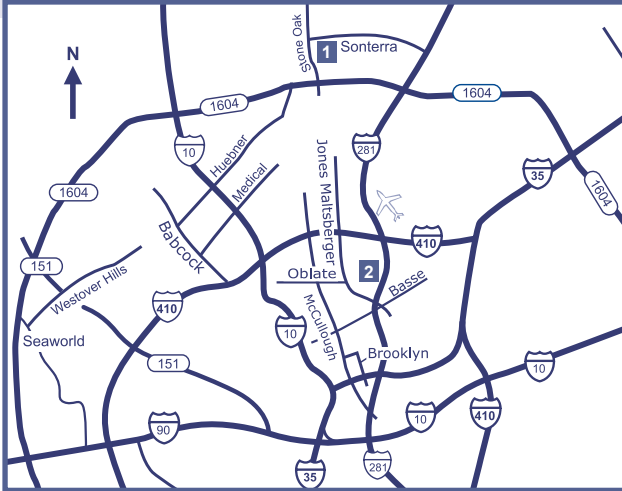


Ephraim K. Brenman, D.O.

Physical Medicine & Rehabilitation

LOCATIONS



1 NORTH CENTRAL

Stonterra Medical Building
150 Sonterra Blvd.,
Suite 300
San Antonio, TX 78258

2 CENTRAL

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



—Your Health~Our Mission—

**THE SAN ANTONIO
ORTHOPAEDIC GROUP®**
PHYSICAL MEDICINE &
REHABILITATION INSTITUTE



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210.281.9595

Urgent Orthopaedic Care Call 210.804.5424

for more information about The San Antonio Orthopaedic Group

www.tsaog.com

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

8/2013

Dr. Brenman'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) 804-5927**. 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) 281-9595**.

3. Rescheduling procedures

If you need to reschedule your procedure appointment please contact the office at **(210) 804-5927**. Please be aware procedures are scheduled in advance and rescheduling these appointments will postpone your procedure date 2-3 weeks out.

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 every day. When you call and 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 dollar 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, 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.

Refilling Triplicates — Please contact the office at (210) 804-5927 to request your refill.

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

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

