

## A Personal Message From Dr. Brian Norce

I wanted to take a few moments to personally welcome you to our practice and let you know a few very important things that will help you get the most out of your care.

First thing is – Our practice is referral driven so we run a very “open” office. By this, I mean we value your opinion and want to hear what you think. No matter what it is. If you like something – tell us so we can do more of it. And if you don't like something – tell us that too. The only way we can make your experience with us the best it can possibly be is if we know what you want. If there is something you do not like – tell us RIGHT AWAY so we can rectify the situation. Do NOT be intimidated. We are only happy when YOU are happy.

Second: We want you to feel better and reach your goals **as fast as humanly possible – for the least cost**. We want to make sure you get out of pain and stay that way for the longest time possible. This means we will give you the best recommendation and treatment plan we feel will do that. Your treatment will be personalized for you.

You are an individual and so is your treatment and the way we approach it.

If you have any questions about our recommendations or your personalized care – just ask. Like I've already said... we want to make this the best possible experience for you. We want you to get the most out of this – in the least time – for the absolute lowest cost. So please, if you have ANYTHING to comment on – please let me or my staff know.

Lastly: Thank you for putting your confidence in me. I have worked very hard over the last 10 years to help as many patients as possible and build a great reputation. And I want to make sure I live up to my reputation for you, because nothing matters unless YOU are happy.

So once again... WELCOME!

Sincerely,

Dr. Brian Norce