adequate Rest
Restful sleep allows your body to make needed repairs. Aim for 7-8 hours per night.



Use Our Experience
Stay on track by following our recommendations.



Reduce Emotional Stress
If you are having trouble managing stress, talk to Dr. Hooper about your options.



Exercise and Stay Active
Aim for 20-30 minutes of gentle exercise each day.



Adopt Healthier Habits
Stop smoking and get to your optimum weight. Pour soft drinks down the drain and avoid tea and coffee.



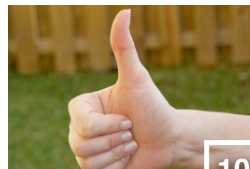
Improve your Nutrition
Eat like a meat-eating vegetarian coeliac. Cut out grains and bread. Aim for 8 serves of fruit & veg daily.



Participate in your Recovery
Educate yourself with our information and never be afraid to ask questions.

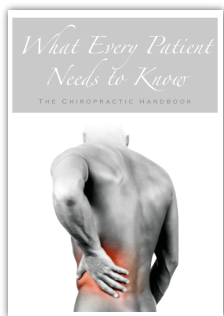


Drink Plenty of Water
Drink 20ml per kilo of body weight everyday. (eg. If you weigh 70 kilograms, you must drink 1.4 litres minimum.)



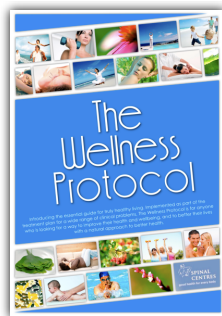
Remain Hopeful
Healing is a process that takes time. Stay optimistic. We are!

Essential Reading for All Patients



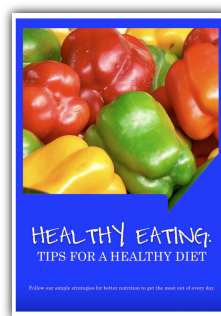
What Every Patient Needs To Know

The ultimate guide on how to get the most out of your Chiropractic care.



The Wellness Protocol

The 7 steps to achieving optimum health.



Healthy Eating

Your guide on how to eat, what to eat and when to eat it.

Download Your FREE eBooks @ [The Spinal Centre.com.au](http://TheSpinalCentre.com.au)

Make sure you are logged in and search 'Patient Resources'
While you are online review the 'Blog' for current News, Articles and Promotions within the Clinics.