

# suburbanlife



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DR. CARL E. HILLER

NMS SPINE & JOINT INSTITUTE

SUITE 105

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Dr. Hiller and his team

# Clinical Diagnostic Excellence

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LEADING THE WAY AT NMS SPINE & JOINT INSTITUTE IN EXTON, **DR. CARL HILLER TAKES A SYSTEMATIC AND MAINSTREAM CLINICAL APPROACH** TO HELPING ACCURATELY DIAGNOSE PATIENTS.

**In practice for almost 30 years in Chester County, Carl Hiller, D.C., of NeuroMusculoSkeletal (NMS) Spine & Joint Institute has been working with patients to provide excellence in chiropractic medicine and physical rehabilitation.** Dr. Hiller is best known for his outstanding clinical diagnostic skills, which allow for remarkable patient outcomes. Using his vast knowledge to clinically correlate a patient's symptoms to an accurate diagnosis, Dr. Hiller will develop a treatment plan, and review and discuss the plan in detail so that it is clear and the patient understands what to expect and the anticipated outcomes. Existing patients of Dr. Hiller's can attest to the fact that he exceeds expectations every day, and that his team fosters an environment of compassion, care, and empathy.

When patients enter the office, they can immediately sense the warm atmosphere and calming aesthetic. The practice delivers a completely different healthcare experience through a team that caters to patients' needs, provides a sense of security that patients are the practice's No. 1 priority, and also fosters an empowering environment for patients.

"We have a comprehensive intake and review of the patient's medical history in an extremely detailed manner, followed by a complete examination correlated to the medical history," states Dr. Hiller. "A subsequent thorough discussion of the patient's diagnosis and any additional clinical findings provides a solid foundation to care for patients."

Dr. Hiller has always used education as a core tenet of his approach to patient care. Patients often have important questions that need answers, and Dr. Hiller always takes the time to provide those important answers. He is known for his great ways of explaining clinical terms to his patients. His extensive clinical knowledge has made him the "go-to" for his patients where they often seek his clinical opinion first when testing or medical procedures are recommended.

Dr. Hiller explains, "Patients want to know what's wrong and how we can address it. Diagnosing and then developing an individualized



treatment plan specific to each patient is where I will always excel. I explain to patients what the diagnosis or diagnoses is or are, and what are the best treatment options. I also explain to patients when and why advanced imaging such as X-ray, CT scan, or an MRI may or may not be needed.” Medical necessity always drives advanced imaging, testing, and treatment protocols, and there are no “packages” offered or contracts to sign.

Dr. Hiller treats patients of all ages, backgrounds, and circumstances. Some may suffer from back, neck, or shoulder pain, as well as knee, foot, ankle, or elbow pain. In some cases, patients may suffer from chronic headaches or migraines, or may struggle with arthritis, in addition to injuries sustained from sports, work, or automobile accidents, 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 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 normal routines. He also strives to make sure they leave his care with the confidence that they can return to their regular lives without limitations.

### Using Chiropractic Medicine to Treat Pain

“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, which can be only partly helpful,” Dr. Hiller says. “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 is a former president of the PCA, and was a member of its executive board of directors, a district 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. Dr. Hiller has also sat on the state workers’ compensation board and has even had a hand in writing Pennsylvania state law in the early 2000s.

### New Technology

Dr. Hiller now employs the next generation of shockwave therapy in the treatment room using Radial Pressure Wave (RPW) technology. Designed to activate connective tissue from the surface level to difficult-to-reach connective tissue pathologies, the new Intellect® RPW 2 is a modality for addressing pain and inflammation in orthopaedic conditions such as tennis elbow, Achilles tendon conditions, plantar fasciitis, and myofascial pain, among others, with outstanding results.

### A Teaching Practice

Members of Dr. Hiller’s team have been working with him for almost 10 years. He also likes to hire medical and nursing school students to expose them to a different side of medicine and also sharpen their clinical care skills.

“I like to bring in those students so they can learn how patients initially present and how to extract clinical information, observe examination procedures, and think outside the box—and ultimately watch patients recover,” Dr. Hiller says. “This not only provides a solid foundation

in a clinical setting for learning, in addition to their formal education, but also shows how important a private practice like this is in the healthcare arena.”

### ‘A True Escape’

Dr. Hiller welcomes new and existing patients to NMS Spine & Joint Institute’s office at 100 Arrandale Boulevard, Suite 105 in Exton. The new office is modern, bright, and spacious, offering a professional and calming 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 from birds chirping to ocean waves that patients can select for their visit.



“My patients call it a true escape when they are here, allowing them to focus on their health and shut out the world during their visit,” says Dr. Hiller. “We definitely had our patients in mind when designing this office, and we wanted to create a space to allow our patients to relax for their time in our office. It’s all part of the patient experience.”

Dr. Hiller and his team at NMS Spine & Joint Institute always have the utmost care and concern for their patients, and will always strive to provide a welcoming environment coupled with clinical excellence. Patients can always expect the same compassionate and methodical approach to treatment, delivered by a truly gifted clinician who has a singular goal: to help patients return to a life without pain or compromise no matter if that is a life of nursing, teaching, or coaching, in addition to life on the field, on the ice, riding horseback, working in the garden, or just spending time on the playground with their families so they can continue being the best versions of themselves. ■

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