

# Welcome to session three of the 15 Secrets to Lifetime Patients

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## Secret 8: The Four A's of the Progress Report

Progress examinations and reports (PR) are essential in patient care and compliance. These procedures are pre-booked as part of the Path to Wellness© procedures. It is advisable to report the patient's progress bedside. This means that the PR can be booked in the regular flow. This also means that the PR needs to be laser-like and inspiring. Its purpose is to give an update as to the changes and challenges that have been encountered and to inspire the patient to see the continuing value of lifelong chiropractic care. The four "A"s are an easy system to communicate the progress and to inspire the patient along the chiropractic path. They are:

1. **Adapt**
2. **Awake**
3. **Aware**
4. **Alive**

The Progress Exam (PE) usually involves a re-examination of the affected spinal areas and a re-scan of the neurological patterns. The PR is done on the following visit from the PE and essentially allows for a seamless transition in the care of the patient. It is not meant to convince a patient to continue care. Hopefully these decisions were made at the beginning of the program. The PR is a time to reflect on the changes and to inspire the patient to look for new benefits from their care.

The tone of the PR is usually one of upbeat, calm and certainty. Tell the truth! If you are not satisfied with the results, let them know and offer a suggestion as to what this means and what the two of you will have to do to change the results. Most often, however, all results point in the direction of remarkable healing. Never forget that chiropractic works!

### Sample PR script using the Four A's:

"Hi Mary. It's time to review the findings from your progress exam that we did on the last visit. Mary, do you remember the term "subluxation"? Right, these are patterns of nerve and spine disturbance that affect your whole health. Over the past few weeks we've worked to reduce the tension on the nerves and to help restore balance to the spine. I'm pleased with the results of these adjustments. Those deeply set subluxations are beginning to release. This means that your spine is beginning to move with more freedom and that the nerves are letting go of their stress. Look at your scans from before and after...."

"Mary, when I see and feel these changes I know that your body is beginning to heal. This is wonderful because when there is better tone on the nervous system you will be able to **adapt** to situations more effectively. This means that you can fight off colds and flus with a better immune system. You will be able to cope with stress when it comes at you. In fact, with less tension on your nerves, you'll be more **awake** to the possibilities and opportunities that are available. You'll have more energy. You'll be more **aware** of your surroundings. Better nerve control helps means clearer thoughts. Finally, Mary, you will feel more **alive** with the life you've been given!"

“All of these wonderful thoughts and feelings are what it’s like to be well. You are recovering from your subluxations exactly as I had hoped you would. This early stage of care, known as the Release stage, has accomplished what it is designed to do. These initial adjustments release the older stuck patterns of nerve tension. Because of these improvements, we can begin your next level of care that is called the Rebuilding stage. This will be a time to use all of these previous adjustments and begin to rebuild better and healthier habits.”

## Secret 9: The Stress Equation

The nervous system is the interface between the inside world and the outside world. All thoughts, actions, feelings and levels of consciousness are mediated through the nervous system. In fact, all human experiences must transit through the CNS. Stress is interpreted by the nerves and then appropriate responses are initiated. This chart shows how a compromised nervous system (subluxated) alters the balance between internal resistance and external stressors.

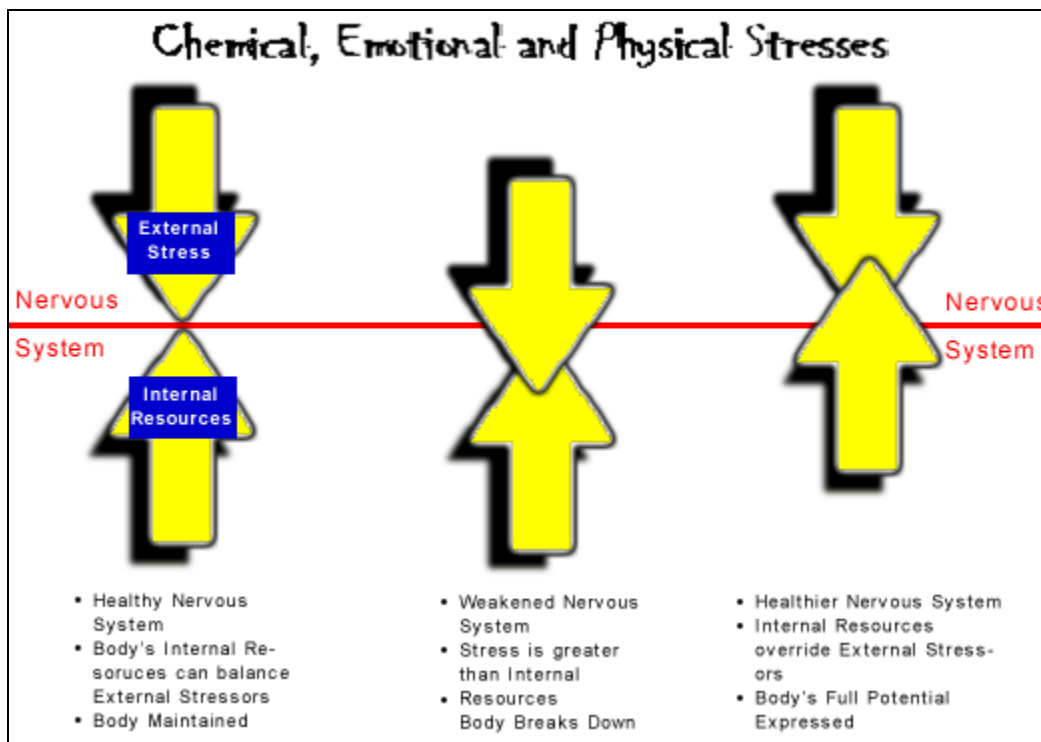


Chart is property of Dr. David Fletcher and the chiroAcademy™  
With thanks to Dr. Stacy Larsen.

## Secret 10: The Three Layers

**“The further you take them back and down, the farther you move them forward and upward” DF**

Teaching the principles of subluxation means that the practitioner has to have an unwavering certainty as to the devastating effects of the subluxation on human health and potential. Somehow we have to connect the “hip bone to the universe.”

The link between these two dimensions is the nervous system. At all times, the chiropractor must teach the patient the connection of the nervous system to the spine and to Innate Intelligence.

“Bob, your spine and your nerves are the centre of your universe. They literally run through the centre of your

body and control every thought, action and feeling that you will ever have. Spines and nerves get into trouble when they twist on one another.”

“If we were to look at how spines and nerves work, we would see that they are arranged in three layers. Stress gradually settles in to these three layers over time. The top layer is made up of muscles and tendons. The muscles allow for movements and when they are affected we can feel stiffness. The middle layer is made of bones, joints and ligaments. When stress settles into this layer we will feel pain and restriction. The deepest layer is for the nerves. This is the most sensitive section. When stress affects this layer, our whole health is disturbed. Nerves control every part of our well being and so any tension that gets into this third layer is very unhealthy.”

“By the time stress affects third and deepest layer, a lot of changes have occurred. Chiropractic adjustments are aimed at reducing the tension at this level. The adjustments are specific movements or contacts that retrain the reflexes at this deep level. A watchful and progressive care plan is necessary to rebuild better control along these nerves.”

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## Secret 11: The Chiropractic Communication Grid

Communication has to be organized to be effective. Telling the chiropractic story involves taking the patient on a new and wonderful journey. The RippleFx Triad is a communication template that can be expanded to be used in all areas of patient flow. Ideally, we want to help the patient connect the dots and move from symptomatic health care to inspired wellness.

The RippleFx Triad is based upon three concepts that each patient must be made aware of. Ultimately, they must connect their health and well being to the expression of Innate Intelligence. To get there, they must understand these three points:

- 1. Process**
- 2. QOL (Quality of Living)**
- 3. Systems**

A **Communication grid** uses the triad and adds other key-related words. These words can be mixed and matched to help the patient connect their well being to chiropractic care.

### Communication Grid:

<b>Process</b>	Tolerate (silent) (change)	Subluxation	Adjustment
<b>QQL</b>	Compensate (limitation) (boundaries)	Choices	Path to Wellness
<b>Systems</b>	Nerves	Interference (symptoms)	Energy (immunity) (metabolism)

This simple grid can be used to convey the powerful effect that subluxations have on health and on life itself. Here are some examples as how to it can work.

“Mary, I can see that you’ve been **tolerating** a lot of changes in your spine for quite a while. The **interference** along the nerves can affect many of your organ systems. In fact your entire **QQL** can be affected by these subluxation patterns.”

“Bob, your health and the **quality of your life** are a direct result of the **choices** you make. You have been **tolerating** poor health and vitality for too long. Your body is **compensating** for all of these changes. Its time to remove the **nerve interference** and begin to feel live again!”

“David, healing is a **process**. By the time you feel the **symptoms** your body has been **compensating** for a long time. You’ll need to be patient as we unwind the tension on your spine and **nervous system**.”