

## FREQUENTLY ASKED QUESTIONS

### WHAT DOES THE PROGRAM GUARANTEE?

The goal of this program is for you to achieve 100% improvement in your current condition. We will refund you up to \$500.00 of your out of pocket expense if after following the prescribed program you don't experience the level of relief as outlined in your initial consultation.

### HOW ARE THE RESULTS OF THE PROGRAM DETERMINED?

We use various indices and questionnaires including the Analogue Pain Scale, the Oswestry Disability Index, the Roland-Morris Pain & Disability Questionnaire and other tools in order to assist you, and us, in accurately monitoring your progress.

### CAN I WITHDRAW FROM THE PROGRAM AND GET A REFUND?

You may choose to withdraw from the program at any time and resume normal chiropractic care. The completion of the agreed upon Assurance program is required to receive a refund.

### COULDN'T I LIE ABOUT MY RESULTS IN ORDER TO OBTAIN A REFUND?

We at Purpose Driven Chiropractic conduct ourselves with open and honest communication and we expect the same from our patients. We have experienced rare occasions where a client has falsely reported a lack of improvement in their condition to enable them to obtain a refund at the end of the program under this guarantee. We have never refused to pay a refund pursuant to our guarantee.

However, we now perform regular physical examinations through-out the treatment program. We regularly monitor the results of the program through the tests outlined above. If we become aware that a client is understating their progress, we reserve the right to immediately terminate their treatment. In this rare circumstance we will still honor our guarantee and refund the clients out of pocket expenses up to \$500.00.

### CAN CHIROPRACTIC WORKS PROVIDE 100% IMPROVEMENT IN MY CONDITION?

Yes, in the majority of cases we can provide 100% relief from a client's condition. However, there are cases where a client has sustained very severe or long standing problems which may take longer than the tailored program to heal completely. Following the completion of the program such clients, who simply wish to maintain the success of the program to this stage of their Guaranteed Results Program may elect to continue chiropractic care.

Such treatments would be performed on a low frequency maintenance basis.

### WHAT ARE THE FEES INVOLVED WITH THIS PROGRAM?

The cost of the Guaranteed Results Assurance Program varies in a case by case basis. At your initial consultation a proposed management plan will be determined by considering a number of factors. These factors include what we find to be the underlying cause of your problem, your age, the length of time you have suffered your problem, the condition of your spine as seen on x-ray, the type of work and physical activities you engage in, etc.

There is **absolutely no obligation** to proceed with the tailored Guaranteed Results Assurance Program if you are not happy with the proposed management plan and fee.

Following your initial consultation and state of the art digital x-rays, you may simply choose to begin chiropractic care on a visit by visit basis. Each treatment would then cost a standard fee of \$42.00. We also offer discounted family rates.