



# People, Pets & Performance Animals

## Well Done for Choosing Us!

Here are **10 good reasons** why you have made a **VERY good** decision to choose our clinic.

1. **You Will Heal Faster** - We use a combination of therapies in conjunction with chiropractic to help your body heal faster
2. **All Natural** - Drug-Free (low risk) solutions for your health concerns
3. **Latest Research** - Shows that Chiropractic and Exercise are better for neck pain than drugs
4. **Happy Clients** - We have over 6000 happy clients from the Lockyer Valley who have already received treatment from us
5. **Honesty** - We will let you know exactly what to expect from us and will refer you onwards if we know we cannot help you
6. **Excellent Customer Service** - We have the best team of happy, enthusiastic, highly qualified staff to help meet your needs
7. **Local** - We are local people (5<sup>th</sup> generation) who are here for the long term
8. **Open More Hours** - we are the only full-time clinic in the Lockyer Valley, which means we are open 6 days for your convenience
9. **We Care** - about your health and happiness
10. **Community Spirit** - we actively give back to our community and support local clubs and charities such as Fresh Hope Rehabilitation for Mothers and Children with Drug and Alcohol addiction, Local Campdrafts and Wandering Warriors.



Welcome to **Coast to Country Chiropractic's** care of *your health*. We hope to answer some of your questions before you walk in our door and make things as easy as possible for you. Our mission is to help you return to health as quickly as possible with a combination of the treatments we have available in our clinic. Where we can, we will locate the cause of your problem and fix it to the best of our ability. We are interested in long term solutions for your optimum health.

## Who are we?

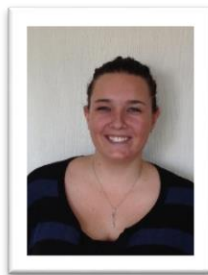
**Coast to Country Chiropractic** consists of a skilled team of chiropractors, remedial massage therapists and friendly administration staff. Our Practice Manager can handle any queries you might have about the administration side of your care. Nina, Zoe, Joey and Mitchell are our current Remedial Massage and Microcurrent therapists whilst our chiropractic team consists of Dr Matthew Sippel, Dr Sharith Sippel and Dr Rachel McKinnon.

Dr Matthew is a fifth generation local and after identifying the need for quality health care in the Lockyer Valley, opened the doors of Coast to Country Chiropractic in 2005. Drs Matthew and Sharith both completed their chiropractic training at Macquarie University in Sydney and travelled to America to complete their formal training in animal

chiropractic in 2011. They both hold a Graduate Certificate in Animal Studies from the University of Qld (Gatton) and are qualified to perform Biomesotherapy (saline injections) on people and animals. Dr Matthew has a special interest in healthy ageing, as well as looking after truck drivers and farmers while Dr Sharith prefers nutritional health, rehabilitation, pre and post pregnancy care, children and babies.

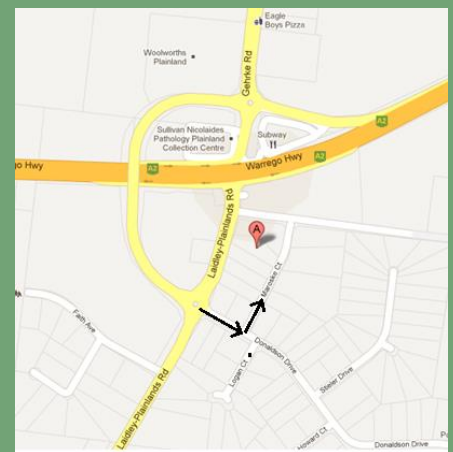
Dr Rachel completed her chiropractic training at Macquarie University in Sydney. After moving to Queensland, Rachel has undertaken courses in nutrition and paediatrics. She has been part of the Coast to Country Team since June 2013 and is loving caring for our locals, especially babies and children.

All of our staff receive ongoing training on the practitioner range of nutritional supplements that we carry to ensure you are given the correct advice and get better, faster. As we are committed to good customer service and getting results we definitely appreciate all feedback.



## Firstly, you need to find us!

We are located at 7 Maroske Road, Plainland. We are on the Laidley side of the Warrego Highway behind Porter's Plainland Pub. If travelling from Gatton take the Laidley exit at Plainland, travel over the overpass and then go straight through the roundabout into Donaldson Road and then take the first left - Maroske Road. We are on the left and there is plenty of free parking in our own car park.



## What should you expect when you walk in our front door?

You should expect to be greeted with a smile from one of our friendly staff. If you haven't filled in paperwork via email before your first treatment, you should come into the clinic 15 minutes early to allow sufficient time for this. If you have completed the paperwork, we ask that you still turn up 5 minutes before your scheduled first appointment to familiarise yourself with our staff and the clinic.



## What should I wear for my Adjustment?

You will find you are more comfortable during the treatment if you are clean and wear loose comfortable clothing. Dresses and short skirts can sometimes be awkward and aren't recommended. If you wear thongs or boots in, we will simply ask you to remove them in the treatment room before your treatment.

In our clinic, all chiropractic adjustments are performed with you fully clothed. If you have a shoulder problem we recommend that females wear a singlet to their appointment.

If you are getting a **massage** from one of our Remedial Therapists, you will be asked to undress to your underwear (while the therapist leaves the room) and then cover yourself with a towel after you get onto the massage table face down.

## What will my treatment consist of?

In the chiropractic room, we usually start you off with a hot pack (or ice if you need it) and then run a massage machine over you to warm up the muscles and help you relax. On really hot days we sometimes bypass the hot pack and often with children we bypass both the hot pack and massager as most children are already warmed up from running around and tend to find the massager quite ticklish. As a result, our children's appointments seem slightly shorter when compared to adult's.

During your initial consultation, the chiropractor will perform relevant orthopaedic and neurological diagnostic tests. Your history and the severity of your problem will then dictate how and what methods we use to treat you. An adjustment is usually included in this first consultation and further referral will be provided if needed (ie. X-rays, GP, podiatrist etc). You may also be prescribed nutritional supplements to aid in your healing. By the end of your first appointment, you should understand more about your condition. During subsequent visits, you may also be given relevant stretches or rehabilitative exercises.



## What techniques do we use?

When you first walk into our clinic, **you may hear a banging sound**. Don't be alarmed. One of the gentle treatment methods we use involves a "drop-piece table". Some of the parts of the table lift up underneath your body and when the chiropractor provides a specific but gentle force, the drop-piece lowers, creating a banging sound. This technique is very gentle and comfortable for most people.

Other techniques we use include Diversified adjustments, which are gentle manual adjustments where you might hear a "popping" or "cracking" noise. This sound is simply created by a gas exchange within the joint capsule.

On occasion, we also place wedges under the pelvis as a very gentle way of adjusting or use an activator. The activator looks like a cross between a needle and a strange hammer but certainly feels like neither! Again, this is a very comfortable and gentle method of helping the joint to restore movement. Often, we may also include specific soft tissue releases. This allows us to restore movement, get faster results and help the adjustments to hold in their new position.

Other techniques we may use include Biomesotherapy (saline injections) and Kinesio taping. We will discuss these treatments with you at the time if we feel you could benefit from them.

## What you WILL get...

Is a new lease on life... if you follow our treatment plan and recommendations to not only fix your problem, but also turn back the clock 20 years. Time and time again, we have seen amazing results from our treatment protocols.

You can expect the Chiropractor to schedule you for 6 – 12 visits depending on the severity of your problem and in 95% of cases; this is enough to get you out of hot water and functioning much better. Muscles and joints have a memory pattern and **it takes a minimum of one month** to break these bad patterns and form new patterns. This is one of the reasons that it is important for you to stick to your recommended schedule of care.

Imagine that, only one month to break a bad habit when most often it has taken months or years to put it there!

## What you WON'T get...

Is a miracle cure where you walk away pain-free with your problem solved instantly. While, on occasion, this does happen, it is only in a minority of cases. In our experience, most problems occur over a long period of time or due to repetitive trauma and will often need at least half a dozen treatments to improve your health.



## What if I can't make my appointment?

Where possible, please let us know at least 24 hours prior and we will happily reschedule your appointment to a more convenient time. Please note that we do also have a **cancellation fee if less than 24 hours notice** is given for cancelling or rescheduling your appointment. We do understand that emergencies happen but where possible, we ask that you be considerate to the people on our waiting list, and allow us enough time to contact them about your available appointment time. After all, one day it may be you on the waiting list...

If you are running late for your appointment please phone us so that we can be prepared. However, for a massage or Microcurrent session, you may receive a shorter treatment time as we usually have people booked after your appointment.

## Will I have to have a needle or injection?

The short answer is NO. Whilst saline injections (Biomesotherapy) are included in our qualifications and produce excellent results, we do not perform this therapy on every client. If we feel your problem specifically requires these saline injections, we will discuss it with you before proceeding.

## You have the right:

- To be treated with consideration and respect
- To have access to information and professional support to maintain your health
- To be informed about diagnostic tests, nutritional supplements and treatments likely to be used, including common risks and benefits of the proposed treatment, and possible alternative courses of action
- To exercise informed choice including refusal of treatment and/or participation in teaching or research
- To express concerns about care offered and seek a further opinion
- To be given appropriate privacy and know that your health records are being maintained in a confidential and sensitive manner.

## Your Practitioner/Therapist has the right:

- To be provided with full and accurate information as appropriate
- To expect communication and your co-operation in planning and provision of your care
- To be advised of your preferences, needs and expectations for treatment and acceptance or refusal of advice given
- To refuse to carry out treatment he or she believes may be inappropriate, dangerous or unethical
- To have periods of leave, recreational or for other purposes

## Payment Options

For your convenience, we have an EFTPOS machine and also HICAPS - this means that you can swipe your private Health Fund card at the time of your appointment, and only pay the remaining gap.

## Medicare Eligibility

If you have had your complaint for more than six months you **may** be eligible for 5 FREE treatments via Medicare under their Chronic Disease Management Scheme. You will need to have a referral from your doctor prior to your appointment. We are more than happy to discuss this during your initial consultation.

## DVA Eligibility

If you have a Gold Card and a referral from your doctor, you can receive FREE Chiropractic treatments. If you have a White Card, with an eligible condition, then once again, simply get a referral from your doctor prior to your appointment.

**We look forward to seeing you soon!**

Yours in health,

**The Team at Coast to Country Chiropractic**  
*People, Pets & Performance Animals*

## Is there anything I need to do BEFORE my appointment?

Just read the above information, complete the enclosed forms and write down any questions you might have. We recommend writing them down so you don't get distracted by everything else we will tell you during your appointment.

