

# WELCOME TO

*CENTRE CHIROPRACTIQUE*



## Stay in motion!

Dr. Nicolas Allard, Chiropractor

Dr. Patrick Lepage, Chiropractor

Please read this New Patient Information Package. It will allow you to familiarize yourself with chiropractic care, the clinic as well as its policies.



## WHAT IS CHIROPRACTIC? THE TRAINING:

After completing college studies in natural sciences, chiropractors have five years of full-time university education (245 credits) leading to the title of Doctor of Chiropractic (first-cycle doctorate, just like dentists, physicians, veterinarians, podiatrists and optometrists).

The first three years of studies are focused on fundamental sciences (anatomy, physiology, etc.). Clinical sciences (diagnosis, X-ray readings, etc.) as well as an 18-month internship constitute the majority of the other two years.

# FIELD OF PRACTICE

Chiropractors are trained to diagnose and treat musculoskeletal disorders, particularly vertebral subluxations. These are malfunctioning vertebrae that have several consequences.

Your chiropractor will also recommend correcting your postural disorders. He or she can also advise you, among other things, regarding your ergonomics, your diet, your sleep and stress management.

Your Doctor of Chiropractic will provide you, if necessary, with a prescription for orthotics or a work leave.



Chiropractors have the obligation to establish a diagnosis of the condition for which you are consulting. In addition, your chiropractor must check for the presence of “underlying pathologies.” For example, back pain can be caused by cancer and your chiropractor must be able to detect it. To do so, chiropractors ask questions (the interview or “anamnesis”), perform tests and often use radiology and, in certain cases, specialized imaging (for example, MRI or magnetic resonance imaging).

## OUR CLINIC

We help each member of the family relieve their pain or other symptoms, correct their posture and obtain optimal functioning of their spine.

We also help our patients find lasting solutions to maintain optimal health through, among other things, regular adjustments and physical activity.

With the growing popularity of running, many of our patients practice this activity with passion and commitment. Dr Lepage, chiropractor, being a marathon runner himself, our patients place great trust in us for the diagnosis and treatment of injuries related to running, for their preparation for long-distance events or simply to know how to start running without getting injured.



Dr. Nicolas Allard,  
chiropractor

Dr. Nicolas Allard, chiropractor, graduated from the Université du Québec à Trois-Rivières in 2010. Having grown up in Île-Perrot and now residing in Saint-Lazare, it is a pleasure for him to give back to the community by offering quality healthcare. During his 15 years of practice in the region, Dr. Allard has developed an expertise allowing him to offer you care that meets your expectations and responds to your needs.



## MEET OUR TEAM!



Visit us at [drlepagechiropraticien.com](http://drlepagechiropraticien.com)

## YOUR CHIROPRACTORS, AN ACCESSIBLE RESOURCE.

Your chiropractor will of course pay particular attention to your spine and posture, but do not hesitate to talk to your chiropractor about any other concern or question regarding your health in general. Use your chiropractor as a health resource. If necessary, your chiropractor can find the information you need or recommend the appropriate healthcare professional.

## REGULATIONS

### RESPECTING THE TIME OF YOUR APPOINTMENTS

We make it a point of honour to limit waiting to a minimum during your appointments. In return, we expect you to be very punctual. We ask that you notify us at least 24 hours in advance when you want to modify the time or day of your appointment. **Compensatory fees of \$30 could be charged for a second missed appointment.** If your chiropractor has recommended a weekly frequency of visits, you will also be recommended to make up a missed visit during the same week in order to achieve the planned objectives.



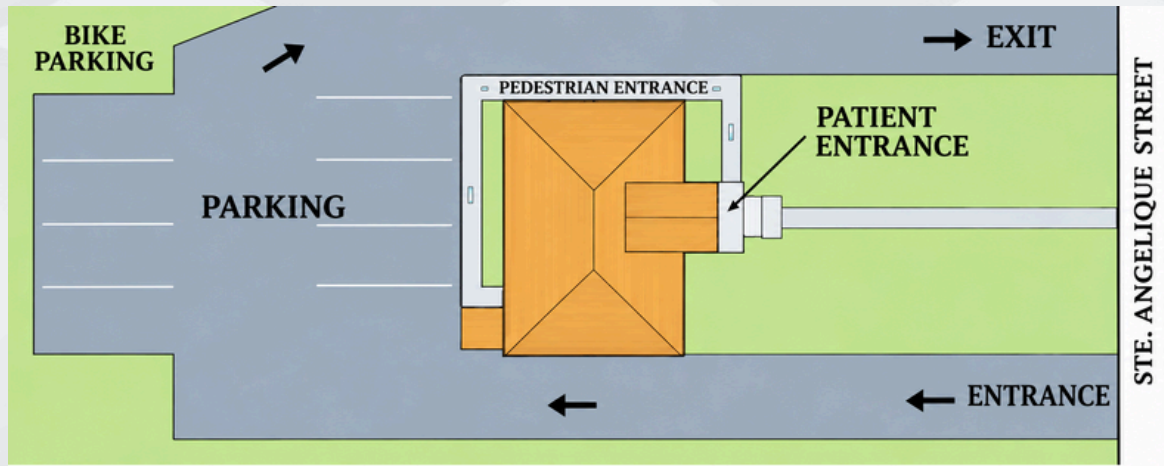
## MOBILE PHONES

We ask that you turn off the ringer on all your mobile devices before entering our offices.

If you are already on the phone when your chiropractor is ready to see you, it is possible that he or she will instead see another patient or other patients in order to respect the strictness of our appointment schedule.



# PARKING AND ACCESS



The entrance for cars is on the left side of the building (when viewed from the front), the parking is at the back and the exit for cars is on the other side.

There is a sidewalk on one side of the clinic and the patients' entrance is located at the front. There is a bicycle parking area at the back.



## SHOES

In order to maintain the cleanliness of the premises, we ask you to leave your shoes in the vestibule.

If you wish, you may use the sandals provided for you.

## INSURANCE AND TAX RECEIPTS

From your first visit, you will be able to obtain a receipt containing all the information necessary for a claim.

Please note that visits that are not printed or sent by email remain stored in the computer system and that if you need several visits, you can receive your receipt whenever it seems appropriate to you.

At the appropriate time, from the end of the fiscal year until the deadline for income tax returns, we can provide you with receipts for tax purposes, which are separate from your insurance receipts.

**Under no circumstances and under no pretext will we illegally modify an insurance declaration. This practice is serious for the patient as well as the chiropractor and represents, for the Ordre des chiropraticiens du Québec, grounds for the removal of its members.**



## SERVICES OFFERED

### CHIROPRACTIC

- Musculoskeletal diagnosis and diagnosis of spinal disorders.
- Corrective care of posture and the spine for each member of the family.
- Preventive, emergency and periodic follow-up care.
- Ultrasound therapy.
- Diagnosis and treatment of sports injuries, including those related to running.
- On-site digital radiology of the spine, joints and limbs.
- Prescription for specialized medical imaging.
- Ergonomic, dietary, sleep and stress-management recommendations.
- Screening and follow-up of scoliosis cases.



## THERAPEUTIC MASSAGES

- Several types of massages are offered (hot stones, Thai, for pregnant women, etc.).
- Duration of 30 minutes, 60 minutes or 90 minutes.
- Insurance receipts; day, evening, weekend.

### To make an appointment:

Mélanie Tessier : **450-218-2853** (or online through our website).

Élodie Desprez : **438-523-2344**

## OUR MASSAGE THERAPISTS



Mélanie Tessier



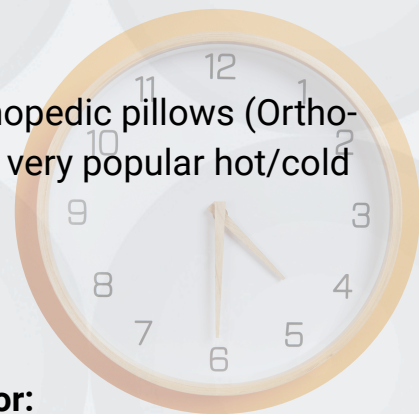
Élodie Desprez

## MASSAGE THERAPY



# ORTHOPEDIC MATERIAL

We offer at very reasonable prices frequently prescribed orthotics, orthopedic pillows (Orthomed), analgesic gel (Biofreeze, Rocksauce, Vitarub, etc.) as well as the very popular hot/cold gel bags.



## HOURS, PAYMENTS AND FEES

### CONSULTATION HOURS

#### Dr Allard, chiropractor:

**Monday:** 1 PM to 9 PM

**Tuesday:** 9 AM to 12 PM and 12:30 PM to 3:30 PM

**Thursday:** 9 AM to 12 PM and 1 PM to 5:30 PM

**Friday:** 9 AM to 3 PM

#### Dr Lepage, chiropractor:

**Monday:** 8 AM to 11 AM and 4 PM to 8 PM

**Tuesday:** 7:30 AM to 9:30 AM

**Wednesday:** 8 AM to 11 AM and 4 PM to 8 PM

**Thursday:** 7:30 AM to 9:30 AM

**Friday:** 8 AM to 11 AM and 3 PM to 5:30 PM

**Saturday:** 8:30 AM to 11:00 AM (every other Saturday).

## PAYMENT METHODS

The methods of payment are as follows: cash, cheque, "direct payment" and major credit cards. We require payment at each visit.



## FEES

- |                                                           |                                                                         |
|-----------------------------------------------------------|-------------------------------------------------------------------------|
| • Examination and opening of file <sup>1</sup> :.....60\$ | • Consultation without adjustment, minor examination <sup>3</sup> :40\$ |
| • Adjustments : ..... 65\$                                | • Written report for a third party : ..... 145\$/hour                   |
| • Discounted adjustments <sup>2</sup> : ..... 60\$        | • Certificate of incapacity / return to work <sup>4</sup> : ..... 5\$   |
| • Lumbar or thoracic X-rays : ..... 60\$                  | • Certificate of incapacity (school) : ..... no charge                  |
| • Cervical X-rays : ..... 45\$                            |                                                                         |

1. These fees are only payable once. If you ever need other examinations afterward, the fees for these will be \$40 rather than \$60.

2. Discounts for children, students, seniors (65+) and spouses of an active patient. To qualify as an active patient, he or she must have had at least one appointment within the last year.

3. If your last visit was more than one year ago or if you are presenting for a new reason, your chiropractor may have to examine you specifically for this condition, which we call a minor examination. We must plan additional time for this visit and produce a new diagnosis, which explains the \$40 fee associated with this act.

4. Passports, immigration papers, certificates of incapacity for school, as well as the printing of insurance/tax receipts are offered free of charge.

## IN CASE OF EMERGENCY

### APPLICATION OF ICE

As a general rule, when an injury occurs, the best thing to do is to apply ice. Real ice (ideally "hot/cold" bags, ice cubes or even a bag of frozen peas), applied for 15 minutes (10 minutes for small joints), is an excellent way to control inflammation.

Allow one hour between applications and make sure to place a thin layer between the ice and the skin to avoid frostbite. "Magic bags" and camping "ice packs" should be avoided.

# WHY NOT HEAT?

Although heat is more pleasant and comforting, it will have the effect of increasing blood circulation and thus the inflammation of the affected area. There are exceptions, but most of the time it is ice that will be recommended for acute injuries.

# HOW TO CONTACT MY CHIROPRACTOR?

Do not hesitate to call if you are in a state of crisis or if you are wondering whether the problem you or a member of your family is experiencing could be treated by chiropractic care.

Outside of consultation hours, the best way to reach us is by email.

# WHEN TO GO TO THE EMERGENCY ROOM

Many people could avoid long hours of waiting in emergency rooms if they contacted their chiropractor before going there.

Conversely, it regularly happens that a patient presents themselves to their chiropractor and that he or she quickly refers them to the emergency room.

For example, dysfunctions of the joints between the ribs and the vertebrae, as well as cardiac disorders, often present very similar symptoms. Your chiropractor is trained to differentiate these conditions (the “differential diagnosis”) and will recommend the appropriate care.

**Talk about your health with your chiropractor, they could surprise you!**



*CENTRE CHIROPRATIQUE*



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[www.drlepagechiropraticien.com](http://www.drlepagechiropraticien.com)

