Alexander S. Rowland, M.D.
Elbow, Hand, Wrist and Upper Extremity

LOCATION

1 DOWNTOWN
Metropolitan Methodist Plaza
1200 Brooklyn Ave., Ste. 320
San Antonio, TX 78212

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

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

Your Health ~ Our Mission
THE SAN ANTONIO ORTHOPAEDIC GROUP®
HAND INSTITUTE

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 Hand Institute healthcare entities promoted in this brochure.

8/2013
Dr. Rowland’s Patient Information

1. Appointments
New Patients need to arrive 20 minutes early for your appointments. If you are running late or having problems please call us at 210-396-5340. Appointments will be rescheduled for patients who arrive after 30 minutes unless you have made arrangements with us.

2. Rescheduling
You can go online to the patient portal and reschedule your appointment. Simply go to [www.tsaog.com](http://www.tsaog.com) and log in through the patient portal. Once you are logged in right 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. Register Online
You can register online and save time by filling out your forms online. Go to [www.tsaog.com](http://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. If you have any problems logging in please call our operators for assistance at 210-804-5400.

4. Calling the Doctor’s Office
Our office hours are Monday through Friday 8am to 5pm. We are in clinic with patients on Mondays, Wednesdays, Thursdays and Fridays. The best time to call is on Tuesdays and Thursday mornings. If you call during clinic you may have to leave a message and we will gladly return your call as soon as possible. You may also contact us through the Patient Portal by clicking on the messages section and compose a new message to our office. You can call Kim on her cell at 210-602-8978 if needed.

5. 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 72 hrs to complete and once it is finished we will contact you. If you have any questions call Kim 210-396-5342 or Kimberly 210-396-5343.

6. 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. If you need to reach us about your prescription refill you can submit a request through the Patient Portal by clicking on the messages section and compose a new message to our office, when choosing a subject select prescription refill. If you absolutely need to call the office, please do so.

The phone number for emergencies after hours is 210-225-5741.

Your health & wellness is our first concern.