

Dr. Woodbury's Patient Information

1. Appointments

Remember to show up 20 minutes early for your appointments. If you are running late or having problems please call us at **(210) 804-5506**. Appointments will be rescheduled for patients who arrive after 30 minutes- 1 hour.

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're 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) 804-5506**.

3. 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**.

4. Calling the Doctor's Office

Our office hours are Monday through Friday 8am to 5pm. We are in clinic with patients on Mondays, Tuesdays, Wednesdays and Fridays. The best time to call is on Monday afternoon and Thursdays. 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.

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 5-7 days to complete it. If you need this expedited, there will be an additional charge of \$15. Once it is completed we will contact you.

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 the best time to call the office is in the morning around 9am, and the best number is **(210) 804-5506**.

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

