

December 6, 1993

Dr. R. W. [redacted], D.C.

Mission Viejo, CA 92691

Dear Dr. W. [redacted]

Per my telephone conversation today at 4:15 p.m., with your office manager, C. [redacted], I am reluctantly paying \$165 (balance remaining \$100) of my \$265 due on Janelle Christenson's account. I will pay the final \$100 in 30 days.

For the record, I would like my file to read thus:

Initial treatment by Dr. W. [redacted] produced TEMPORARY results which, after time, the same persistent symptoms returned. When I complained about this to you, Dr. W. [redacted], you were kind enough to take my daughter's case to heart and spent time conferring with your constituents in San Diego. Upon your return from San Diego you had found what you believed to be "my daughter's silver bullet". This silver bullet was a homeopathic remedy called Allerplex, along with 2 other supplements (Zymex, and Multiplex). Upon prescribed use, Janelle's symptoms temporarily disappeared, once again, even without chiropractic adjustment. However, when the same health problems reared up again, I decided continued care was imprudent. The results I had hoped to obtain from your method of chiropractic care were not working on a long-term basis.

For the record, I have found that the "silver bullet" is true chiropractic care. A treatment called "STRAIGHT CHIROPRACTIC" care adjusting ONLY the atlas has produced immediate and lasting results for asthma, congestion and allergy issues as witnessed in my Sister-in-law and nephew's case.

The truly tragic issue with this situation is that after leaving Dr. W. [redacted] in search of a REAL "silver bullet" due to the continuing symptoms, I happened upon the Toftness method. It too, provided TEMPORARY relief (and, again, a very large bill). The initial response was promising as per my letter to you and I was encouraged. As a Mother, I take my daughter's health VERY seriously and will go to great lengths and great expense (as you can see by the total dollars spent at your practice) to insure that she has high quality of life and health.

I made a poor decision to get traditional chiropractic care based on the recommendations of my Mom and Dad and my in-laws - all treated by chiropractors versus medical doctors. I have family that are Chiropractors. Unfortunately, it wasn't until after I had spent hundreds of dollars through W. [redacted] and now through another local Toftness method Chiropractor that I now believe through personal witness of health in my local family (experiencing the same allergy and asthma issues and seeing immediate relief) that I would like to take my daughter and indeed, myself and my husband to a STRAIGHT chiropractor.

I will not be able to provide the quality of life for my daughter that I desire due to my incredible debt load to you and another Chiropractor. Due to the lack of response to very expensive chiropractic care, my husband will not allow me to spend more money on chiropractors as they do not produce lasting results and cost an arm and a leg. This is a lifetime loss on my daughter's and my part....not to mention my husband's (who could really use good chiropractic care as he lifts 1000 yards of carpet a day).

Suffice it to say, I am grieved beyond words to see my daughter running around with a runny nose and getting headaches when I know there is a treatment that could alleviate those problems and am unable as a Mother to provide them. This has become a "band wagon" for me and I will promote TRUE chiropractic care over the methodologies that require ongoing expensive treatment with temporary results.

Sincerely,

Janna Christenson