



## WELCOME TO OUR CLINIC!

I would like to take the opportunity to welcome you to our clinic! It is our mission at Mishock Physical Therapy & Associates to provide the best state-of-the-art physical therapy rehabilitation services to relieve pain, restore function, and return you to the highest quality of life possible.

We constantly challenge ourselves to provide the most clinically superior product found anywhere. We invest in education and expect our professional staff to remain on the cutting edge of "what's new" in physical therapy based on science and sound clinical research. Poor service is commonplace in healthcare today; therefore, we are committed to excellence in all aspects of our care- from our front desk to our PT's. Our success is measured in the hearts of those we serve.

At Mishock Physical Therapy & Associates we see ourselves as an extension of your referring physician's office. We utilize your doctor's recommendations to develop a personalized evaluation and treatment program. To see the best results in that treatment program, you will need to commit to being consistent in attending your visits as prescribed by your physician and physical therapist. Promptly, we will progress you into an easy-to-understand home exercise program with an emphasis on education for prevention and/or long-term maintenance of the condition.

We greatly appreciate you choosing us to provide your physical therapy services. If you have any questions, please don't hesitate to call our office. We look forward to helping you attain the best health possible. FEEL GREAT!

Sincerely,

John R. Mishock, PT, DPT, DC  
Owner

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[www.mishockpt.com](http://www.mishockpt.com)



## **Mishock Physical Therapy Guidelines for Optimal Results**

Our goal is to help you reach your highest level of pain free function and quality of life. To do so, please adhere to the following guidelines. We greatly appreciate your cooperation.

- To receive the maximum benefit from your physical therapy program, it is of the utmost importance that you attend your appointments and follow home instructions. In most cases, two to three visits per week are recommended to get the best results. If there are problems in committing to the visit schedule, please speak with your physical therapist.
- If you are unable to keep your appointment, please notify the office 24 hours before your scheduled appointment.
- We recommend that you schedule your appointments 1-2 weeks in advance. The earlier you call to schedule, the better we can accommodate you.
- Your appointments may be scheduled on any day of the week and do not have to be set up in a specific way. (Example: if you are scheduled for 3x/week. It does not need to be Mon/Wed/Fri.)
- Please notify your physical therapist one week in advance of any physician appointments. We must re-evaluate you before your physician visit and provide an updated progress report.
- You are subject to discharge from physical therapy services after 3 missed appointments within four weeks. Consistency with physical therapy will give you the best results.

Your insurance company will be billed for PT services. You are responsible for co-pays, co-insurance, and deductibles based on the agreement you have with your insurance company. If you have any questions regarding payment, billing, or fees we will be happy to assist you.

Your cooperation is very much appreciated. We are here to serve you and look forward to helping you attain your best health now. FEEL GREAT!

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# Everything Counts

"The majority of us lead quiet, unheralded lives as we pass through this world. There will most likely be no ticker - tape parade for us, no monuments created in our honor. But that does not lessen our possible impact, for there are scores of people waiting for someone just like us to come along; people who will appreciate our compassion, our unique talents; someone who will live a happier life merely because we took the time to share what we had to give. Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring. Each all of which have the potential to turn a life around. It's overwhelming to consider the continuous opportunities there are to make our love felt."

Leo Buscaglia

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Mishock Physical Therapy & Associates operates under the belief system that... Everything Counts!

## Our Ideal “Scene” of Service

**Everything Speaks:** What you wear, what you say, your body language, your energy, your treatment, the music you play in the office, overall cleanliness, the colors, the smell, the service... All tell a story. Our story is to “exceed” expectations in excellence, care and service every day!

**Be Enthusiastic:** Be engaged with your patients at all times, from the moment they walk into the office. Be an attentive listener. Keep your energy up during the day. Make your patients smile. Be genuinely excited about their smallest accomplishments. The level of your talent isn’t nearly as important as the intensity of your passion.

**Work Harder:** Status quo is the killer of business and personal success. Take initiative to constantly improve and get better in all areas of business and life. The competition is waiting take your place and steamroll you over. Do not feel entitled. Earn it every day! Nothing replaces hard work, extra effort and striving for excellence.

**Deliver Great Customer Service:** We are in the service industry. Call people by their names. Answer the phone by the 3<sup>rd</sup> ring. Stop and sincerely thank your patients for choosing us. Write them notes of sincere gratitude. Return phone calls promptly. Be attentive while working with your patients. Doing the little things and go above and beyond. Treat them how you would want to be treated. Think of the office as your home. Treat our patients as guests in your home.

**Embrace Criticism:** Ask your patients what you can do better to assist and serve them? Embrace the feedback and be open and willing to improve based on what you hear.

**Bring the Energy:** People come to Mishock Physical Therapy & Associates for the energy we provide and the care we give. You are a living magnet attracting those in need. What you put out there you get in return. Thrust positive, caring, loving, empathetic energy into the world. It will be returned to you in multiple folds.

**Create a Great Experience:** Strive to make this statement the mantra of our practice: “We are the best part of the patients’ day, every day.” Make a great experience for our patients and success will follow.

**Think Body Language:** Lean in when listening or speaking to the patients. There is nothing more important than the patient when you are with them. Let your body language tell the Pt that you care and that you are there for them.

**Thank Your Patients:** Thank them and let them know you appreciate their business. We exist for them. Our patients have decided to spend their time, money and energy on you. Thank them!

**Develop Our Unique Culture:** We want to deliver an excellent experience, building loyal customers for a lifetime. We want a fun, friendly, professional, personal, non-intimidating, service-oriented, energetic and positive experience for all who we encounter.

We can do this, let’s make it happen every day!

Dr. John R. Mishock, PT, DPT, DC



# Please Complain!!

Dear Valued Customer;

As the owner, I would like to thank you for choosing Mishock Physical Therapy. It is our mission to "exceed" your expectations with superior care and service. I want you to have a great experience in your treatments from start to finish. If we are not meeting your needs or expectations, I want to know. In knowing, we can correct the situation and make it right. Together we can reduce your pain, improve your function, and help you achieve the highest quality of life.

Please call or email your concerns to me at:

[john.mishock@mishockpt.com](mailto:john.mishock@mishockpt.com) or call 484-948-2800.

Passionately,

Dr. John R. Mishock, PT, DPT, DC



# WHAT SHOULD I BE EATING TO IMPROVE MY RECOVERY?

BY DR. JOHN R. MISHOCK, PT, DPT, DC

Atrophy of muscle begins within 36 hours, and a significant loss of muscle mass occurs within 5 days of inactivity and inflammation (injury or surgery). (Reich et al. J Appl Physiol, 2010) Early physical therapy and nutrition help recovery.

Injury and surgery elevate the protein needs by up to 80%. (Kerksick et al. Sports Nutr, 2017)

## **Macro-nutrition needs: Carbohydrates, Protein and Fat:**

**Carbohydrates (energy):** 40% of calories or a 2:1 carbohydrate to protein ratio. Eat complex carbs (whole grains, fruits, and vegetables). Avoid simple and ultra-processed carbs (Weigle et al. Am J Clin Nutr. 2005, Layman et al. Nutr Metab, 2009)

**Protein (repair and build tissue):** Eat lean meats, poultry, and fish. 1 g/lb body weight per day or 30 to 40 g of total dietary protein per meal.

**Fat (energy and healing):** Eat monounsaturated and polyunsaturated especially omega-3 fatty acids, found in avocado, olive oil, fish, flax, nuts, and seeds.. Avoid saturated and trans fats. 20-25% calories (0.8 to 2 g/l per body weight per day)

## **Dietary supplements:**

**Protein supplements:** Ensures adequate protein intake. Whey protein is considered the highest quality protein source. Casein protein at night. Plant-based protein could be used pea, soy, hemp, or rice. 1g/lb of body weight or 20-40 g 4 times per day.

## **Creatine monohydrate (Creatine):**

Effective supplement for enhancing muscle healing, repair, and hypertrophy. A recommended dose of 20g (4 x 5 g daily) for five days, then 5g per day after.

### **Omega 3 fatty acids:**

Help control an exaggerated inflammatory response and reduce muscle loss. Omega 3 supplementation should begin 2-4 days after injury or surgery. (Calder et al. Br j Nutr, 2009). A recommended dose of 2000-4000 mg daily may reduce chronic inflammation and maximize protein synthesis. (Smith et al. Clin Sci, 2011)

### **Probiotics:**

Probiotics are the "good" bacteria that live in our gastrointestinal system (digestive system) that account for approximately 70% of the immune system. Because antibiotics are used following surgery, there can be a negative shift in the gastrointestinal flora, leading to changes in nutrient metabolism and immunity. The strands of lactobacillus acidophilus and Bifidobacterium longum have exhibited positive immune effects. (Maughan et al. Br J Sports Med, 2018) The probiotics can be found in yogurt or as dietary supplements. A recommended dose of >10<sup>10</sup> colony-forming units. (Smith-Ryan et al. Jour of Athl Train. 2020)

### **Other Vitamins And Micronutrients:**

Vitamin A, C, E, D, selenium, zinc, Turmeric (curcumin) have a positive effect on wound healing and inflammatory control. Foods such as; kiwi, orange, strawberries, avocado, broccoli, carrots, spinach, seeds, almonds are excellent sources of these micronutrients. A multivitamin with an antioxidant formula could be used if these foods are not available.

### **Nutrient Timing Around Physical Therapy:**

- 3-4 hours before physical therapy: 50-100 g of complex carbohydrate, 30-50g of protein, 15-20 g of fat.
- 15-45 minutes before physical therapy: 25 g of protein (whey, pea, soy)
- 5 g of creatine monohydrate, and 2g of fish oil.
- 30 minutes following physical therapy: 25 g of protein (whey, pea, soy), 5 g of creatine monohydrate.



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**Appointments Available: 7am-8pm All Locations • Most Days • Saturday Appointments Available**

