



BackTalk Newsletter

November 2025



"It's a peaceful moment before a new year starts - like the calm before a storm. November seems like a good time to take a break and think about things, find meaning, and evaluate ourselves as the year comes to an end." - Ashley's World



Thank You for a Great Seminar!

We want to thank everyone who attended last weekend's seminar — it was a huge success! Your participation, thoughtful questions, and positive energy made it an engaging and memorable event.

We truly appreciate the feedback we received and wanted to share a few of your general comments:

"Excellent seminar as always!"

"Good job — energetic presenters and a nice variety of topics."

"Really loved hearing from the collaborative MDs — those to whom I would refer."

"This has been one of the best seminars. You guys pick the best speakers!"

"Really loved the seminar, learned a lot."

We also value your constructive suggestions:

- *Improve the audio system for clearer sound.*
- *Add more variety in topics (less repetition).*
- *Include more on red flags in treatment and mental/emotional care referrals.*

Your input helps us continue improving and bringing valuable, relevant content to every event.

We're already planning our next seminar with even more variety and fresh topics — and maybe even a little pumpkin pie.

In the meantime, remember:

- Stay safe on those slippery fall roads.
- Keep an eye out for distracted drivers (and falling turkeys).
- And most importantly, don't forget to take time to be thankful.

Have a happy, safe, and gratitude-filled November!





3 lessons from the trenches

BY: Neil Baum, M.D.

Neil Baum, M.D., shares three timeless practice tips to boost satisfaction, reduce burnout and grow positive word-of-mouth.

Having worked 40 years as a doctor, I'm asked what lessons I learned from my practice that I might offer to younger physicians. I want to share three suggestions with Physician Practice readers. Upon graduation from medical school, every new doctor takes the Hippocratic Oath, which says, "I will use treatment to help the sick according to my ability and judgment, but never with a view to injury and wrongdoing." Every doctor has it ingrained in their DNA to help the patient, first and foremost, not harm them. Yet, there are other examples that every doctor entering the field should know, which will serve them well for an entire career in medicine.

Lesson #1: Exceed patient expectations

First, exceed patients' expectations. Customers form perceptions about what they are going to experience from the airline industry, as well as from an accountant, a dentist, and a stockbroker. What are the expectations that our patients are seeking?

It is also a given that the doctor will make a diagnosis and offer a treatment for the problem presented by the patient. But that is only the minimum every doctor who has graduated from medical school must provide. I never say that the medications that I prescribe are better than those of other physicians in my community, or that

my surgical instruments are sharper and smaller, and cause less discomfort than those of others. However, the care you receive in my practice will exceed your expectations.

I have surveyed my patients, and I know that they expect to be seen within a few minutes of their appointment time. They expect all their phone calls to be returned by me or someone on my staff in a timely manner. They expect me to answer all questions about their medical condition in each doctor-patient encounter. They expect me to have the latest technology, both in the clinical aspect and the business component of my practice.

Lesson #2: Beyond the Hippocratic Oath

Second, I wish my medical school had taught me the importance of ensuring every patient has a positive experience before, during, and after visiting my clinic. I refer to these as magical moments of truth.

For example, the first interaction with the patient is often the telephone. You can manage that moment of truth by ensuring that the phone is answered by the third ring. The receptionist should answer with a smile that can be heard on the other end of the line. A receptionist can easily accomplish this by placing a mirror in front of the telephone for visual feedback. (A reminder for all members of the staff that “The Telephone Equals an Opportunity”, i.e., an opportunity to create a positive first impression on the telephone for everyone who calls the office.)

Also, the receptionist should state their name and then make sure to use the caller's name at least twice during the phone conversation, such as, "Mrs. Smith, it is nice to speak with you, and we look forward to your first visit to our office. If you have any questions, Mrs. Smith, let us hear from you."

The best patient experience continues after the patient makes a follow-up appointment and leaves the office. A good example is the practice of sending patients a regular newsletter, informing patients about what is happening in the practice and provides guidance on how to lead a healthy lifestyle.

I am reminded of a hand surgeon who sends out a monthly newsletter. In addition to discussing common hand conditions, the hand surgeon offers advice on managing insomnia, which is unrelated to his specialty. However, the doctor is trying to convey to the patient that there is concern for the whole patient or is

focused on caring for the patient distal to the eight carpal bones at the end of their upper extremities.

Lesson #3: Answer all questions

Another good example is calling special patients at home to check on their condition or answer any questions they may have. Examples of these special patients include those who have been recently discharged from the hospital, patients undergoing one-day procedures under anesthesia or sedation, patients with complications or side effects, and patients with lingering questions about their treatment or condition.

While the busy doctor's schedule may not allow such calls to all special patients on any given day, someone in the office, such as a medical assistant, can call patients late in the day to make sure they are clear about how to take their medications, how to manage their wounds and dressings, and when to make the next appointment. This covers most questions patients will have, and a call from the office is very reassuring. Additionally, there are two benefits: first, these calls discourage many patients from calling doctors or their offices at night or on weekends. Second, patients are greatly comforted in knowing that the doctor and the practice genuinely care about their situation. It is a demonstration of empathy and compassion, which are often missing from medicine today due to the need to see more patients and perform more procedures, thereby reducing engagement between doctors and patients.

Bottom line: Although these three suggestions are not part of any standard medical curriculum, they have served me very well for many decades. They are inexpensive and easily implemented by the doctor and staff, and they generate exceptionally positive word-of-mouth that alleviates pain points, reduces the risk of burnout, and enhances the overall pleasure of practice.

*Neil Baum, M.D., is a physician in New Orleans and the author of **Business Basics for Creating and Managing a Healthcare Practice** (Springer 2022)*

****Article from Physicians Practice - <https://www.physicianspractice.com/view/3-lessons-from-the-trenches>**

13 Healthiest Fruits to Eat



Most people know that eating fruit is an important part of a balanced diet. But sometimes, fruit gets a bad rap — especially with diets that emphasize low sugar intake. You may have heard that the sugar in fruit makes it a less healthy option.

Keep in mind that the “best” fruit is usually the one you enjoy eating and that fits your individual health goals. We’ll explore how the natural sugars in fruit are different from artificial sugars and how you can get the maximum benefit from the fruits you eat.

Here are 13 of the healthiest fruits.

1. **Lemons**

Turning lemons into lemonade can do more than just boost your spirits. In a 2014 study on the most nutrient-dense fruit, lemons came out as the top citrus fruit.

Lemons (or lemon juice) have been found to help:

- Lower blood pressure
- Improve your immune system
- Help prevent kidney stones

Keep in mind: To get the full benefits of lemons, be sure to keep the pulp in the juice.

You can use both the juice and pulp in lots of ways, including in smoothies, lemon scones, and lemon-based salad dressings.

2. Blueberries

Blueberries contain anthocyanins, the special pigments that give them their rich color. They also have anti-inflammatory and antioxidant properties. Studies show that blueberries reduce the risk of:

- Heart disease
- Type 2 diabetes
- Excess weight
- High blood pressure

One small study found that blueberries reduce depression symptoms in adolescents and young adults. But more research is needed in this area.

Blueberries may also help protect your brain from the effects of aging and improve brain function.

3. Apples

It turns out that an apple a day really can help to keep the doctor away. Apples are another “super fruit” with wide-ranging health benefits. These benefits include protection against cancer, heart disease, Alzheimer’s disease, and asthma.

There are lots of apple varieties, so it’s hard to say if there’s a “healthiest” apple. That said, one study found that Fuji and Red Delicious apples have particularly high amounts of phytochemicals with antioxidant properties.

4. Oranges

One large orange provides the recommended daily amount of vitamin C. But that’s not all. Citrus fruits like oranges also contain flavanones. Flavanones can help improve cognitive performance and keep your heart healthy.

5. Cherries

Like blueberries, cherries contain anthocyanins, pigments with antioxidant powers that have health benefits. Tart cherries, in particular, have also been linked to:

- Lower inflammation
- Reduced exercise-induced muscle damage in athletes
- Better sleep, thanks to their melatonin (sleep hormone) content
- Pomegranates

Pomegranate seeds are tiny, but they pack a big punch. Studies show that, among other health benefits, pomegranates can reduce the risk of diabetes, cancer, and high blood pressure. They're also rich in polyphenols, which have antioxidant and anti-inflammatory effects.

Animal studies have shown that pomegranate juice can help treat chronic inflammatory diseases, like inflammatory bowel disease (IBD). But more studies are needed to fully understand its potential health benefits for humans.

7. Grapefruits

Grapefruit is a powerhouse fruit that's low in calories and has a low glycemic index. It's also packed with furanocoumarins — compounds that fight cancer and promote bone health.

8. Tomato

Yes, tomatoes are fruit! They're a delicious addition to a burger or part of your favorite spaghetti sauce. In the 2014 study, tomatoes even ranked higher than lemons in nutrient-density quality.

Tomatoes provide multiple health benefits due to their phytochemicals and nutrients, like potassium, folate, and vitamin C. They also have lots of lycopene, a carotenoid that gives tomatoes their red color. Lycopene is also a powerful antioxidant and experts think it provides many of the tomato's health benefits.

Some of these benefits include:

- Anti-cancer properties
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- Cardiovascular disease prevention
- Improved gut health
- Healthier skin

9. **Avocado**

Avocados are rich in monounsaturated fats, like oleic acid. They're also a good source of fiber and potassium. Avocados provide many health benefits, including improving cholesterol, supporting heart health, aiding digestion, and boosting brain function.

There are lots of easy and fun ways to use avocados, including guacamole. Add some tomato, and you have a tasty, nutrient-dense snack.

10. **Strawberries**

Strawberries are a nice topping for lots of different foods. They're nutrient-dense, high in fiber, and low in sugar. Like blueberries, strawberries contain the plant chemical anthocyanin, with antioxidant and anti-inflammatory properties.

One long-term study looked at people born female who ate more than three servings of strawberries and blueberries each week. Over 18 years, these people had a lower incidence of heart attacks.

Strawberries also appear to have cancer-fighting properties. A study found their anti-inflammatory effects improved arthritis pain in people with a body mass index (BMI) over 30.

11. **Pineapple**

Pineapple is a tropical fruit favorite, rich in:

- Fiber
- Vitamins
- Minerals
- Flavonoid antioxidants

Pineapple also contains bromelain, a protein that helps break down foods. A small study in the Philippines found that kids who ate more canned pineapple had fewer viral and bacterial infections.

In one study, bromelain-based gels helped with burn care. Oral bromelain also seemed to help with pain management and swelling after oral surgery.

12. Watermelon

As its name states, watermelon is a good source of water. Snacking on watermelon is a great way to stay hydrated and refreshed when the temperatures rise. It's also a good source of vitamin A, vitamin C, and other antioxidants. Like tomatoes, watermelon is rich in lycopene. It also has the amino acid citrulline.

One study found that watermelon improves chemical markers linked to atherosclerosis. Another study showed it improved blood pressure and reduced body weight in people who are considered overweight or obese. Research also reveals watermelon extracts have anti-cancer properties.

13. Kiwifruit

Kiwifruit, or simply kiwi, is rich in vitamin C, vitamin E, and folate. Despite its small size, kiwifruit can deliver a lot of nutrition to support your immune system, digestion, and metabolic health. A cup of kiwi also contains 5.4 g of fiber and 2.1 g of protein.

The skin of kiwifruit has a fuzzy texture, so many people choose to peel it off or cut the fruit in half then scoop out the inside. But if you want more fiber, you can bite into it and eat it whole.

Is all fruit healthy?

Yes. Studies show that fruit has a wide variety of health benefits — from reducing the risk of heart disease to helping with weight management.

Some of the things that make fruits good for you include:

- Low salt content

- No harmful fats or added sugar
- High fiber content
- Prebiotics and essential nutrients your body needs
- Vitamins such as vitamin C, potassium, and folate
- Phytochemicals (naturally occurring compounds in plants that often have antioxidant and anti-inflammatory properties)

Experts agree, too. The FDA updated its definition of “healthy” to focus on nutrient-rich foods. Under their definition, all whole fruits qualify as healthy.

Is the sugar in fruit good for you?

Fruits contain natural sugar in the form of fructose and glucose. These natural sugars are different from the artificial sugars added to processed foods.

Natural sugars don’t cause your blood sugar to spike as rapidly as artificial sugars. Fruits also contain fiber, which slows digestion and helps your body process sugar in a healthy way.

What makes certain fruits ‘healthier’ than others?

Even though all fruits are good for you, some may have more health benefits than others. Depending on your specific health goals, there are many ways to look at what makes some fruit “healthy.”

Here are some ways to define the healthiest fruits:

- **Nutrient density:** This refers to how many nutrients, especially vitamins and minerals, a fruit contains. Citrus fruits, for example, are especially rich in vitamin C.
- **Glycemic index:** This measures how quickly a food increases your blood sugar. This is most relevant for people with diabetes or those with a higher risk of diabetes, who may want to choose fruits with a low-glycemic index.

- **Calories:** While fruits are generally low in calories, some have more calories than others. This might be helpful to consider if you're trying to lose or gain weight.
- **Specific nutrients:** Researchers are learning more about the unique nutrients in different fruits — like anthocyanins in blueberries — and how these nutrients provide specific health benefits.

Which fruits are best for weight loss?

If you're focused on weight loss, you may prefer to eat fruit that helps you feel full while reducing calorie intake. Examples of low-calorie fruits include:

- Cantaloupe
- Peaches
- Watermelon
- Strawberries
- Papaya
- Grapefruit

Which fruits are best for people with diabetes?

People with diabetes may benefit from fruits that are lowest on the glycemic index. These include:

- Blackberries
 - Apples
 - Grapefruit
 - Oranges
 - Cherries
 - Strawberries
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Should I avoid certain fruit if I'm taking medication?

If you're taking medication, talk with your healthcare team about possible interactions with food. In particular, grapefruit (and grapefruit juice) is known to interact with multiple types of medications.

How does nutritional value change between forms of fruit?

Many people think fresh fruit is best. But there are a lot of ways to get the nutritional benefits from fruit:

- Frozen fruit has all the same benefits as fresh fruit. In some cases, it may even preserve some nutrients better than fresh fruit.
- Canned and preserved fruit also keeps its nutritional value. Just be sure to avoid products with added sugar.
- Freeze-dried fruit loses some water-soluble nutrients. But it still keeps about 90% of its nutrients.
- Dried (dehydrated) fruit also keeps most of its nutrients. But watch out for added sugar — especially in dried fruits like cranberries, mangos, and pineapples.
- Fruit juice is often missing fiber, so you'll be missing out on those digestive benefits. Stick with 100% fruit juice to get a good amount of nutrition. That said, too much juice — even without added sugar — can still cause bigger spikes in your blood sugar.

Key takeaways:

- Fruits are an excellent source of fiber and vitamins, which are good for your body and overall health. They're naturally low in salt, fat, and added sugar.
 - While all fruits are good for you, some have strong scientific evidence of specific and advanced health benefits. Examples range from lemons, blueberries, and apples to oranges, raspberries, pomegranates, and grapefruit.
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- You can get the health benefits from fruit in a variety of forms — fresh, frozen, canned, or freeze-dried. Even 100% fruit juice can still offer some health benefits.

The bottom line

Researchers are still uncovering all of the ways that fruit can benefit your health. From cancer prevention to heart health, studies show that fruits have a wide range of nutrients and health benefits. Since you can get the same benefits from fresh, frozen, dried, or canned fruit, it's easier than ever to find ways to enjoy these sweet bursts of healthy flavor.

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Article from GoodRx - <https://www.goodrx.com/well-being/diet-nutrition/healthiest-fruits>



We are truly grateful for the trust you place in us to handle your personal injury patient's needs.

Your referrals mean the world to us—they are the highest compliment we can receive.

If you know someone who could benefit from experienced legal support after an accident, we're here to help them get the care and compensation they deserve.

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Thank you for your confidence in us!

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