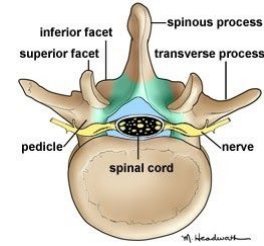


# NOLA

## Spine Care



### Frequently Asked Questions

1. [How do I get started with care?](#)
2. [Do you accept walk-in patients?](#)
3. [What services do you offer?](#)
4. [How much will I have to pay?](#)
5. [What insurance do you accept?](#)
6. [Where are you located?](#)
7. [What are your business hours?](#)
8. [What should I expect during my first office visit?](#)
9. [How long will my visits take?](#)
10. [Do I need a referral or permission from my primary care physician?](#)
11. [Are x-rays required for care?](#)
12. [Do you also care for teens and children?](#)
13. [I have an emergency health situation. Can you help me?](#)
14. [Can you tell me more about Dr. Rueben Carter?](#)
15. [Can Dr. Rueben speak at my group or office?](#)
16. [What conditions can you help with?](#)
17. [How quickly will I get results?](#)
18. [Will I be sore after a chiropractic adjustment?](#)
19. [Is chiropractic safe or appropriate for my condition?](#)
20. [What if I am afraid of the “cracking” sound or anyone being near my neck area?](#)
21. [I've tried chiropractic before. Is all chiropractic care the same?](#)
22. [Where can I learn more about chiropractic care?](#)

## **How do I get started with care?**

Use our secure online appointment scheduler: <https://nolaspinecare.janeapp.com/>

Alternatively, you can call us at 504-233-2083 (Voicemail Only). Someone will return your call as soon as possible.

## **Do you accept walk-in patients?**

Not quite - but we do accept same day appointments! Please call 504-233-2083 first to see if we can accommodate you.

## **What services do you offer?**

Based on your condition, care at our office may include spinal manipulation / chiropractic adjusting, myofascial release, trigger point therapy, other manual therapy, ice or heat application, electrical stimulation, therapeutic exercise, neuromuscular reeducation, and self-care / home management training.

We offer a variety of both manual and instrument-assisted chiropractic techniques.

Your care will be customized to what's most effective for your body in terms of getting you the best and quickest results.

## **How much will I have to pay?**

If you are using health insurance, we can verify your benefits for you prior to accepting care at our office. Most copays are in the range of \$15-\$45.

If you do not have chiropractic benefits or insurance coverage, please give us a call to find out our current fees.

Our care is simple, focused, and personalized in a small office space. Our low overhead and marketing costs allow us to pass along the savings to you. Most patients find our average visit cost to be very reasonable and affordable compared to the current market rate (that have to support high overhead and staff costs). Do not waste any more time suffering or neglecting your health!

## **What insurance do you accept?**

We accept UnitedHealthcare, Blue Cross and Blue Shield, and Medicare. Exact benefits, however, vary by plan and we will need to verify your coverage. As a courtesy, we will verify and explain your benefits to you before you decide to accept care at our office.

## **Where are you located?**

We are located at 1111 Saint Mary Street New Orleans, LA 70130.

**Parking:** Parking is available on the street. Unfortunately, parking in the area can be competitive due to its proximity to Magazine Street. We recommend driving a bit past the office toward the residential part of Saint Mary Street (1200s). There is usually parking available within

a block of the office. Please plan to arrive a few minutes earlier than your appointment time to find parking.

### **What are your business hours?**

The office operates by appointment only. You must schedule an appointment even if it's a same-day appointment.

### **What should I expect during my first office visit?**

Dr. Rueben will start by taking your patient history and then performing a physical examination to develop a working diagnosis. Imaging or lab tests may be used to confirm a diagnosis (not taken in office).

The combination of the history, exam, and diagnostic studies will enable Dr. Rueben to reach a diagnosis, which will help him to determine whether chiropractic services are appropriate for your condition.

If it is determined that you would be more appropriately managed or co-managed by another healthcare professional, he will make the proper referral.

Through a process of shared decision-making, you and Dr. Rueben will determine if chiropractic services are right for you. As part of this process, he will explain your condition, recommend a treatment plan, and review the risks and benefits of all procedures.

If imaging or lab tests are not immediately required and there are no contraindications to care, you will be able to start treatment on your first visit.

You will be adjusted in a private room on a comfortable adjusting table made specifically for your care. You will remain fully clothed for the duration of your visit, so we recommend you wear non-restrictive clothing to make it easier to rest comfortably while lying down on the table.

A portion of your adjustment may be performed while you are face down, while other adjustments may be delivered while you are either on your side, sitting upright, or lying on your back.

### **How long will my visits take?**

This all depends on the length and severity of your condition, however, most first visits may last as long as 30-45 minutes. Treatment visits are much less, often as little as 7-10 minutes.

### **Do I need a referral or permission from my primary care physician?**

No. Doctors of Chiropractic (DCs) are portal-of-entry providers much like your Dentist or Optometrist, and are trained in the primary care diagnosis of conditions relating to the functional integrity of the spine and joint structures.

\*A few managed care insurance plans will require a referral to use your benefits (e.g. Medicaid). We will let you know if this is the case. If you are a self-pay patient, no referral is necessary.

## **Are x-rays required for care?**

Only if they are medically indicated.

Our analysis does not require x-rays if it is determined from the history and exam that there are no contraindications to care. All imaging is referred out to an imaging facility. If, after a few visits, there is absolutely no response to care, Dr. Rueben may recommend x-rays or additional testing.

## **Do you also care for teens and children?**

Yes, children and teens can benefit from chiropractic care. Children are very physically active and experience many types of falls and blows from activities of daily living as well as from participating in sports.

Injuries such as these may cause many symptoms including back and neck pain, stiffness, soreness, or discomfort. Chiropractic care is always adapted to the individual patient. It is a highly skilled treatment, and in the case of children, very gentle.

## **I have an emergency health situation. Can you help me?**

No. We are not an emergency health facility. Do not schedule an appointment with us if you suspect there is an emergency with your health, including but not limited to possible fractures, infections, or symptoms of cancer.

## **Can you tell me more about Dr. Rueben Carter?**

Dr. Rueben is from the West Bank of New Orleans (Marrero). He attended college in Atlanta at Georgia State University for his Bachelor's degree (4 years) and Life University for his Doctorate in Chiropractic (4 more years). He completed his clinical training in San Diego, California, seeing 50-100 patients per week, including Olympic athletes.

He is part of a special network of over 500 multidisciplinary doctors who compare expertise and compete for the best clinical outcomes.

He creates a safe healing space free of judgment, and does not discriminate or treat patients differently based on economic status, sex, age, race, ethnicity, nationality, disability, mental illness or ability, sexual orientation, gender, gender identity/expression, religion, creed, or individual political opinions.

Dr. Rueben Carter is not related to the famous boxer or the sandwich.

## **Can Dr. Rueben speak at my group or office?**

Dr. Rueben loves to speak to groups! Please email [admin@nolaspinecare.com](mailto:admin@nolaspinecare.com) with information about your group or event.

## **What conditions can you help with?**

We care for patients with a wide range of injuries and disorders of the musculoskeletal system, involving the muscles, ligaments, and joints.

These painful conditions often involve or impact the nervous system, which can cause referred pain and dysfunction distant to the region of injury.

The benefits of chiropractic care extend to general health issues, as well, since our body structure affects our overall function. Many patients visit just for prevention, general upkeep, and self-care, and do not have a specific complaint.

Here is a list of the most common conditions our patients present with: myofascial pain, muscular and connective tissue pain, tendonitis, bursitis, arthritis, disc degeneration, bulging disc, spinal stenosis, herniated disc, spinal degeneration, spondylolisthesis, facet joint injury, non-specific back pain, neck pain, joint dysfunction, nerve pain, radiculopathy, sacroiliac joint dysfunction, sciatica, extremity pain, rotator cuff injuries, carpal tunnel syndrome, plantar fasciitis, achilles tendonitis, headaches, whiplash, fibromyalgia, athletic injuries, and more.

### **How quickly will I get results?**

Most patients notice beneficial changes after their first visit or within only a few visits. Those with chronic conditions may take longer to get results.

Generally speaking, the longer you've had your problem, the longer it will take to improve. We will inform you once you've reached maximum therapeutic benefit. You will not be committed or pressured into extended, unnecessary treatments.

### **Will I be sore after a chiropractic adjustment?**

Any reported soreness after an initial adjustment has been described as similar to that associated with starting a new exercise program.

Drinking plenty of water, using an ice pack, and engaging in light stretching after your first visit can help ease any discomfort to promote healing.

### **Is chiropractic safe or appropriate for my condition?**

Chiropractic is widely recognized as one of the safest, drug-free, non-invasive therapies available for the treatment of back pain, neck pain, joint pain of the arms or legs, headaches, and other neuromusculoskeletal complaints.

Although chiropractic has an excellent safety record, no health treatment is completely free of potential adverse effects. The risks associated with chiropractic, however, are very small. Some patients may sometimes experience mild soreness or aching, just as they do after some forms of exercise. Current research shows that minor discomfort or soreness following spinal manipulation typically fades within 24 hours.

When discussing the risks of any health care procedure, it is important to look at that risk in comparison to other treatments available for the same condition. In this regard, the risks of serious complications from spinal manipulation compare very favorably with even the most conservative care options. For example, the risks associated with some of the most common treatments for musculoskeletal pain - over-the-counter or prescription nonsteroidal anti-inflammatory drugs (NSAIDS) and prescription painkillers - are significantly greater than those of chiropractic manipulation.

Doctors of chiropractic are well trained professionals who provide patients with safe, effective care for a variety of common conditions. Their extensive education has prepared them to identify patients who have special risk factors and to get those patients the most appropriate care, even if that requires referral to a medical specialist.

### **What if I am afraid of the “cracking” sound or anyone being near my neck area?**

Adjustment or manipulation of a joint may result in the release of a gas bubble between the joints, which makes a popping sound. The same thing occurs when you “crack” your knuckles. The noise is caused by the change of pressure within the joint, which results in gas bubbles being released.

Cervical (neck) manipulation is a remarkably safe procedure and is nothing like the Hollywood depictions. For patients who have fears or phobias, there are a variety of techniques to accomplish your goals without the “cracking” sound. Dr. Rueben will use the techniques you are most comfortable with, and will work with you through your fears.

### **I've tried chiropractic before. Is all chiropractic care the same?**

Some of our patients have tried chiropractic for the first time with another office that left a bad impression due to the practitioner's business practices or style of practice. Such an experience might cause one to generalize the whole profession based on their bad experience.

These same patients are often surprised by how different another office can be and are usually our best referrers.

Interestingly, all chiropractic care isn't the same, and chiropractors differ as much as psychologists in their preferred approaches. There is an art to chiropractic with preferred systems of analysis and techniques that make some practitioners a better fit for you than others.

Just like choosing any other professional, the best way is to research their reputation or ask someone you know and trust. We offer free consultations to determine whether our care is right for you.

### **Where can I learn more about chiropractic care?**

To learn more about chiropractic care, check out the following resources:

1. <https://www.acatoday.org/Patients>
2. <http://www.palmer.edu/alumni/research-publications/gallup-report/>
3. <https://www.health.harvard.edu/pain/chiropractic-care-for-pain-relief>
4. <http://wikichiro.org/en/index.php?title=Chiropractic>
5. <https://www.spine-health.com/treatment/chiropractic>
6. <https://www.spineuniverse.com/treatments/chiropractic>

If you have any additional questions before accepting care at our office, please call (504) 233-2083 or email [admin@nolaspinecare.com](mailto:admin@nolaspinecare.com).

To schedule your appointment now, [click here](#).