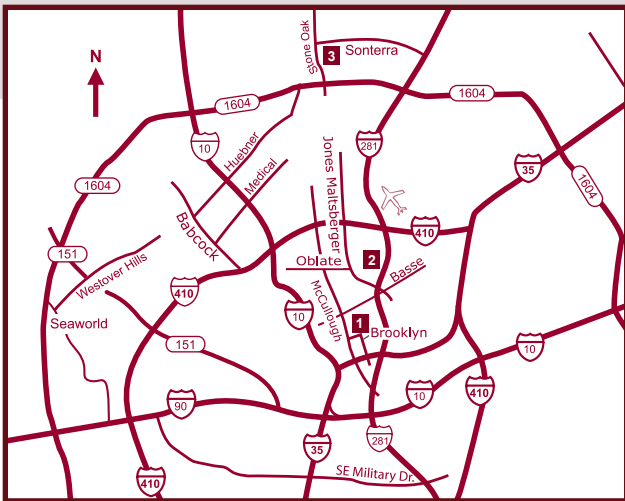


LOCATION



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

Alexander S. Rowland, M.D.

Elbow, Hand, Wrist and Upper Extremity



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 SAN ANTONIO
ORTHOPAEDIC GROUP®**

Your Health ~ Our Mission

HAND INSTITUTE

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

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 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, 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.**

