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**NMS Spine & Joint
Institute** in Exton
takes a methodical
and mainstream
clinical approach to
helping patients.

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Care Without Compromise

by PHIL GIANFICARO

photography by JODY ROBINSON

Led by Dr. Carl Hiller, **NMS Spine & Joint Institute** in Exton takes a methodical and mainstream clinical approach to helping patients.

For almost 30 years, Carl Hiller, D.C., of NeuroMusculoSkeletal (NMS) Spine & Joint Institute has been working with patients providing excellence in chiropractic medicine and physical rehabilitation in Chester County. Dr. Hiller is best known for his dedication to his patients as well as his extensive knowledge, exceptional clinical diagnostic skills, and outstanding patient outcomes. And if you've been a patient of Dr. Hiller, then you know he certainly does exceed patients' expectations every day in his practice with his approach to patient-centered care.

"We begin reviewing the patient's medical history in a comprehensive and extremely detailed manner," says Dr. Hiller. "I follow that up with a complete examination correlated to the medical history, and a subsequent thorough discussion of the patient's diagnosis

and any additional clinical findings. Finally, I have a discussion with the patient to review treatment options and a plan."

Education lies at the root of Dr. Hiller's approach to patient care. Patients often have important questions that need answers, and Dr. Hiller's goal is to provide those important answers. In fact, many of Dr. Hiller's patients have nicknamed him the "brain trust" to highlight his vast clinical knowledge and how he has such a great way of explaining clinical terms to his patients.

Dr. Hiller explains, "Patients want to know what's wrong and how we can address it. Diagnosing and then developing an individualized treatment plan for each patient is where I excel. I explain to patients what the diagnosis or diagnoses is or are and what are the best treatment options. I explain to patients when and why testing may be

needed and why we may need an X-ray, or why we may need an MRI or CT scan."

Dr. Hiller treats patients of all ages, backgrounds, and circumstances. Some may suffer from back, neck, and joint pain, others may contend with chronic headaches or migraines, and some may struggle with arthritis, as well as sports, work, or auto injuries or just the wear and tear of everyday life. No matter the reason, Dr. Hiller and his experienced team strive to deliver the most effective course of treatment to help each patient become pain free. Whether the patient is young or old, a professional athlete or a weekend warrior, Dr. Hiller excels at diagnosing and treating musculoskeletal issues and disorders with the goal of helping patients get back to their former selves, and also making sure they leave his care with the confidence that they can return to their regular lives without limitations.

Dr. Hiller also takes an interdisciplinary approach to managing each patient. "A better way to put it is I work with other doctors to help patients," he says. "It's a team approach many times. A lot of chiro-



practitioners work on an island and are often isolated from the interdisciplinary team. It is often important to collaborate with and access multiple physician specialties to most benefit the patient and their necessary care plan."

Restoring Form and Function

"I have seen a new trend toward chiropractic," Dr. Hiller adds. "In the first half of my tenure, I saw patients go to a doctor to get a pill just to make the pain go away. But in the second half of my career, I have seen patients who want to be functionally better, not just cover up the pain. That's what I do. I have had patients come to me and get better, after they'd been going from doctor to doctor. They get back to feeling like their normal selves. And they look at me and say, 'Why didn't I just start here?'"

Dr. Hiller notes that chiropractic care often provides residual benefits beyond the alleviation of discomfort for patients who have spine and joint issues and even chronic pain.

Dr. Hiller is among the most respected practitioners in his field. After graduating from the esteemed New York Chiropractic College, he established affiliations with professional organizations such as the Pennsylvania Chiropractic Association (PCA). He went on to become the PCA's youngest elected president, a member of its executive board of directors, a district

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director, and the chairman of the PCA's peer-review committee. He also won recognition as Pennsylvania "Chiropractor of the Year," a prestigious award presented to those who serve the profession and patients with the utmost ethical, professional, and clinical standards.

The New Office

Dr. Hiller welcomes new and existing patients to NMS Spine & Joint Institute's new office at 100 Arrandale Boulevard, Suite 105, in Exton, just a stone's throw from the practice's previous location. He describes the new office as "a modern, bright, spacious, and professional environment where patients can get treated and also decompress during their visit." Most treatment rooms overlook a private bamboo forest and each room has relaxation sounds that patients can select for their visit.

"We definitely had our patients in mind when designing the new office and we wanted to create a space to allow our patients to relax for their time in our office," Dr. Hiller says. "Some patients have said that their visit is a true escape, and this is exactly what we wanted. It's all part of the patient experience."



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Dr. Hiller and his team at NMS Spine & Joint Institute always have care and concern for their patients, and will always strive to provide a welcoming environment coupled with clinical excellence. Patients can expect the same measured and methodical approach to treatment, delivered by a gifted clinician who strives to help patients get back on the field, on the ice, on the horse, in the garden, or back on the playground with their families, and ultimately return them to a life without pain or compromise. ■