



**Patient
Communication Kit**

Report of Findings Upgrade

A resource by
INSiGHT CLA

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A Quick Note from Dr. David Fletcher



One of the most important conversations we have with a new patient is the Report of Findings because it helps patients understand what you found and why it matters.

It's also one of the conversations where I've seen chiropractors work the hardest to explain what they've found, what it means, and why they recommend care. The good news is that a great Report of Findings doesn't have to be complicated. In fact, I've found that the simpler and more conversational we make it, the better.

Your patient doesn't need to understand everything you know. They need to understand their story, what you found, what you're recommending, and how you'll know if things are changing.

I've put together five simple conversation moves that you can try in your next Report of Findings. Don't feel like you need to use all five. But please use the ones that feel natural to you and shape them to make them your. And as you work through them, notice where having objective, visual scans makes reporting easier.

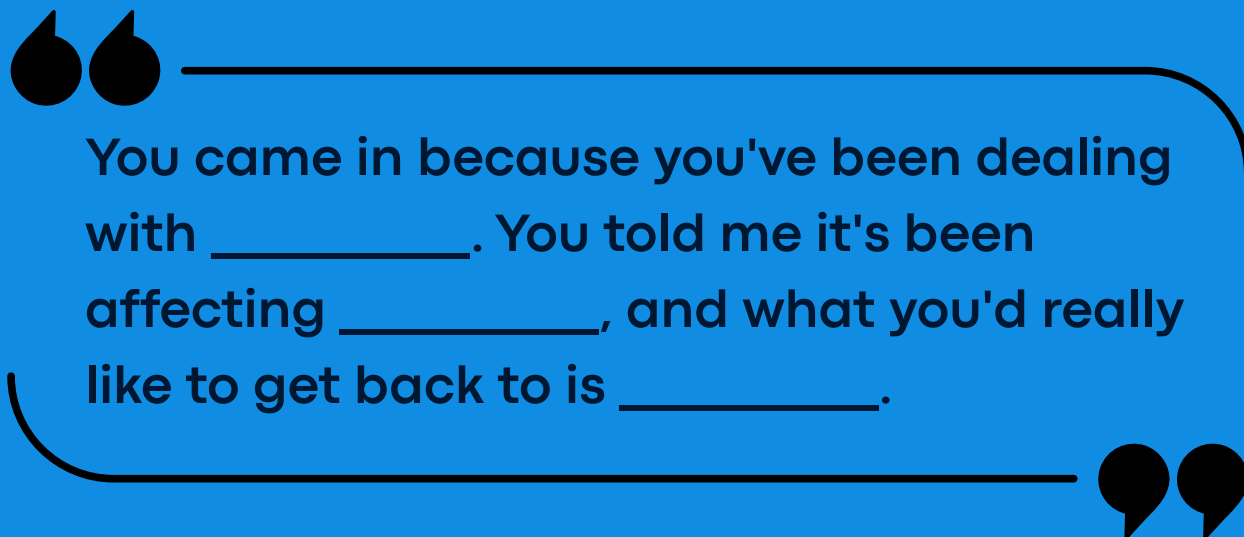
David.



1 Start With Their Story

Before reporting your findings, bring the conversation back to why they came to see you in the first place.

You Might Say:



It's a simple thing, but it tells your patient,

"I heard you."

This makes the patient part of the conversation. They become curious to see their results.



2 Show Them The Big Picture

You probably found a lot during your examination.

Your patient doesn't need you to explain all of it.

Start with the findings that matters most. Scan results instantly move their attention to the nervous system.



The main thing I want you to see from your examination today _____.

This helps me understand _____.



Keep it simple. Your patient doesn't need every detail you interpret from the scan. They need to understand the pattern you're paying attention to and why it matters to them.



3 Connect The Nervous System

If you're practicing from a neuro-centric perspective, this is an opportunity to help your patient understand why nervous system performance is an integral part of the conversation.

You Might Say:

Your nervous system plays an important role in how your body reacts, adapts and repairs itself. Based on your history and examination, I'm paying particular attention to _____.

And if you have objective neurological scans, there's something else to try. Before you explain the scan, ask them:

"What do you notice in these scans?"

Let them look. Let them tell you what they see. Then help them understand what matters.

I've found that a conversation can be much more engaging when the patient has something in front of them to look at rather than simply listening to us explain.

4 Make Sense of your Recommendations

Rather than simply giving a patient a schedule, help them understand why you're recommending it.

For example:



Based on what you came in with, what we found in your examination, and the changes we want to make, this is the care plan I'm recommending: _____.



Then explain the frequency:



The reason I'm recommending this frequency is _____. We'll also build in progress checks so we can compare where you started with where you are at that time.



A simple rule I like is:

Findings first. Recommendation second.

When the patient can follow the reasoning, the care plan feels less like a schedule and more like a thoughtful clinical recommendation.

5 Talk About Progress From The Beginning

Don't wait until the re-examination to explain how you'll know whether things are changing.

You Might Say:



We'll always pay attention to how you're feeling and we'll also be examining what changing every step of the way so we can compare where you started with how you are improving.



Using INSiGHT Scanning, makes this even more tangible:



Your scans today give us a neurological baseline. When we scan you again at progress exams, we'll be able to put the reports side by side and see what's changing.



Now the conversation becomes bigger than simply:
"Do I feel better?"

It becomes:
"What has changed?"

When the Conversation Gets Stuck

We've all had those moments when a patient hesitates or isn't quite sure what to make of what we've recommended. Here are a few simple ways to keep the conversation moving.

“Do I really need this many visits?”

“The frequency I'm recommending is based on what we found today and the changes we want to support. We'll check your progress along the way so we can compare where you started with where you are then.”

“I think I'll just see how I feel.”

“How you feel is important, and we'll absolutely pay attention to that. I also don't want symptoms to be our only measure of progress. That's why we'll look at how you're exam and scan results are changing so we can compare your findings over time.”

They look overwhelmed. Sometimes the best thing you can do is stop explaining.

Bring them back to three things:

- **This is where you're starting.**
- **This is what I'm recommending.**
- **This is what we're going to measure regularly.**



A Better Report Of Findings Isn't About Saying More. It's About Making it Visible

There are only so many ways we can explain nervous system performance with words. That's one of the reasons I have always valued objective neuro-spinal scanning. The INSiGHT gives you something meaningful to put in front of your patient so you can look at the results together.

➤ First Exam

Establish the baseline.

Your neurological scans create an objective starting point for nervous system performance and regulation.

➤ Re-Exam

Bring them back to where they started. Repeat the scans. Put the INSiGHT Scan reports side by side. Then ask:

“What changes do you notice?”

Now your patient has something visual to connect with how they're feeling and what you're finding clinically.

➤ Report of Findings

Turn explanation into conversation.

Put the INSiGHT Scan Report in front of your patient and ask:

“What do you notice?”

You don't need to explain every graph or number. With INSiGHT Scans, show them the pattern, give it meaning, and connect it to the bigger clinical picture and why they feel the way they do.

The ROF Flow Worth Remembering



START WITH THEIR STORY



SHOW THEM THE BIG PICUTRE



CONNECT THE NERVOUS SYSTEM



**MAKE THE RECOMMENDATION
MAKE SENSE**



**TALK ABOUT PROGRESS FROM
THE VERY BEGINNING**

Keep It Simple

A strong Report of Findings isn't about saying more. It's about helping patients understand what matters most.

Start with their story, show them what you found, explain why it matters, and make the next step clear.

When patients can see objective information, the conversation becomes easier to follow and progress becomes easier to understand over time.

Sometimes better communication isn't about more words. It's about giving patients something meaningful to see.

Curious what this could look like in your practice?



Schedule a complimentary INSiGHT Strategy Session with one of our INSiGHT Advisors:

insightcla.com/book-a-demo/

