



**We are so happy to have you as a part of our chiro family.**

Dr.Lara wants to give you a review of of few of the most important things to support the flow of your visits and support you in your care during and in between visits.

***\*Important information inside, Please Read!\****

## **IN THIS PACKET**

**General Office Information**

**Office Flow**

**Your Care and What to Expect**

**Scheduling Your Appointments**

**Practice Member Education**

**Home Care**

**Posture**

**Dietary Recommendations**

**Guidelines for Successful Practice Members**

## **General Office Information**

### Office Hours (Adjusting)

**Monday 10:30am -12:30pm & 4:00 - 5:45pm**

**Wednesday 10:30am -12:30pm & 4:00 - 5:45pm**

**Thursday 10:30am -12:30pm & 4:00 - 5:45pm**

### Contact Information:

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[info@drlarahill.com](mailto:info@drlarahill.com)

**For urgent matters, please call or text the office number if you need a response within 24-48 hours**

***Please be certain to add the above email address to your email contacts so that you receive our communications.***

About your adjustment sessions:

Though adjustment sessions generally last 10 to 20 minutes or less, please allow 20 to 30 minutes in and out the door, and if you have anywhere that you need to be by a certain time, please let Dr. Hill know when you first come in. If we gave you paperwork to fill out, remember to complete it and bring it with you.

When you arrive:

- **Remove Shoes, Coat, belt, necklaces**
- **Take anything out of your pockets**
- You may put **belongings in the baskets** outside the adjustment room to bring in with you, or bulky things can go **under the chairs or under the table**.
- **Turn your cell on airplane mode**. Every little ding or buzz is going to put you and others in the room on alert, and we want to create a space where you can connect to yourself for some time.
- If you have long hair when you **put your hair up** it helps Dr. Lara more easily access your neck
- **Grab your face paper** - if you want to save paper, you can take your own reusable face cloth to keep and bring with you to your visits - Throw the disposable face paper in wastebasket when you are done
- **If both tables are taken** when you arrive, sit in the chairs until one frees up
- **If you have somewhere to be after your appointment**, please let Dr. Lara know the time you will need to leave that will give you an abundance of time. We respect your time, and usually you can plan to be in and out the door in 20-30 minutes, but we want to make sure that we are aware of your needs in case there might be something that might otherwise make the session longer.
- In the adjustment room, any **belongings you bring in with you go under the table** to make sure that the doctor doesn't step or trip on them. Anything you leave by the chairs, make sure they are tucked under or hung on the back of the chairs in case anyone else wants to sit there.

## Your care and what to expect:

On each visit, Dr. Lara Hill D.C., will perform a checkup of the current state of your spinal and neural integrity and progress and determine what type of an adjustment and if you need an adjustment session that day. While you can certainly verbalize to the doctor any changes you're experiencing, it is not necessary to discuss symptoms on each visit. The chiropractor will know what needs to be done based on the clinical findings. On a small clipboard near the adjustment room door are convenient **ouch and smile forms**. If there's something in the ouch or smile category which you wish to share, write them down on that form before your adjustment, and hand it to Dr. Lara or set it on the ledge near the tables and let her know you have set it there for her to see that visit. She will deliver Network Spinal Analysis Care -- our approach to the reorganization of your nervous system.

Network Care is delivered in a process of three levels of care: Discover Care, Intermediate Care, and Awaken Care. As your spine and nerve system improves, different types of forces will be applied, different types of responses will be experienced, and this goes along with the progression of the improvement of the integrity of your spine and nerve system.

The length of time of each visit can vary. Some visits may be very short and include only a few very light contacts on your spine. Some may be longer, and include longer contacts, brief impulses, and positioning. There can also be times where we check your spine and on that day, you will not receive an adjustment during a visit, even if you have active symptoms presenting as on that particular visit you may not need an adjustment or your nerve system may not be in pattern.

During the first Level of Care, Discover Care, the force applications to your spine will be quite gentle and very brief. The focus at this point is to increase brain and body connection, and for your body to develop the ability to release tension from your bones, muscles, and nerves. It is very important during this portion of care, you pay attention to two things, your breath and your posture. During your session on a table, be attentive to the experience of your breath. As you observe your breath, you'll notice that your breath will start to go through a greater range, and move upwards through your body from the base of your spine upwards through your neck. Do not try to make this happen, however please pay attention for that process happening.

In terms of your posture, your posture will start changing in the first few weeks while sitting, standing, walking and other daily activities. Again, please don't try to make changes in your posture, but be attentive or observant to that. You'll notice yourself sitting differently, looking in the mirror of your car differently, and may notice that you are walking differently. Some of this may feel better and feel freeing, and others of it may feel worse. Please understand and chalk this up to the process of your body reorganizing.

During intermediate care, the force applications will start to be longer. Your visits may at times be longer and involve positioning, and you should start to feel more movement develop through your spine, all muscles, and extremities.

Attending your Spinal Care classes will contribute tremendously to your progression through care and optimize your results.

Also during Intermediate Care, we will work on you in different positions, such as lying on your back, side or seated. The development of muscles building tension to develop a stretching strategy that will then move into wave-like movements along your spine begin to occur. This is your body assembling forces internally to re- educate the position of your spinal alignment.

As you move into Awaken Care, this will continue to progress, and you'll notice us position your body's torso, arms and legs so the positioning creates re-organizational forces from within, both in the office and out of the office as your body learns to be more self-correcting.

## Scheduling Your Appointments

### Initial Scheduling

#### Establishing Your Care Plan Rhythm

When you start care, scheduling all of your appointments for your entire care plan allows you to maximize your outcomes and your success by creating a rhythm for yourself and making it easiest to adhere to your care plan.

#### Creating Ease for Exceptions

If your schedule prohibits you from setting advanced appointments, schedule as far in advance as you are able to ensure finding appointment times. Dr. Lara recommends that you schedule on the same days and times as often as possible. By creating that rhythm, this is one less thing that you need to keep track of in your life and your body gets in the healing rhythm as well.

### Rescheduling

Once your care plan appointment schedule has been established you may always reschedule your appointments if need be. In order to make sure that you stay on track with your care recommendations and keep up with you care plan, **Dr. Lara strongly recommends rescheduling rather than canceling appointments.**

There are two ways to reschedule:

- 1) click on the "reschedule" button at the bottom of any confirmation or reminder email
- 2) register for an account to view all future and past appointments, and to reschedule any future appointments. Simply click on the "register" button at the bottom of any confirmation or reminder email. All you need to do is create a password so it just takes a few seconds to register. (\*If you are still unable to see all appointments, you may email us so that we can be sure all appointments are assigned to your email address)

**\*\*Note: To avoid losing one of the visits in your care plan package, if you know that you will need to miss an appointment please make sure that you do reschedule prior to the appointment time. Past appointments are unable to be rescheduled online.** If you need all of your appointments moved to a new time, you can email us and we can do bulk changes to your schedule. Email: [frontdesk@drlarahill.com](mailto:frontdesk@drlarahill.com)

### A few scheduling tips:

- 1) Spreading out appointments is generally better than having them close together.
- 2) Appointments within the same day: If it is not possible to spread out appointments, it is possible to have multiple appointments in one day. Again, even within a day the more spread out the better, with at least an hour in between, but at a minimum please allow enough time for at least a 10 or 15 minutes walk in between appointments. (Note: it is always a good idea to plan for a 10 minute walk after each appointment.)
- 3) Vacation time: If you are going on vacation or traveling for work you may reschedule to the week before you leave end of the week you return so those weeks of extra appointments make up for the week you are gone. This will not only help you stay on track, but most people are especially grateful for the extra care before and after traveling.
- 4) Compliance is key: Your recommendations were based on how you are most likely to have the most success in your care. We have these systems in place to help with that success, and following through with your care plan ultimately is your responsibility. Stay focused, stay positive, attend as many classes as possible, and stay on track to get results and maximize your investment in your health and well-being. Your future self thanks you.

## Extra Scheduling Help

If you need extra scheduling help, please don't hesitate to text, call, or email.

## In the Adjustment Room

The left-brain scheduling is much different from the right-brained healing mode that Dr. Lara is in during adjustment hours. For this reason you are welcome to bring up scheduling questions, but please plan to text or email anything that you want her to remember to address so that she can continue to focus her energy on caring for you and fellow practice members during that time.

## Online Scheduling and Extra Support

Convenient online scheduling is a convenience we offer. Additionally the more you use this service, the more time we are *also* able to dedicate to your healing, bettering our service, developing educational content, and giving back to the community. It is still always our priority to give you an excellent experience and service so please know we are always here to support your needs and answer your scheduling questions as needed.

## Practice Member Education

Dr. Lara Hill's commitment is to not only be a center for healing, but to be a center for education. Your engagement in education about the healing process of your spine and nerve system is proportional to the results you will experience. During the first month of care, it is highly recommended that you pick up the book, *The Twelve Stages of Healing*, by the developer of Network Spinal Analysis, Dr. Donald Epstein, and read the first three chapters on stage one, two and three of the healing process. These correspond to people's observations and experience about their

results during the initial phase of care. Chapters Four through Seven correlate to intermediate care, and those stages will also help you know what to anticipate about the experience of your own body. The remaining chapters correspond to Awaken Care. We also recommend that you listen to the Network Discover Care audio, either on USB or on our website under the resources tab.

Keep an eye out for email newsletters, Facebook posts (Facebook.com/LaraHillDC) and other sources of information to help you live your healthiest. We are there for you! Ask questions, stay involved, and engage to get the most out of your care.

## Home Care

It is important to understand that just like changing the position of your teeth, improving the integrity of your spine and nerve system is not an event, it's a process. This process will take place in a progression. The process of re-educating and re-training your spine can both be extremely joyful and freeing, as well as having periods of time of tension and soreness. Chalk both of these up to parts of the reorganizational process. If you experience soreness, tension or symptoms during the course of your care, please mention it to your practitioner by use of the Ouch and Smile forms so that we can be aware of your experience. If you're experiencing something that is uncomfortable and choose to use a cold pack on painful areas, do this for 20 minutes every other hour.

Do NOT apply heat or use a heating pad. Additionally, movement is usually great for soreness and tension as compared to bed rest. Understand that you may not always feel instant relief after receiving a Network Adjustment session. No series of adjustment contacts are intended to relieve a presenting symptom, but rather to remove neurological obstructions, increase nerve efficiency and improve function while increasing the organization of your spinal bone to muscles and nerves and their ability to work synergistically. The re-education, re-organization, and re-training of spinal structure, behavior, and perceptions, takes time. Please trust the process. Give your body the time it needs to work through the underlying issues that have occurred throughout your life to get you to your current state. Also, realize the intention of care is not to restore you to a prior state, but actually help you re-organize to a higher level for you to better handle, adapt, and thrive in life.

Once there has been enough reduction of adverse tension in the spinal nerves and connective tissue, we will introduce **home exercises for the postural, structural changes**. These will involve your neck curve, and/or side shifting your whole spine, depending on your presenting findings. Prior to engaging in these posture exercises, the most helpful thing that you can do for yourself is to begin to work a couple times a week with **Somato Respiratory Integration (SRI) exercises, and 12 Stages of Healing Workbook**. This workbook is available in our office. Again, Stages One, Two, and Three, are most appropriately related to your first 90 days of care, and Stage Four and beyond relate to further care.

People that engage in utilizing the SRI and postural exercises get far better results, in terms of their perception of their body, their structural changes, and their body changes of neurological behavior.

# Posture

Proper posture will begin to improve as your spine and nerve system gets healthier as a result of your care. Mentally working on your posture tends to actually be counterproductive, however, there are certain bad posture habits that can negatively affect you, and there are basic guidelines that you can follow.

**Devices:** Looking down at your cell phone and computer may be one of the most detrimental postures for your spine. We call it “tech neck” or “text neck.” When possible, have your technology at eye level, use a computer instead of a cell phone, and use the dictation function on your phone rather than typing.

**Sitting posture:** If you have a job that requires you sit for extended periods, you need to get up as often as possible and move, at least once every half hour to hour. The human body is not designed to sit for an extended period of time. If you're retired and love the recliner, time to get up. Move, move, move. Sitting is fine for short periods of time, but please move as much as you can.

**Driving:** Driving for long periods of time is tricky. Take a moment to be aware of your two sit bones sitting squarely, do not slouch to one side, and use cruise control when possible to let your one leg rest. Sit the back of the seat upright, avoid leaning too far back, and add extra lumbar support if necessary. Give yourself ample time when driving. It is best not to add stress physiology to the already challenging driving posture.

# Dietary Considerations

It is impossible to cover all aspects of proper diet in this guidebook. However, it's easy to give you some simple tips that can help you tremendously and put you on the right track to maximize your progress and healing.

1. Minimize the intake of wheat and other grains in your diet, particularly gluten. Diets high in grains and gluten can lead to inflammation effects and tax your healing process.
2. Minimize your intake of processed and refined foods.
3. Eliminate sugary sodas.
4. Minimize your intake of sugars, all forms.
5. Avoid diet sodas and the use of artificial sweeteners. Despite popular belief these have toxic effects that do NOT make them a healthy alternative to sugar, ironically including increasing likelihood of diabetes and obesity.
6. Increase your intake of antioxidants.
7. Make sure you are getting enough filtered water to flush out your body and stay hydrated!
8. Increase your intake of fruits and vegetables. (Make sure to up your hydration at the same time)
9. If you do eat meat, it should preferably be organic and grass-fed, not fried.
10. Increase your intake of high-quality omega-3 fish oils. Ask which brands are safe.

Most American diets are high in processed food and sugar. Both of these will lead to general inflammation in the body.

# GUIDELINES FOR SUCCESSFUL PRACTICE MEMBERS

In our experience, we have found these guidelines to be of great success in helping many practice members reach and exceed their health goals for themselves and their family.

## HAVE FAMILY MEMBERS CHECKED

**During your first 2 weeks of your care we will provide, as a courtesy to you, an evaluation for every member of your immediate family at my expense (FREE!).** We do not ask anyone to receive care who does not want to, however we do insist that they have their spines checked. For those that need care, we offer a generous family fee. Everyone needs to care for their health of their spine from the time they are born until the time they pass on. Spinal subluxations are detrimental to the functioning of each person's body. The quality of life benefits associated with consistent Network Spinal Analysis care can be received by people of all ages.

## ATTEND THE WORKSHOPS

We have found that the more people understand about their bodies, the type of care provided, and what to expect during each level of care, the greater success they experience in maximizing the benefits of care. **We insist all practice members attend the workshop appropriate to their level of care** (most workshops are appropriate for all care levels--if you're not sure, just ask). People who attend the most workshops tend to have the greatest success in care. We do not want you to waste your time or money by not attending. **Guests, children over age 7, and nursing infants are welcome.**

## HAVE CONSISTENT APPOINTMENT TIMES

We find people have the greatest changes when they have consistent appointment times. This is because your body and mind entrain to the rhythm of what you are receiving at what time of day. Schedule your life around your network sessions, instead of your network sessions around your life. In order to accommodate this we offer a **master reservation schedule for pre-scheduling multiple visits** based on clinical recommendations. The doctor suggests committing to a specific visit time for all your appointments thus making your network chiropractic care, your healing, and your life a priority. Alternatively, people may schedule their next week's appointments each Thursday. **Please refrain from repeatedly rescheduling appointments. It is in your best interest.**

## KEEP APPOINTMENTS

In order for you to receive the maximum benefit from your care, we insist practice members to keep their appointment times. A missed appointment is detrimental to your progress. All missed appointments need to be made up later that day, or at latest that week in in order to maintain your recommended visit frequency. Repeated missing or rescheduling will regrettably result in discharge from care in this office. In order to keep our reputation for excellence, we will support and reinforce the consistency and follow through of your visit frequency in order to see you reach your goals successfully.

## DURING YOUR NETWORK ADJUSTMENTS

You need to be quiet, relaxed, and focused on receiving the very best adjustment possible. The doctor is very busy and needs to be very focused during your spinal adjustments. Due to time constraints, the doctor can only address lengthy questions by special appointment or by phone after patient hours. If you have scheduling needs, please address this by email, text, or scheduling online.

## USE THE OUCH AND SMILE FORMS

In the interest of your privacy, as well as record keeping, use **Ouch and Smile forms** in the wire basket outside the adjustment room. Intense presence and concentration is required of us to provide the best care possible to you and all practice members. When you observe something about your body that you would like the doctor to be aware of, **please write it on the Ouch and Smile forms.** Incidents such as falls, accidents, new symptoms or relief of a symptom, life changes, new spinal awareness, pleasant sensations or something else delightful all qualify as share worthy. We want to know about your experience and have a record of your changes. The doctor reviews all the Ouch and Smile forms and will connect with you about them if/as needed.



## REVIEW ALL OF YOUR RECOMMENDATIONS

In reviewing your history, spinal evaluation, and x-rays the doctor not only made recommendations for network adjustment sessions but sometimes also other nutritional recommendations, exercise and movement, and reading on healing. To get the most out of your care and maximize the benefits you will receive we recommend you review all of this information. The more you engage and participate in your care the more you will get out of it. We want to work together with you.

## FOLLOW THROUGH WITH ALL YOUR RECOMMENDATIONS

Your initial recommendations may have included nutritional and Somato-respiratory integration exercises. Please review these and follow through with them to assist in your progress towards optimal health and wellness. Furthermore, as you progress through care there will be additional recommendations made at certain points in care. These will all serve to maximize your benefits and quality of life.

## TELL OTHERS

We count on you to share Chiropractic with others. With knowledge comes responsibility. **You now know something that can improve the lives of your friends and family.** Share the encouragement and inspiration of your renewed health and wellness.

## CHIROPRACTIC EXCELLENCE

Dr. Hill is continuously involved in advanced training to better serve you and to assist in the training of excellence in other doctors to better serve the world. She will occasionally be out of the office to attend seminars and conferences to advance her skills, teach other practitioners, or for time to energize, grow and regenerate. She is also the only doctor in the office, and the only Network Spinal chiropractic practitioner in Duluth. For these reasons at times she may need to switch the schedule, or more rarely may have another highly trained practitioner in the office if available. **Please maintain your visit schedule by seeing the practitioner that is serving people the shift you are scheduled, in those cases.** In the event that your session time must be changed or cancelled we will make every effort to contact you with as much notice as possible, however changes may be made at short notice. Please read all email communications for upcoming closures, and in order to keep your progress on schedule during these times **be certain to reschedule any sessions missed due to changes. Always reschedule rather than cancelling appointments, when possible.**

## SEVERE WEATHER

The office may close in the event of severe weather. Please call or check online to be sure the office is open.

## RESPECT OTHERS' PRIVACY AND HEALING

We utilize an open adjusting area (two or more tables), as it is more effective for people's progression through Network care. Your healing is contagious and helps those around you. Please respect the process of others by using a very soft tone to your voice, be respectful of people getting on and off the table and, turn off your cell phone or pager and generally recognizing that this space is for healing.

## LEARN ABOUT THE HEALING PROCESS

**We highly recommend that all practice members read Healing Myths, Healing Magic, The 12 Stages of Healing, and the Somato-Respiratory Integration Workbook all by Dr. Donald Epstein, the founder and developer of Network Spinal Analysis. These books provide information about health, wellness and healing, as well as Somato-Respiratory Integration exercises to assist you in your connection with your body's rhythms.**

## AWAIT IN PEACE AS LIFE UNFOLDS

**Trust Life!** Healing is not a destination but a journey, one that takes us down a road with many twists and turns, unexpected detours and unpredictable bumps, through a landscape of many joyous experiences as well as challenges. **Trust the wisdom of your body to guide your experience.**

These guidelines will help you, and your family, receive all the benefits Network care offers.