

Frequently Asked Questions

What is **Total Wellness**?

Dr. Berman's **Total Wellness** is a non-invasive, holistic program that helps your body restore its natural state of health and regain its ability to heal and protect itself — effectively, comfortably, naturally, safely. **Total Wellness** is not just a response to symptoms, it's a preventative; we think it's easier to stay out of trouble than it is to get out of trouble once you're in it. And because **Total Wellness** is preventative, not just reactive, everyone — regardless of age, gender, or current state of health — can benefit. You'll feel better soon, and you'll stay that way.

What conditions does Dr. Berman successfully treat?

Total Wellness doesn't treat just conditions, it treats people. But **Total Wellness** does treat people who suffer from a wide variety of conditions — see the partial lists below — and treats them safely and very successfully.

Dr. Berman successfully uses her traditional chiropractic skills to resolve these common musculoskeletal complaints:

- Carpal tunnel syndrome
- Cracked ribs
- Disc bulge
- Hand and foot pain
- Joint strains
- Minor dislocations
- Muscle spasms and cramping
- Rotator cuff syndrome
- Sciatica
- Shin splints
- Tendonitis
- Thoracic, lumbar, and sacral strain
- Tingling or numb extremities
- TMJ, headache
- Uneven leg length
- Whiplash

In addition, Dr. Berman identifies and treats the following conditions:

- Addictions
- Allergies or asthma
- Anxiety or panic attacks
- Blood pressure problems
- Bowel dysfunction
- Bronchial problems
- Chemo or radiation therapy
- Cholesterol irregularities
- Depression
- Digestive Problems
- Eating Disorders
- Fatigue
- Frequent colds or flu
- Fibromyalgia
- Gastric distress
- Headache
- Hormone dysfunction
- Hypoglycemia
- Immune compromises
- Insomnia
- Irritability
- Menopausal issues (pre & post)
- Parasites
- Postnasal drip
- Reactions to foods
- Recurrent or chronic pain
- Reduced sex drive
- Skin disorders
- Stress
- Sugar cravings
- Toxic exposure reactions
- Thyroid disorders
- Weight gain or loss
- Yeast, *Candida*

Remember, this is only a partial list. If an issue important to you, a family member, or a friend is not listed, please call us at 541.754.0054 to find out how Dr. Berman can help.

Frequently Asked Questions (continued)

What would my treatment with Dr. Berman involve?

Dr. Berman typically uses a blend of musculoskeletal therapy, nutritional counseling, dietary supplement, homeopathic therapy, and exercise instruction. Each patient is unique and demands a treatment plan specifically suited to their current state of health, lifestyle, and individual health goals. Dr. Berman will evaluate your current health status from a holistic perspective, share this information with you, and discuss your own goals and potential barriers to attaining those goals. Together you will then develop a strategy to put you on the path to **Total Wellness** — naturally, efficiently, safely, and effectively.

How long will my treatment take?

That, of course, depends largely on you, in several ways. First, it depends on your current state of health: How ill are you? What are your symptoms? What underlying conditions do they represent? How long have you had them? Secondly, and ultimately, it depends on your compliance. Your health is your responsibility. We'll spell out the **Total Wellness** Rules of the Game; it'll be up to you to follow them.

What would my treatment cost?

Because each patient is a unique individual, presenting unique health issues, treatment and associated cost is variable. Among the factors that affect treatment cost are: frequency of visits required, the need for testing to evaluate your current health status, supplements or complementary treatments that Dr. Berman recommends, and insurance coverage which may apply. Dr. Berman and her staff are happy to talk with you about what you can expect for initial costs and to help estimate longer-term costs. Whatever the cost, you can be assured that you'll be spending your money wisely on a safe, effective, professionally designed treatment plan that will restore and maintain your basic physical functions and natural state of good health.

Does Dr. Berman accept insurance?

Dr. Berman and her staff are knowledgeable about standard insurance company policies and procedures related to chiropractic and holistic health services. Our staff handles claim submission to any active patient insurance provider. Dr. Berman and her staff are happy to answer any questions you may have regarding your particular insurance policy. Ultimately, active insurance coverage is not a guarantee of insurer payment, though our staff is happy to work with you to the best of our ability to maximize your benefits.

How do I get an appointment? How long would I have to wait?

A quick call to our office will have you scheduled for an appointment in minutes. You can also send an email to lesleyann@totalwellnessoregon.com. Depending on the flexibility of your schedule, it is usually possible to see Dr. Berman in one or two days. In critical situations, every effort is made to see patients on the same day.

Frequently Asked Questions (continued)

Does Dr. Berman treat auto accident victims, and sports injuries, and workers' comp cases?

Yes, Dr. Berman has years of successful experience treating a wide variety of auto accident and work-and-sports-related injuries — safely, effectively, and without surgery. One reason for her success is her ability to look beyond the obvious symptoms to discover and treat root causes.

Billing Demystified

Who and what do you bill?

As outlined below, we handle insurance billing for patients with coverage, and we bill the balance to the patient, once the insurance payments are received. This includes accident insurance and workers' comp claims. For patients without insurance coverage, payment is due at the time of the visit.

How does Dr. Berman's insurance billing system work?

On your initial visit to our office, or whenever you've changed insurance carrier, we call your insurance company to determine benefits. Based on what we are told, you may be asked to make a co-pay. Unfortunately, phone verification doesn't guarantee specific benefits, payment, or even coverage. (Ultimately, it's your responsibility to know the details of your policy.) Once we've actually received the initial insurance payment (see below), your co-pay will be adjusted, as necessary, for subsequent visits.

Following treatment, we will bill your carrier; we typically do this every two weeks. Payments from your insurance company are posted to your account based on the accompanying Explanation of Benefits (EOB). You should receive a copy of this EOB in the mail from your carrier. It's for your records, and you can use it to help clarify what they've approved, what they've paid, and what they've assigned to you to pay. If you're not receiving your EOBs, call your carrier. Or visit their website — this information can frequently be found in a secure location specific to your account.

How do you determine the amount to bill me?

Once the payment is posted, our computer system automatically adjusts the "patient portion," or the amount left for you to pay. Once a month, we mail bills requesting payment of this patient portion. Please note: the patient portion of the bill may not include charges for your most recent visits; it will reflect only the amount owed on visits for which we've already received and posted insurance payments.

Please keep in mind, there is generally a six-to-eight-week lag between the time you see Dr. Berman and the adjustment to your account. This is the length of time it typically takes insurance companies to respond to our bills.

There are certain items insurance usually will not cover. For example, supplements, electrodes, and supplies are generally not paid by or billed to insurance. These items should be paid for at the time of service. When your patient bill is prepared, any such items not paid for at time of service will be added to the patient portion.

Frequently Asked Questions (continued)

Here's a tip to avoid payment confusion: When you receive your bill, it will reflect two different totals: one labeled "balance," and one labeled "pay this amount." The "balance" reflects the total outstanding amount due on your account, including any amounts billed to, but not yet paid by, your insurance company. The "**pay this amount**" is the patient portion, i.e., the portion of the balance we are asking you to pay at this time.

For more information, feel free to call at any time to ask questions about your bill; ask for Sherry. You can also send an e-mail to sherry@totalwellnessoregon.com.

Toxins, toxins everywhere...What's a body to do?

We live in a heavily, and increasingly, toxic world: our food supply is laced with insecticides and herbicides, steroids and antibiotics, chemical enhancers and preservatives; our air is befouled with industrial and automotive pollutants; our water swarms with residues from industrial, agricultural, pharmaceutical, and household chemicals and metals; even our homes are chock full of poisons in the form of cosmetics, cleaning products, pesticides, plastics, and a stupefying array of pharmaceuticals whose unpredicted effects and side-effects assault and disarm our natural defenses and create horrific news stories every day. These toxins compromise the body's ability not only to defend against disease and discomfort, but also to maintain itself in a state of healthy equilibrium.

For years, western medical practice has been grounded in a "one-size-fits-all" approach to diagnosis and prescription, emphasizing pharmaceutical and surgical responses to reported and observed symptoms, to gross measurements of selected blood chemistry factors and of organ function, and to x-radiation imagery and its "magical" analogs (ultrasound, CAT scan, MRI). But, as Jeffrey S. Bland, PhD, has noted, mounting evidence from cell and molecular biology shows that humans are not "one-size," but are unique products of the interaction between their unique genetic makeup and their unique environmental experience; and these processes frequently unfold at the cellular and molecular level. Crucial environmental factors uncovered by researchers include "food constituents" (proteins, fats, starches, vitamins, minerals, enzymes, etc.) and xenobiotics (substances difficult for your body to handle: a toxin, an allergen, a microbial pathogen).

Each of us responds differently to these environmental influences: an invasion by a particular toxin, for example, may produce cancer or coronary heart disease in one person, but be successfully and harmlessly metabolized by another. Similarly, a pharmaceutical drug may trigger a violent, harmful reaction in one patient, but not in another. As Bland notes, unlocking genetic keys to these individually unique reactions to environment may create the medicine of the not-too-distant future. Meanwhile, our best approach is to recognize the uniqueness of individuals and to employ means of assessment and treatment that account for it. **Total Wellness** does that.

At the same time, we must recognize that, while xenobiotics do produce unique reactions, the scale and variety of the onslaught means that virtually all of us suffer from it in a variety of ways. For example, when xenobiotic toxins attack our ability to create and use digestive enzymes, our food is inadequately and improperly digested. Unchecked, this translates into gastrointestinal discomfort and ultimately into disease.

Frequently Asked Questions (continued)

Yet there often are less obvious but even more devastating consequences. Ineffective digestion means that we are unable to gain the nutritive value of the foods we eat, or even of the supplements we take in our attempts to compensate. That means we begin to show the symptoms of malnutrition — headache, depression, anxiety, inability to handle stress, metabolic disorders, skin problems, fatigue and low energy, and many, many more. Poor digestion also means a buildup of toxins, both the internally created and “imported” varieties.

All that leads down a whole separate track of problems — from asthma and allergies to hormonal imbalances to arthritis to cardiovascular problems to immune disorders to chronic fatigue, and on and on. And enzyme depletion is just one variety of the ravages of toxicity. It affects all of our systems and all of their interactions, and the only truly effective way we know of to fight back is with a holistic strategy. That’s what **Total Wellness** will do for you.

How do I get started with *Total Wellness*?

You’ll first be asked to complete a questionnaire about your physical condition, medical history, family’s medical history, and past and current symptoms. You’ll also be asked to provide a recent blood chemistry analysis. Next, you’ll meet with Dr. Berman to review this information. Then you’ll receive your **Total Health Scan** — a complete, holistic assessment of your health. Dr. Berman will then tailor a **Total Wellness** treatment plan specifically for you, a plan that looks beyond symptoms and discovers and treats the root causes of your condition.

I’ve heard Dr. Berman uses something called muscle testing. What is it and how does it work?

Muscle testing, also called applied kinesiology, plays an important role in many contemporary, holistic-medicine practices. It’s an effective, noninvasive, immediate way for your doctor to gather accurate information about your body and its component systems, to find out how they’re performing, individually and in concert. It’s not a new technique, but its usefulness has grown enormously as we’ve learned more about how and why it works and as we’ve discovered more applications for the information it yields. Here’s how muscle testing works:

Your body requires a certain amount of energy to maintain basic functioning. When you’re healthy, your metabolic engines efficiently and invisibly produce the required energy. The energy is distributed throughout the body as needed so that the muscles, for example, can easily and immediately respond when called upon.

But, every day, your body encounters numerous xenobiotics — substances difficult for your body to handle: toxins, allergens, viruses, bacteria, parasites, etc. Because of these invasions, your system demands and uses more energy, not only to maintain normal functions but also to compensate for the added stress. This draws energy toward the inner vital organs and away from the extremities, creating a momentary weakness registered in the muscles of the limbs. Similarly, when a muscle is energetically linked to a distressed organ or system, the muscle’s energy is disrupted and it weakens.

Frequently Asked Questions (continued)

Muscle testing measures these fluctuations in muscular response and, by inference, identifies toxins and overworked or compromised systems. A strong muscle produces a quick and forceful response when the tester applies pressure against it. But a weakened muscle can't forcefully resist even a slight pressure. Because muscle testing is noninvasive and requires no ingestion of drugs, chemicals, or toxins, muscle testing is completely safe. In Dr. Berman's practice, muscle testing is a key component of your individual **Total Wellness** plan.

I've heard *Total Wellness* involves dietary supplements? Why do I need to supplement what I eat?

The importance of diet in overall health simply cannot be underestimated; the old saw — "You are what you eat." — states it plainly and accurately, although adding "what you drink, breathe, touch, and think" would make it more completely true. For now, let's talk about what we eat and drink. The sad fact is that what contemporary Americans eat and drink is often either highly toxic (see the response to question one above) or is depleted of the natural components that make it "good for you."

Many nutrients, like essential vitamins, minerals, and enzymes, are lost or destroyed through the rigors of modern food production and processing: chemical farming, preservatives and other additives, refining, overcooking, microwaving, and more — all take their toll. At the same time, our diet is infused with health-depleting saturated fats, sugars, and other simple carbohydrates like white flour.

The bottom line is that, even if you're careful about your diet — limiting your intake of processed foods, for example, or buying organically raised foods whenever you can, you can neither get enough of what you need, nor entirely avoid the things that harm you. That's where nutritional supplementation comes in, getting past your symptoms and systematically attacking your condition at its source, feeding your body the essential elements it's been missing and enabling it to do the work nature so brilliantly designed it to do.

And our **Total Wellness** system allows your body to speak for itself, so you only buy and take what your body wants and needs. It's safe, it's sensible, and it's a sound investment in a healthy future.

Why *Total Wellness*? Why not just buy over-the-counter remedies from my health food store?

Dr. Berman would be the last to argue that self-treatment has no place in her patients' lives. In fact, she spends a great deal of time and energy educating her patients to treat their own acute, temporary problems — stretching and ice or heat for acute musculoskeletal aches and pains, Echinacea and vitamin C for early cold and flu-like symptoms, and so on.

But self-treatment is not appropriate for recurrent or chronic symptoms and conditions, nor is it the best way to find a holistic regimen that will best serve your unique physical needs. Self-treatment frequently just wastes money — over time, many people spend hundreds, even thousands of dollars experimenting with self-treatment regimens. And it wastes not only money, but also valuable time, allowing the continued deterioration and

Frequently Asked Questions (continued)

debilitation of the body, and making ultimate treatment more difficult and less certain of success.

By contrast, **Total Wellness** is both systematic and systemic. Drawing on her years of training and practical experience, Dr. Berman will evaluate your health from a holistic perspective and will determine a course of treatment uniquely suited to your current state of health.

Talk to Us

If you have comments or suggestions for our FAQ section, we'd love to hear them. Please email them to lesleyann@totalwellnessoregon.com.