



## **The 5 Step Office Visit**

Transcript

Hello and welcome. This is Dr. Maurice Pisciotano and I'm the President and CEO of The ProAdjuster Group, the creator of the ProAdjuster and ProSoft. I graduated from the Palmer College of Chiropractic in 1989 and have practiced in Pittsburgh, Pennsylvania ever since. I will be your instructor in these lessons to insure your skills are enhanced. I have treated over 400,000 office visits and I have trained over 15,000 chiropractors and their staff. I am absolutely honored to have your attention.

In this lesson I would love to share with you the exact steps of the Perfect Office visit using the Pro-Adjuster. We call it the 5-step Office Visit. Now it's important to understand that we have created a systematic and standardized process for an office visit. That's what I want to outline for you here today because I think it's an important part of our process that we do, in fact, work similarly.

That means that if we all have a standardized office visit, if a patient comes to a chiropractor in Chicago using the Perfect Office Visit steps and they go on vacation to Myrtle Beach and they see a doctor there the same five steps will happen in Myrtle Beach as in Chicago. The same five steps will be on the west coast in San Francisco and in the southern part in Texas as well as in Toronto, Canada. Lets put some standardization into chiropractic once and for all and watch what happens to our profession.

You know instrument adjusting has been around since the days of B. J. Palmer who introduced the Banco Percussion Set, however, it has advanced dramatically over the years from a low-tech instrument to a state-of-the-art Pro-Adjuster.

The Pro-Adjuster technique, as you know, has evolved from the Pierce Stillwagon technique but now it's combined with a computerized technology to form a system of patient care that has standardized the industry. The development of this technology was completed by me, Dr. Pisciotano, but it's because of the following sequence of events. Dr. Walter Vernon Pierce, Sr. had been working on this project for quite some time. Unfortunately in December of 1993 he passed away. In 1993 I was just a couple of years into practice but had been very well trained by Dr. Pierce in the Pierce technique. Because he was moving forward with this type of technology and that's all we had back in 1993 was the technology. It wasn't even a technology that worked well. It broke a lot. Just using the instrument the sensor would break back in 1993. There were a lot of challenges we had to work through in order to be able to provide a piece of equipment the way you could use it today. Once we had that piece of equipment in the mid-90's working well, the next stage was getting it FDA cleared, which happened in the late 90's. Then as we started using this instrument on a regular basis is when I developed the system of the 5-step office visit.

The standardized visit starts with an analysis. We analyze the cervical, we analyze the thoracics and, of course, the lumbosacral area. What we do is we analyze the patient and then we treat and then we re-analyze and step 3 we educate them with the integrated patient education, give them recommendations and then do documentation. These five steps are so critical because of the standardized process that are built within.

Let's start with the analysis. Using your C-Posture Constant Pro-Lift Chair the patient's spine is examined while being positioned in mild flexion. Each vertebra is analyzed by evaluating the response of a six-pound percussive force that's introduced into each vertebra. The force is then evaluated through the computer and a Piezo Electric Sensor, which is the heart of the Pro-Adjuster. The motion characteristics are evaluated on the computer screen. Now you're going to look at the screen after the analysis and make a determination. The very first question you will be asking yourself looking at the screen is do I adjust? The analysis will reveal, by reviewing the composite portion of the program on the computer screen, whether or not you need to adjust. We call that the Harmonic Vertebral Comparison Chart. The overlapping wave analysis gives a clear indication that a patient is in need of an adjustment or not. This is also the criteria for our doctors to determine my technique when the correction of each of the treatments are completed. In other words, by looking at the Vertebral Harmonic Comparison Chart after the adjustment the doctor will also be able to determine if the adjustment is done for today in that area. It's important to recognize when you're doing an analysis on a patient with a Pro-Adjuster you're not making the assumption that they will be adjusted today. What you're doing is you're doing the analysis to evaluate whether or not they need to be adjusted.

The next step in the process is the adjustment. After the analysis the Pro-Adjuster clearly displays where the subluxations or fixations are located and helps the chiropractor identify exactly which vertebra need to be adjusted. You will be trained on pre-determining the criteria in our monthly training so that you will pick the right vertebra and you will use the criteria that we teach you which has gained an inter-doctor reliability of over 90% in selection criteria. You will pick the vertebra that need to be adjusted, you will select those by highlighting the waveform analysis for each vertebra, then you'll push the adjustment button and you will be able to go right to the adjusting screen. As you know, the Pezio Electric Sensor, which allows you to do the analysis, will also help you with the treatment. As you're adjusting the spine the sensor will be picking up the motion and as the sensor picks up the motion it's going to be evaluating the motion of ten consecutive taps in a row, which are identical in the amplitude portion of the waveform. When the computer has calculated ten consecutive taps in a row, it shuts off the adjusting component for that vertebra. How's that for high tech! When your patients understand that the instrument shuts off on its own they're going to gain so much respect for chiropractic and the Pro-Adjuster, it will blow your mind.

Now lets assume we adjusted all the vertebra we needed to in that particular area of the spine. So we analyzed the cervical spine, we selected the vertebra we're going to adjust, we adjusted those vertebra, we now go to step 3, which is a re-analysis. The re-analysis process allows the doctor to immediately compare the original composite with the post-composite. The over-lapping waves will show you, at a glance, what degree of motion dynamic improvement we've created today. The specialized hardware and software of the Pro-Adjuster are so reliable that the re-analysis is accurate information for you and the patient. As I've already mentioned, the Pro-Adjuster establishes objective analysis on the inter-examiner realm with the consistency over 90%. You should share that with your patients because it's a scientific instrument, it's really important that a patient gets that level of understanding.

Now I should give you a few timetables for your information. Your analysis should take about 30 seconds. Your treatment with the Pro-Adjuster; cervical, thoracic and lumbar, should be one to two minutes. Your re-analysis is now at about another 30 seconds so we're up to either three minutes or four minutes and about 30 seconds to a minute of patient education, you're now at four minutes and then recommendations and documentation, you're at about another minute or less. So when you're looking at somewhere between three and five minutes for this entire process of analysis, treatment, re-analysis, education and, of course, recommendation. Now let's go through the educational step. I'm making the assumption that you adjusted the cervical spine, you re-analyzed, you got a great change, you move to the thoracic, you did the same, you moved to the lumbar, you did the same and then, of course, you go to patient education after your protocols. The Pro-Adjuster patient education is on an entirely different level than anything else you've ever used in your career, even if you've been in practice for 30 years. The reason why the patient education is so powerful on the Pro-Adjuster is because the same instrument that you utilize to analyze the spine is the same instrument you utilize to treat the spine, is the same instrument that you use to re-analyze and show the patients the improvement, it's the same instrument that you also, by the way, did a protocol with that increased their range of motion or extension or helped them with their shoulder. So when you go into patient education the patient does not view it as patient education, they view it as part of their treatment program. It's easy for the doctor now to identify the problem area for the patient because we know what we've selected to adjust, we have adjusted them, those records are on the screen, we could now highlight the waveforms of the vertebra we adjusted, so let's just highlight one, let's say it's C-5, we highlight C-5, we go to the bottom bar of the main screen of the Pro-Adjuster and hit nerves. It will automatically highlight C-5 on the patient education screen and animate where those nerves go to. It's highly impressive for the patient and you walk them through the educational process.

Now there's still going to be another lesson for you where I spend the entire lesson on patient education using the Pro-Adjuster Integrated Patient Education Program and that's not the purpose of this particular lesson but I wanted to give you some overview of how to do each one of these steps.

The fifth step in the Perfect Office Visit is recommendations. When utilizing the Pro-Adjuster the doctor of chiropractic has the ability to use a specialized documentation to help with the development of their recommended treatment program. This is a corrective care program based on information of change or analysis. Once you've done the analysis and the re-analysis after they're adjusted you could utilize that information by sharing with the patient the scientific nature of what it is we do.

Now, once you've had an opportunity to review the educational component with the patient you tie the recommendations to exactly what it is that you expect is going to be needed to help this patient. What you'll do is use the Pro-Adjuster to offer a wide range of protocols, show the patient the protocol screen, explain to them that you'll be using those protocols and also you'll want to share with them the main reason why a person drops out of care early on is they doubt whether or not the recommended treatment program is actually going to help them. It's critical that the patient, when they get done with the Pro-Adjuster treatment, that they clearly see that the Pro-Adjuster works and the protocols are a key piece to that puzzle. Then what you do is you let the patient know that I'm going to see you three times a week for the next three weeks. I'll see you Monday, Wednesday and Thursday at 4:00 or whatever the time is. So you spend the time now giving them the recommendations.

Now each and every visit you're going to do the process the same way. You're going to analyze them and then treat, re-analyze and then educate and then give them recommendations every single visit. I am confident that if you utilize this 5-step office visit process, which we call the Perfect Visit, you will see a dramatic change in your practice over the years of doing it a different way. When you standardize it, it becomes predictable for the patient and when you standardize it you will get a dramatic result. I'm confident if you install this program in your practice today, re-listen to this lesson over and over again and have your staff do the same, have an associate doctor do the same when you hire them on so that everyone's doing things similarly, you will find because of that standardization and because of that consistency in your practice you're going to see a dramatic change in how patients respond to care. You're going to see a dramatic change in an improvement in your referrals.

I'm confident if you utilize this system your practice will improve. More importantly than your practice improving is taking your patient care and your patient results to another level. Lets all take our patient care to another level so that we can, and we will become, the number one health care choice on Planet Earth.