**Doctor Questions VS C.A. Questions**



Knowing which questions you can answer as a Chiropractic Assistant and which you should refer to the doctor are very important in handling patient questions (and avoiding legal issues). Discuss these questions with your doctors and know the difference between what you can answer and what you cannot.

1. **Q: How long do I need to come 3 times per week? Dr. or C.A.** If a patient is asking this question, they either a) are honestly unsure of their care plan and just need you, the C.A. to remind them that they are “in week two of your care plan which is X amount of visits for x weeks, then x amount of visits for x weeks, etc.” OR they may be feeling better or have another reason for asking. After the C.A. reminds them of their care recommendations, if you feel they have a problem with the amount of visits or any other reason, you should refer it to the doctor. For instance, if they tell you they are feeling better and don’t think they need any more care, refer to the doctor.
2. **Q: I’m feeling better, I’ll be back when I have another problem.**  **DR. question** As the C.A., you should respond by saying, “I’m glad you are feeling better! You should reiterate that the doctor has recommended this care plan to help them get the best results possible from their care, and that while you are glad they are feeling better, you know that the doctor is going to want to discuss their care plan with them.
3. **Q: I can’t come in because I’m sick. C.A. Question** “I’m so sorry to hear that you are not feeling well. Many times the adjustment can help your body process things quicker, and I know that the doctor would want to see you to help your nerve system work it’s best during this time.
4. **Q: Should I use ice or heat on my back? Dr. Question** This question should always be referred to the doctor, even if you know what he/she will say! If you tell a patient to do any sort of care, therapy, supplement, over-the-counter, etc. you are in violation and your doctor could lose their license. Ask the patient, “Have you asked Dr. \_\_\_\_\_ that? “ If not, ask them to wait for a few minutes or send them back in the room. If they are on the phone, let them know that you will get the answer for them and have the doctor call back asap.
5. **Q: My knee hurts when I run. Should I see an orthopedic doctor? Dr. Question** “Have you spoke with Dr. \_\_\_\_\_ about that? Let’s get you in for a visit and you can discuss that with the doctor.
6. **Q: I don’t like that popping noise**. **Dr. Question** C.A.: “Have you discussed that with the doctor? Please let him/her know the next time you come in and they will talk with you about it.
7. **Q: I don’t want anyone to pop my neck.** **C.A. :** “Our office prides itself on specific, gentle adjustment procedures. We have many different techniques to address your specific issues, so be sure to let the doctor know that when you come in.”
8. **Q: Should I take fish oil? Dr. Question**
9. **Q: I can’t come in 3 times per week. C.A. Question** Try to help them work out their schedule to get their adjustments at times that are convenient. “Mr. Jones, your visits are going to be about 10 – 15 minutes long going forward (they may think that each visit takes a long time), and so we have adjusting hours that will help you be regular with your care and get the recommended adjustments. We have early morning, lunchtime, after work and even Saturday hours.” If that doesn’t work for them, you CANNOT change the care plan. Refer to the doctor.
10. **Q: Do I need x-rays? Dr. Question** “When you come in, the doctor will do an evaluation and exam and will discuss that at your visit.”
11. **Q: How much is it going to cost? C.A. Question** Refer to Benchmark 3 PowerPoint presentation “Telephone Technique”
12. **Q: My sister-in-law is coming into town next week. Can she get adjusted?** C.A. “ Why don’t you bring her in with you on your visit and the doctor can decide if we can adjust her.”

If the person is under regular care with another Chiropractor, the doctor may decide to adjust. If not, the doctor will start as a new patient, but it is the doctor’s call.

1. **Q: Should I take ibuprofen for this? Dr. Question.** Refer to #4

**Q: Do I need an x-ray? Dr. Question**

**Q: Does my insurance cover this? C.A. Question**

**Q: Can I come in after work? C.A. Question**

**Q: I don’t want to join the discount membership. Can’t you just give me the same discount?**

**C.A. Question** “No, I’m sorry. In order for you to receive the discounted fee’s you need to be a member of the discount program. Your membership fee is for one full year and it usually is paid for by the savings you get on your first visit”.