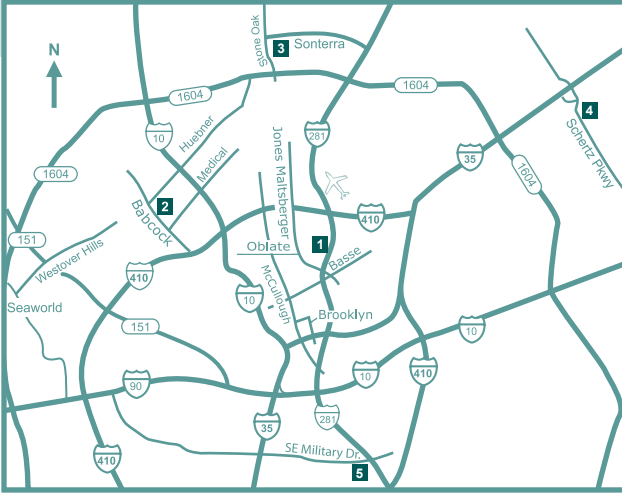


LOCATIONS

Christian Baldin, M.D.

Sports Medicine



1 CENTRAL

The Orthopaedic Institute
400 Concord Plaza Dr., Ste. 300
San Antonio, TX 78216

2 MEDICAL CENTER

CHRISTUS Santa Rosa
N.W. Tower I
2829 Babcock Rd., Ste. 700
San Antonio, TX 78229

5 SOUTHEAST

Mission Trail Medical Plaza
3327 Research Plaza, Ste 404
San Antonio, TX 78235

3 NORTH CENTRAL

Stoneterra Medical Building
150 Sonterra Blvd., Ste. 300
San Antonio, TX 78258

4 NORTHEAST

Schertz Parkway Professional Plaza
5000 Schertz Parkway, Suite 600
Schertz, TX 78154



—Your Health~Our Mission—

**THE SAN ANTONIO
ORTHOPAEDIC GROUP®**
SPORTS MEDICINE
INSTITUTE

210.281.9595

Urgent Orthopaedic Care Call 210.804.5424

for more information about The San Antonio Orthopaedic Group

www.tsaog.com



**THE SAN ANTONIO
ORTHOPAEDIC GROUP®**

—Your Health~Our Mission—

SPORTS MEDICINE INSTITUTE

The physicians of the San Antonio Orthopaedic Group are proud to disclose ownership interest in the Sports Medicine Institute healthcare entities promoted in this brochure.

Dr. Balldin's Patient Information

1. Appointments

Remember to show up 15 minutes early for your appointments. If you are running late or having problems please call us at **(210) 539-1420**.

Appointments will be rescheduled for patients who arrive after 20 minutes.

2. Rescheduling office visits

You can go online to the patient portal and reschedule your appointment. Simply go to www.tsaog.com and log in through the patient portal. Once you're logged on your homepage you will see your appointment and a link to reschedule. If you need to call to reschedule please call **(210) 804-5906**.

3. Rescheduling procedures

If you need to reschedule your procedure appointment please contact Amanda at **(210) 593-1422**. Please remember these appointments are scheduled in advance and contacting our office to reschedule as soon as you are aware of the need will be appreciated. This will allow the courtesy to adjust the schedule and allow other patients to schedule in the cancelled time slot.

4. Check-in Online

You can check in online and save time by filling out your forms online. Go to www.tsaog.com, in the upper right hand corner click on the patient portal login. On the next screen enter your date of birth, phone number and PIN. On the home page you will see your appointment, click on that and then the green check-in online box, follow the steps to check-in. If you have any problems logging in please call our operators for assistance at **(210) 804-5400**.

5. Calling the Doctor's Office

The best way to contact us is through the Patient Portal by clicking on the messages section and compose a new message to our office. Our office hours are Monday through Friday 8am to 5pm. We are in clinic with patients Monday, Wednesday and Friday. When you call and should reach our voicemail please leave a message and we will gladly return your call before the end of the business day.

6. FMLA Forms

Remember to bring in your FMLA paperwork during your office visit. There is a \$25 charge for the processing of FMLA paperwork that will need to be collected when your paperwork is dropped off. Please bring the exact amount (cash only), we cannot always make change, especially for large bills. FMLA paperwork usually takes about 7-10 business days to complete and once it is finished we will contact you. If you need your forms completed sooner, there is a stat fee of \$40 and your forms will be completed within 1-2 business days.

7. Prescription Refills

Simply contact the pharmacy where you had your prescription filled. Explain to them that you need a refill on your medication and they will send us an electronic request. Once we receive the request, the doctor will review and authorize if he concurs.

For all refills please allow 24-72 hours for a response.

**Your health & wellness
is our first concern.**

