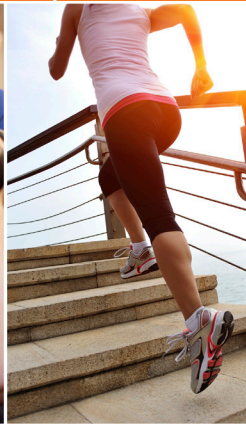




Physiotherapy  
Foot Health  
Chiroprody  
Chiropractic Care  
Massage Therapy

# New Patient Instruction Manual





**Dave Evans, Physiotherapist  
Owner, We-Fix-U**

**we-fix-u.com**

**You're in Great Hands!**

**We-Fix-U** has been providing great results to patients for years. Due to our comprehensive expertise in the treatment of everyday injuries or painful conditions we provide you cutting edge, evidence-based treatment options. Our team understands the commitment, time and effort required for your success and we will be there for you the entire way.

We will provide you 100% of our attention, knowledge, experience and skill.



**More Than a Decade  
As A Reader's Choice  
Award Winner**

## The We-Fix-U **STANDARDS OF CARE**



**Resolve your symptoms so you can start to feel better, faster.**



**Discover the root of the problem so we can prevent it, and new ones, from returning.**



**Make your treatment fun, friendly, effective and professional.**



## ***Welcome, and thank you for joining our team!***

We say team because it will take all of us to work together to get the results and pain relief you desire. We have a passion for treating patients with acute and chronic conditions. We understand the devastating impact on your life, mobility and state of mind your pain can have. We also understand that you don't always have enough time to take care of yourself. That is why our goal is to get you better faster, and keep you better longer.

Pain can be caused by several complex conditions. To achieve the fastest pain relief it requires diagnosis and treatment by an integrated team of caring medical health professionals who are experienced in treating patients with simple to complex problems. Our team works together to ensure that we are giving you the best and most comprehensive treatment required. Treating your difficult problem can be wonderfully rewarding, because of the dramatic improvements that can be seen and felt by you. Following closely the evidence based treatment plan prescribed to you by your therapist will get you results, faster.

**Keeping educated & informed will increase your success.**

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***Our Goal is to treat you like family:*** You are as important to us as our closest family member. You will get our undivided attention every step of the way.

***Our Vision:*** To help as many people as we can achieve their goals and live an active and healthy lifestyle.

***Our Mission:*** To provide as many people as we can the collaborative knowledge of all our therapists to achieve your therapy goals.

***Patient Satisfaction Policy:*** We stand behind our values and service by offering you a Patient Satisfaction Guarantee Policy.

***We-Fix-U Satisfaction Guarantee Policy***

**\*\***At We-Fix-U, we are committed to giving you the best possible experience and highest quality of service. Please let us know if we have not delivered a great experience for you or if you are not satisfied with the quality of service you received. If we are not able to put it right, we will reimburse you for today's treatment.

(\*\*Terms and conditions are available and posted on the wall of each We-Fix-U clinic)



## OUR CONTACT INFO

We are here for you when you need us. Don't hesitate to contact us.

Let me introduce you to **Your Patient Representative:**

Tanya Ritchie

289-251-9622

*Tanya@we-fix-u.com*

Tanya works for you. She will do what ever is needed to make sure you have an amazing experience.

### ***Talk to Tanya when:***

- *You are not happy with our services or a therapist*
- *You don't feel you are improving*
- *You have a friend needing our help. We appreciate your help*
- *You can't afford to continue but you want to*
- *You have a comment*

**Contact your therapist** whenever you have a treatment question or concern.

Your Therapists' name: \_\_\_\_\_

Your Therapists' email: \_\_\_\_\_@we-fix-u.com

### ***Contact the We-Fix-U Owner***

Your feedback is important to us. Let us know how we are doing.

David Evans    email: **davidevans@we-fix-u.com**



### ***Other services or products we offer, that are available to you:***

*Physiotherapy*

*Kinesiology*

*Chiropody (Foot Specialists)*

*Foot Care*

*Chiropractic Care*

*Registered massage therapy*

*Custom Orthotics*

*Acupuncture*

*Pelvic Floor Therapy*

*Vestibular/dizziness Rehabilitation*

*Concussion Testing and Management*

*Athletic braces for all conditions*

*Pool Therapy*



**What is your WHY for needing help?**

What made you finally decide to call We-Fix-U? Use this to motivate you to reach your goals.  
(ie. what are you having difficulty doing, that you want to do, pain free or without limitations?)

My why is: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**How do you feel today?**

Indicate the face that best represents how you have felt in the past 24 hours. Date:\_\_\_\_\_



**Keep us informed on how you are doing:**

Keep us informed on how you are progressing by filling out our **YPR: “Your Patient Results”** form. This form allows your therapist to better understand how you are progressing from your perspective. It is recommended that you fill this form out weekly.

You will find this form available on the wall behind your treatment table.



**SEVEN KEY COMPONENTS TO PAIN RELIEF :**

1. Reducing **pain** and **inflammation** as soon as possible.
2. Creating the **optimal environment** for your injury to heal **AND** giving it enough time for your **repairing tissue** to fully mature.
3. Teaching you to **listen to your body** when it's painful and understanding what the right decisions are to **prevent re-aggravation** that can lead to permanent, chronic pain.
4. Designing a safe and appropriate exercise program for your injury at each stage of tissue healing.
5. Treating the problem not only during the day but assisting with healing promotion at night.
6. Executing some form of exercise daily to maintain your fitness level and the healthy function of the unaffected joints and muscles.
7. Living an active and healthy lifestyle **PAIN FREE** again.



**\*\*VERY IMPORTANT!\*\***

Reducing pain should not be confused with healing.

**Just because a product or treatment  
reduces your pain doesn't mean you're healed.**

The majority of products and treatments on the market **DO NOT** accelerate healing – they only offer short term pain relief.



***What is the best treatment plan for Me?***

You must remember that the pain or discomfort you are in did not happen in one day. It takes years of wear and tear, poor habits, lack of proper rest to recover and weakness for your body to finally say enough is enough and tell you there is a problem by sending out a pain signal.

Don't expect years of wear and tear to go away in a 1 to 2 weeks. The best results are achieved after you go through all the stages of healing.

***Stages of Healing***

*There are 2 stages you need to go through to get the best possible outcomes.*

**Stage 1** is the RELIEF STAGE. This stage is where the pain will reduce. You will feel less pain and be able to do more activities. Your therapist has been able to make temporary changes to your body allowing you to have some pain relief. Most people feel they are better in this stage but remember this is temporary relief. Your pain will come back if you stop in this stage.

**Stage 2** is the CORRECTIVE STAGE. This is where you get the long term results and relief. Your body once aligned correctly needs to be supported so the problem does not come back. This stage can take 4 to 8+ weeks as it requires support from the muscles. Strength training takes time. But, the pay off is the long-term benefits, which makes it worth the effort.

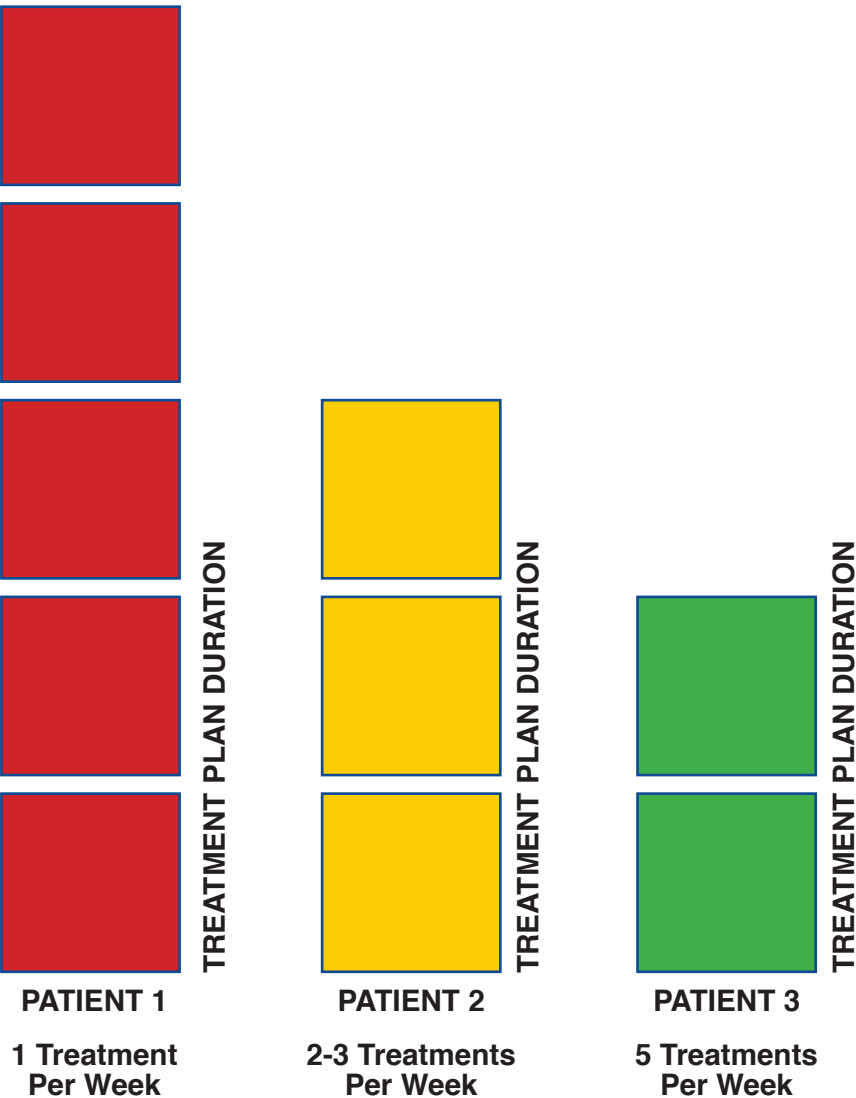
***Research indicates (3x/wk = 66% more success)***

Frequency of your treatments per week is important to achieve the fastest results. Research studies show that people that are treated 3x per week vs any frequency less than 3x will have a 66% higher success rate.

Consider a professional athlete. They want to get better as fast as possible so they get treatment daily. You are no different and deserve the same attention.

Example of timetomes to achieve results dependent on frequency of treatment visits per week.

Patient Treatment Frequency



**1) Cancellation Policy** - Your therapist has created a Treatment Plan that when followed will provide you the best results. We understand unexpected things can come up but your recovery success is dependent of coming the frequency as prescribed. Studies show that people that come 3x per week vs any frequency less than 3x will have a 66% higher success rate. Any cancellation less than 48hrs notice can lead to a cancellation charge.

**2) What To Expect After Each Treatment!**

Your therapist needs to make changes to your body in order to fix your condition. Change can sometimes lead to discomfort or pain. The reason for this pain is because your body is not use to the improved way your therapist has transformed it. *Don't worry this discomfort is normal, expect it, it won't last.* If you do get pain tell your therapist as this is very good information for them to know.

**3) What Should I Do if My Exercises Cause More Pain?**

You are to do your prescribed exercises daily throughout the entire program unless other wise stated by your therapist. But, you NEVER push through pain. If you encounter pain while doing a particular exercise, STOP that exercise. First review the prescribed exercise to see if you are doing it correctly, try with less resistance or at a decreased range of motion. If the pain persists stop that particular exercise until you see your therapist and move on to the next one. Make sure to tell your therapist the activities that you were doing prior to the painful exercise.

**2) Should I Rest if I'm in Pain?**

Don't cancel any appointments due to fear of worsening as your recovery will be compromised, your body needs change to improve. These are normal changes you will go through. Change is good. Rest is not always recommended and can make your painful condition last longer. Contact your therapist if you are unsure what you are feeling is a normal response.

**5) Flare Up Prevention & Management Plan**

At some point in time, you will experience a flare up of pain during your treatment or rehabilitation. Flare ups are common and normal, but it is unrealistic to expect your injury to heal itself or quickly if you continue to do activities which you know flare up your pain.

Continuing to push through pain sets you up to fail no matter what treatment you try (waste of time and money) and potentially can lead to permanent chronic pain that no medication or surgery can fix.

To use an analogy, continuing to push through pain is like trying to bake a cake with the oven door open. It just doesn't work. In the end, you need to close the oven door and give the cake the necessary time to bake (heal).

Therefore the key to success isn't just treatments, it's preventing flare-ups and doing your best to reduce the intensity and duration of any flare up as soon as possible.

**There are two important questions you need to answer to prevent and manage any flare up.**

**A. "WHAT DID I DO?"**

- (a)** Flare ups are not accidental.
- (b)** Flare ups are the result of doing an activity prematurely (too much too soon).
- (c)** Returning too soon to a given sport or exercise can be due to ignorance ("I didn't know it would make me sore") or arrogance ("I was told not to do "x", but I tried it anyway").
- (d)** Don't beat yourself up. It happens...it just isn't a good idea to repeat it.

**B. "WHAT SHOULD I DO?"**

- 1.** Immediate self-talk *"I knew this could happen. It's not the end of the world. I can see what I did and I know what I have to do. I have a plan"*.
- 2.** Ten minutes to minimize inflammation. If you irritate your



injury, it will trigger immediate inflammation within seconds every time. The more inflammation that establishes itself, the longer it will take to get back on schedule with your healing and rehabilitation. Your goal is to get ahead of the inflammation within ten minutes by following the stopping the activity, Ice the area, compress the area, and seek help from your therapist.

**3.** Expect you will feel sore for upwards of 48 to 72 hours, so modify or limit your activity for the next two days.

Remember pushing through pain is not beneficial and will only delay healing and your recovery.

**4.** Modify or stop the activity you identified as a trigger for your current flare up. It's only temporary but it's essential to healing as fast as possible.

**5.** Remain positive. Flare ups happen to everyone. The key is to learn from them and not to repeat them.

**6.** Talk to your therapist and get their input and advice.

### ***6) 1 Month Check Up is FREE***

Some times your old bad habits come back, so once you have been discharged we ask that you come back to see us 1 month later for a **FREE** check up. This allows you to ask any questions, deal with any irritations that may of resurfaced and advance your home exercise program.

### ***7) How Do I Prevent My Pain From Coming Back***

#### **MAINTENANCE PROGRAM OPTION**

You have worked very hard and invested a lot of your time getting yourself to a pain free active state. You are now excited to get back to those activities that your pain has limited you from. We are happy for you but we also know that 90% of previously injured people get lazy, return back to their old habits which caused the pain in the first place. So, we are offering you a chance to stay pain free by joining our maintenance program.

### *What is Offered in the Maintenance Program*

A monthly tune up with your Therapist where they will:

1. Re-assess for your potential injury indicators.
2. Review and progress your exercises.
3. Stretch out and/or mobilize your problem areas to free it up from developing restrictions.
4. Use our laser machine and/or muscle stimulator to super charge your joint stabilizers.
5. Listen to and Answer any areas of concern you may have.

### ***8) Help us help more people live a more active lifestyle.***

Who do you know that needs are help? We all know people that complain about their aches and pains or how they can not do activities any more because it hurts to much. You now know from experience that there is help available. We would love to help more people so we ask that you help a friend achieve the relief you did by recommending us to them.





# VS

## **SHOULD I USE HOT OR COLD TO HELP REDUCE MY PAIN?**

This is a very common question and most health professionals would say to use cold therapy if you were injured/pain in the past 72 hrs. After 72 hrs they would say use heat to promote healing. This is a very acceptable statement and followed by millions but there is no scientific evidence to support these claims. At We-Fix-U , we are all about relief so you are encouraged to use the modality (hot or cold) that you gives you the most relief. Relief is what you need so try both and your body will tell you.

### **COLD THERAPY APPLICATION PROCEDURES:**

When using cold therapy relief do not apply a cold pack directly to your skin to prevent frost bite. Wet a towel and wrap the ice in it. If you apply some compression with the ice you will get even greater results. The duration of ice is the most important part. **DO NOT GO ANY LONGER THAN 10-12 mins.** You can re-apply as often as you need after your skin temperature to touch is the same as your other body parts.

### **ALWAYS TEST YOUR SKINS SENSATION PRIOR TO APPLYING HEAT OR COLD**

Make sure you have proper sensation prior to putting on heat or ice. An easy test would be to heat a spoon up under the tap then touch the spoon to your right shoulder then left shoulder area. If you can feel the heat and the sensation is equal on both sides this is a normal response. If you have poor sensation then do not apply heat and talk to your therapist. To test cold you do the same test with cold tap water.



## STOP YOUR PAIN

## HARNESSING ANTI-INFLAMMATORY FOODS

### WHAT IS INFLAMMATION?

Inflammation is the first response of the immune system to infection or irritation. We are all familiar with the classic signs of inflammation (swelling, redness and pain) that occur when we hurt ourselves or have some kind of infection. However recent research has shown that eating the wrong foods can cause inflammation within our bodies.

**References:** Dietary intake of trans fatty acids and systemic inflammation in women  
The suppressor of cytokine signalling 3 (SOCS3) inhibits leptin activation of AMP-kinase in cultured skeletal muscle of obese humans

### FOOD AND INFLAMMATION

Another major cause of inflammation in our bodies is the food we eat. Inflammation can be aggravated by diets high in refined or hydrogenated vegetable oils such as those found in margarines, potato chips and baked goods and by diets high in sugars. But food can also be part of the solution to the problem of inflammation.

Anti-inflammatory foods, if eaten regularly, can reduce inflammation in the body and bring the problem under control. This page contains a list of anti-inflammatory foods that if incorporated into your regular diet will help bring a balance to inflammation in your body. Try and feature some kind of anti-inflammatory food into every meal that you eat, and eliminate high-inflammatory foods from your diet all together. People who have done this often describe noticeable relief from previous discomforts (arthritis) and a greater ability to control their weight.

Please also remember that exercise is one of the greatest ways to counter inflammation.

WHAT FOODS TO BE AWARE OF TO COMBAT INFLAMMATION:

Highly Anti-Inflammatory

**Meats/Fish:** Wild Salmon, wild seabass, trout, pollock  
**Fruits/Veg:** Turmeric, Garlic, Onions, Cabbage, Kale, Endives, Spinach, Sweet Potato  
**Seeds/Oils:** Flaxseeds, Flaxseed Oil, Olive Oil

Moderately Anti-Inflammatory

**Meats/Fish:** Wild Tuna, Cod, Halibut, Haddock, Grouper, Tilapia  
**Fruits/Veg:** : Avocados, Broccoli, Ginger, Leeks, Turnip, Chard, Bell Peppers  
**Nuts/Oils:** Almonds, Peanuts, Corn, Canola Oil

Low Anti-Inflammatory

**Meats/Fish:** Shrimp & Shellfish, Venison, Pork Tenderloin, Beef Tenderloin  
**Fruits/Veg:** Lemon, Lime, Oranges, Pineapple, Papaya, Strawberries, Kiwis, Apricots, Tomatoes, Zucchini, Cauliflower, Fennel, Brussels Sprout, Celery, Cucumber, Carrots, Lettuce, Pumpkin, Asparagus, Seaweed, Basil, Rosemary  
**Other:** Low-Fat Mozzarella, Cashews, Herbal Teas, Apple Cider Vinegar

Low Inflammatory

**Meats/Fish:** Turkey Breast, Chicken Breast, Lamb tenderloin  
**Fruits/Veg:** Plums, Apples, Berries (except Strawberries), Melon, Watermelon, Mango, Pears, Peaches, Grapes Potatoes with skin, Parsnip, Beans, Lentils, Eggplant  
**Other:** Sunflower seeds, Chestnut, Sesame seeds, Tahini, Oat, Tofu

Moderately Inflammatory

**Meats/Fish:** Most farmed fish  
**Fruits/Veg:** Bananas, Beets  
**Other:** Eggs, Most Cheese and Milk, White - Brown - Wild Rices, Millet, Pine Nuts, Walnuts

Highly Inflammatory

**Meats/Fish:** Farmed salmon, Meat with Skin or not from Tender Cuts, Liver  
**Fruits/Veg:** Potatoes without skin, Yam, Miso, Fruit Juices, Dried Fruits, Dates, Coconut  
**Other:** Processed and canned meats and foods, Wheat, Rye, Barley, Corn, Amaranth, Buckwheat, Quinoa, Sugar, Coconut Oil, Alcohol

CLIENT INITIALS
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NAME:

[illegible]



NAME:

[illegible]

NAME:

[illegible]

NAME:

[illegible]

**we-fix-u**.com



we-fix-u | Cobourg  
727 William Street  
Cobourg, ON. K9A 3A7  
Phone: 905-373-7045

we-fix-u | Port Hope  
125 Toronto Road  
Port Hope, ON. L1A 3S6  
Phone: 905-885-0024

we-fix-u | Peterborough  
1500 Landsdowne Street West  
Peterborough, ON. K9J 2A2  
Phone: 705-270-0606

we-fix-u | Bowmanville  
196 King Street East  
Bowmanville, ON. L1C 1P1  
Phone: 905-233-4374

we-fix-u | Oshawa  
1335 Benson Street  
Oshawa, ON. L1K 0W6  
Phone: 905-433-7675