



## Client Checklist

### Interview/Explain the Process

**1. Introductions** "Have you received Physio before?"

**2. Client Interview**

- Establish the main problem to be fixed first.
- Identify your good result and how we will know if we have achieved this
- Checked relevant medical history

**3. Explain the Process:**

"I am going to take you through a process that involves assessing your whole body, to most efficiently help you achieve your 'Good Result' and solve the underlying cause of your condition"  
Every joint, muscle, nerve and action.

"As I take you through the 7 steps I will explain what I find and how this can solve your condition.

Everyone that goes through these 7 steps is pain free, full function and have their good result."

"A small percentage require a plan B, and if this is the case for you I can work this out within a few sessions"

"How does this sound to you?"

"Is that different to what you were expecting?"

**4. Contacts**

You will recover faster and remain healthier for longer when significant others also understand what you are experiencing to get fixed. e.g. family, coach, employer.

Could they come to the next session?

Would you be happy if we kept them up to date with where you are at via email? YES / NO

**5. Pause**

### Diagnose (and treat) any 'cautious conditions'

**6. Conditions of Caution**

"I am going to assess all possible contributing factors for your condition muscle. Joint, nerve, bone, thought/feelings etc.

The first step is to test for any nerve or cautious conditions as these are most important to deal with first.

How much sense does this make to you?"

Local Tests (power ligament testing etc.)

**Diagnosis**

**7. Nerve Testing**

If any Nerve test is positive, we treat this first

"Before we move onto more testing to find out the main cause of your problem, We are going to solve the part of your condition that is being contributed by this nerve irritation."

"Nerves are one of the most sensitive structures in the body, and we find that if we don't solve it now, the future releases that we perform on your body either won't work well, or won't hold for very long"

Take photo Before/After

Warning-

"Releasing nerve gliding can have temporary side effects; only some people suffer these; they are an indicator of effective treatment, they usually resolve within 24 hours"

For example: headache / fatigue / soreness / feeling like I've been hit by a truck

"An option to minimise any side effects is to get smaller improvements in each session. Would you like to continue aiming for larger improvements, or smaller improvements to minimise the chance of temporary side effects?"

- 8. Once Nerve Dynamic tests are 100% and other cautious conditions are stable**—then proceed to next step.  
 “The part of your condition that was contributes to by that nerve dysfunction is now fixed”  
 “Some people notice significant improvement in their condition immediately from this.”  
 “Some people notice the significant improvement after the next 2 step process”

- 9. Pause** “Solving the Dysfunctions results in the pain disappearing”

**Assess ALL possible contributing factors to YOUR problem**

- 10. Explanation of Assessment**

“Your condition can have contributing factors from anywhere in the body including thoughts / feelings.

I am going to test each muscle / joint / action that could possibly be contributing to your condition from anywhere in your body. I wouldn't want to miss the underlying cause.

How much sense does this make to you?”

- 11. Thorough Assessment**

Can take 40-60 minutes

Create a list of potential causes for your condition

- 12. Body Scan**

Searching for muscle knots

Happy muscles are floppy

Unhappy muscles protect with knots

Client is involved, feeling knots, rating 0-3

**“All dysfunctions, tightness, stiffness, weakness etc. have the potential to be part of the condition.”**

“It is normal to find (20-30) unhappy signs whilst we are testing. Each of these unhappy signs can quickly change when the main cause is found and treated. “

**“One is the primary underlying cause to the condition. If I can find that and fix it, we will have your ‘Good Result’”.**

Movements / Actions—Shoulder, spine, hips, knees, ankles

Spine / Joints Palpation

- 13. Explanation of how dysfunctions relate to symptoms / condition.**

The pain/ stiffness you are feeling is a protective mechanism.

“These dysfunctions or unhappy structures are the reason your brain is creating warning signals of pain. When these dysfunctions are fixed, what do you think will happen to your pain then?”

- 14. Check expectations of client**

How satisfied would you be now if we:

A) Work out which of these factors is the biggest cause of your condition by getting results?

B) Use the results to learn how many session it will take to get you 100%

Is there anything else I can explain about your condition? e.g. what caused it in the first place

- 15. Is everyone on the same understanding?**

- 16. Pause.** Refer to flow chart

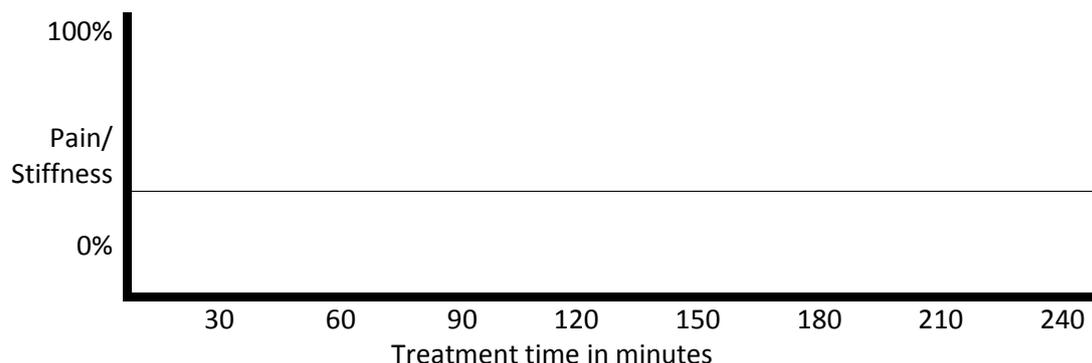
**Find the most effective treatment, your Primary Contributing Factor (PCF)**

- 17. Decide a relevant test to fix first.**
- 18. Take a 'before' photo of this movement.**
- 19. Client helps prioritise which of the unhappy structures to test first.**
- 20. Explain** the process aims to make significant changes to your limited function (and other signs).
- 21. Describe the 'Treatment Direction Testing' (TDT) process.**  
 "I need you to repeat your limited movement and stop when I say or if you experience an increase in your pain, resistance, stretch. Where I press may be painful, but I'd ask you to tolerate this to a reasonable level, but this is different to aggravating your pain."  
 Your job is to stop if you feel an increase in your pain. The muscles will 'kick in' to protect you so we will stop when we feel these resist.
- 22. Warning re possible side effects.**  
 "Sometimes the results are not so dramatic that we suffer temporary reactions such as dizziness, sweating, feeling faint. We can go gently to minimise these reactions, or can go for the biggest results, which would you like?"  
 Some people suffer treatment soreness, like a bruise-ache feel where I so the releases. I can go for smaller changes to minimise the chance of this if you would prefer.
- 23. Perform TDT's**—Trial different directions and forces for biggest change.
- 24. Measure Changes as a %**  
 "Your job is to see what changes to your movement during testing"  
 "How different does this look/test to you?"
- 25. Take after photo**
- 26. Thorough re-assessment** (involve client)  
 All asterisks sign/dysfunctions. Ensure client understands the connection to their problem.  
 Have multiple dysfunctions improved?
- 27. Label Provisional PCF (Primary Contributing Factor)**  
 "Treating a PCF makes all relevant signs improve and aggravating this will make relevant signs worsen.  
 When all signs are 80-100% better you will have your good result"  
 "Your homework will be to not aggravate your PCF"



**Continue treatment until we achieve full function, pain free!**

- 28. Perform Progress Graph** Explain progression, flare ups, tune ups and how many sessions.  
 "How much do you want to continue this process, when can you get back in?"



**29. Who else might like this kind of help?**

Do you know of other people who are struggling and could benefit from this more thorough type of physio?

 **30. Pause** Explain significance of changes to getting good results

 **31. Rebooking slip**

“How quickly can we get you fixed? “

“We can do 30 or 60 minute appointments if you want to get it fixed sooner.”

Need to book 2-3 sessions to work on your PCF

**Learn how to remain full function, pain free!**

 **32. Teach exercise/homework to maintain PCF**

“How does this new position feel, how would you describe this?”

2000 reps to become more automatic

 **33. Treat PCF until 100% or Plateau**
 **34. Progress PCF treatment—re assessment**

3-4 main signs re visited regularly to ensure best intervention

 **35. Re assess all dysfunctions through body—involve client**

“Let’s test to see how many of your signs have changed and by how much”

 **36. Pause**


**Tune Ups – Every 4<sup>th</sup> Tune up Appointment is Half Price!**

 **37. Progress home work to maintain improved PCF**

Involve contacts

 **38. Identify SCF’s that need treating once PCF is 100% or plateaued.**

“This more stubborn sign may be from long term persistence, treating this may help resolve the last of it”

 **39. Recap importance of future care when pain free –wean off.**

“We are at the stage of pushing out to “Tune Ups”, we need to look after your PCF indefinitely to prevent aggravation, how long are you willing to test yourself?”

 **40. Referring Friends and Family**

Other people may not realise this type of help is available.

We want to help as many people as possible and will thank you with a \$20 voucher for everyone you send us.

Thank you