



**Patient
Communication Kit**

The Progress Visit and Re-Exam Playbook

A resource by
INSiGHT CLA

insightcla.com

A Quick Note from Dr. David Fletcher



Helping patients see where they've been, where they are, and where they're going is one of the most rewarding parts of practice is seeing a patient begin to change.

Sometimes the changes are obvious. They feel better, they're doing more, they're sleeping better, or they're getting back to the things they enjoy. Other times, the changes are more subtle.

That's why progress visits are so important. They give us an opportunity to slow down, look at what's changed, and help our patients understand the progress they're making. The goal isn't to convince a patient that they're improving. It's to help them understand what we're seeing together.

This playbook offers a few simple ways to make those conversations more meaningful.

David.



1 Start By Asking, Not Telling

Before you show your patient your findings, ask them how things are going.

Try:



Since we last checked in, what have you noticed?

OR:

What's different for you since we started?



Then listen.

You may hear something you expected. You may hear something completely different and remarkable. Either way, you've given your patient the opportunity to tell you what matters to them.

You can then connect their experience to what you're seeing clinically.

2 DON'T LET "I FEEL BETTER" END THE CONVERSATION

Feeling better is important. We want our patients to feel better. But in a neuro-centric practice, we can also ask a bigger question:

What's changing in how they're functioning?

You Might Say:



"I'm really glad you're feeling better. Let's also take a look at what's changed in your nervous system scans so we can track your progress there."



This helps move the conversation beyond symptoms to a broader understanding of the deeper changes you are measuring.

3 SHOW THEM WHERE THEY STARTED

This is where objective findings, such as INSIGHT scans, become particularly powerful. If you have a baseline scan from the beginning of care, put it beside the current scan. INSIGHT Scan Reports are setup to easily compare changeability and trends over time. Then don't immediately start explaining it.



“What do you notice?”



Give them a moment.

Patients will often see things before we expect them to. Your job is to help them understand what they're looking at and connect it back to their clinical picture.

You don't have to explain every graph or every number. Find the meaningful change. Talk about that.

4 CONNECT THE CHANGE TO THEIR GOALS

A change on a report is interesting. A change that means something to the patient is invaluable.

Bring the conversation back to what they told you when they first came in.

When you first came to see me, you told me you wanted to _____. How are you doing with that now?

Then connect what they're experiencing with what you're finding. This is where the progress conversation becomes personal. It's no longer simply about a scan.

It's about the person in front of you.



5 TALK ABOUT WHAT IS NEXT

A progress visit shouldn't just be a look backward. It's also an opportunity to talk about what's next.

You Might Say:



We've made some good changes, and here's what I'd like us to focus on next."



Or, if more detailed work is needed now:



We're seeing some positive changes, but there are still areas that I want to continue working on in this stage of care.



The patient should leave understanding: where we started. What's changed. What we're working on now. What needs more attention and what we'll look at next.

That gives the patient a clear sense of direction.

When The Conversation Gets Stuck

Progress conversations don't always go exactly as planned.

That's okay. Here are a few ways to handle some common moments.

"I feel great. Do I still need to come?"

Try:



I'm glad you're feeling great. That's exactly what we want. Let's look at the changes in your INSIGHT Scans. That will give us another way to understand how you're doing at a deeper level and helps us decide what makes sense from here.



"I don't really notice much difference."

Try:



That's helpful for me to know. Let's take a look at your scan findings together and see what we're seeing objectively. Sometimes the changes we're looking for aren't something you feel day to day



"Why do we need to scan again?"

Try:



The first scan gave us a starting point. Scanning again gives us something to compare it to. It helps us see what's changed rather than relying only on how things feel.



The results aren't what you expected. Don't be afraid of that conversation.

You can simply say:



This isn't quite the change I was hoping to see. Let's talk about what we're seeing and what we should consider doing next.



Being honest and curious with your patient builds trust.



Make The Progress Visible

One of the benefits of objective scanning is that it gives us another way to have a progress conversation.

We can talk about how someone feels. We can talk about what they're doing differently.

And we can look at what has changed in their examination. When those pieces come together, we get a much fuller picture.



Make The Progress Visible



AT THE BEGINNING

Create the baseline.

Give yourself and your patient a clear starting point.



SHOW THEM THE BIG PICTURE

Keep the conversation going.

Pay attention to what the patient is noticing and connect those experiences to what you're seeing clinically.



AT THE PROGRESS VISIT

Compare. Discuss. Explore.

Put the Scan findings side by side. Ask what they notice. Then help them understand what has changed.



LOOKING AHEAD

Create the next step.

Use what you've learned to guide the next part of the patient's care.

The Progress Conversation Worth Remembering

ASK → LISTEN → SHOW → CONNECT → PLAN

Ask what they've noticed. Listen to their experience. Show them what has changed.

Connect the changes to what matters to them. Then talk about where you're going next.

It sounds simple because it is. And that's really the point.

A good progress conversation doesn't need more words. It needs a patient who feels heard and has a clear picture of where they are in their care.



One Last Thought

If you've worked through the Communication Kit, you've probably noticed a common thread.

Good communication starts with listening. It gets stronger when we explain things clearly. And sometimes, it gets even better when we have something objective to show the patient.

That's where INSiGHT Scanning can be a valuable addition to a chiropractic practice.

It gives you a way to establish a baseline, explain what you're seeing, and come back later to see what's changed. Not to replace the conversation. To make the conversation better.

CURIOUS WHAT THIS COULD LOOK LIKE IN YOUR PRACTICE?

We'd be happy to show you how INSiGHT Scanning and visual reports can fit into your examination, Report of Findings, and progress conversations.



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

insightcla.com/book-a-demo/

