

Preparing for My Appointment at South Texas Spinal Clinic



Your appointment with your provider is important, and being prepared can help you make the most of your visit. Preparation includes bringing the information your provider needs and knowing what to expect before, during, and after your appointment.

Below are helpful guidelines, tips, and tools to ensure your visit to South Texas Spinal Clinic is as smooth and productive as possible.

Please Note: The information below is provided as a general guide and is not a substitute for any instruction or advice given to you by a medical professional, staff member, or representative of South Texas Spinal Clinic or any other healthcare entity.

Appointment Information

Verify Your Appointment Details

- Confirm your **appointment date, time, and location** in advance.
- Please note that your **arrival time** may differ from your scheduled appointment time.
- You may need to arrive **up to 30 minutes early** to complete paperwork, update insurance information, or provide identification. Confirm your expected arrival time when scheduling.

Confirm the Office Location

Our providers see patients at multiple office locations. Be sure to verify **which office** your appointment is scheduled at before traveling.

Plan Ahead for Travel & Delays

Allow extra time for **traffic, parking, or construction delays**.

Some providers may not be able to see patients who arrive late, so please plan accordingly. When scheduling, confirm your provider's **policy on late arrivals**.

Appointment Reminders

Reminders are sent via **text, automated calls, and email**. Please review them carefully to ensure all details are correct.

If you need to cancel or reschedule, please call **(210) 614-6432** as soon as possible to avoid cancellation or missed appointment fees.

Patient Paperwork & Questionnaires

For your convenience, South Texas Spinal Clinic provides several options to complete the **required patient paperwork and questionnaires** needed for your provider to develop an appropriate treatment plan.

- Within **5 to 10 minutes after scheduling**, you will receive a **link via text or email** to complete your digital pre-visit registration.
- This secure link will allow you to **complete all required paperwork** and **upload your photo ID and insurance cards**.

- It is strongly recommended that you complete your paperwork **before arriving** for your appointment.

If you do not have a smartphone, computer, or internet access, you may complete the forms **at the office using an iPad** provided during check-in.

Cancellation & Missed Appointment Policy

Our providers and care teams dedicate time to developing personalized treatment plans for each patient, including follow-ups to discuss and document your progress.

To ensure appointment availability for all patients, we require a **three (3) business day notice** for cancellations or reschedules.

Fees for Cancellations or Reschedules:

- **Office visits:** \$50 fee if canceled or rescheduled with less than 3 business days' notice
- **Procedure appointments:** \$75 fee if canceled or rescheduled with less than 3 business days' notice
- These fees are **billed directly to you** and are **not covered by insurance**.

If you need to cancel or reschedule, please call our office at **(210) 614-6432** as soon as possible.

What to Bring to Your Appointment

Identification & Insurance Information

- Current **photo ID**
 - Current **insurance card(s)**
 - **Payment method** for co-pays, co-insurance, or deductible amounts due at the time of service
 - **Insurance referral (if applicable):**
HMO and EPO plans require a **referral authorization** from your Primary Care Physician (PCP) approving your appointment or procedure.
Please verify our office has received your referral before your visit—bringing a copy with you is recommended.
-

Medical Records & Imaging

Please bring or ensure our office has access to:

- **Relevant medical records:** So your provider can review prior treatments and determine the best plan moving forward
- **Imaging (X-rays, MRIs, or CT scans):** Bring both the **report** and **CD** with images
- **Lab results** related to your current injury or condition

If you've been treated by another provider, contact their office **at least one week prior** to your appointment to request that your records be faxed or sent to us.

Confirm that we have received them before your visit.

Current Medications List

Bring a complete list of all medications you take, including:

- Prescription medications
- Over-the-counter medicines
- Vitamins and supplements

Include the **dosage, frequency, purpose**, and note any **allergies**.

Medical History

Keep a record of your **past medical history, surgeries, and treatments**—even those unrelated to your current concern—as this information helps your provider determine the most effective care plan.

Questions & Concerns

Write down any questions or topics you'd like to discuss during your visit to help make the most of your time with your provider.

You may have questions for:

- Appointment Scheduling
- Front Desk Reception
- Billing & Insurance
- Radiology (X-Ray, MRI Technicians)
- Nurses or Medical Assistants
- Physician Assistants/Nurse Practitioners
- Providers
- Physical Therapy
- Surgery Scheduling
- Checkout Reception

Bring a **notepad and pen** to take notes about your provider's instructions, medications, or next steps.

If you don't understand something, please ask for clarification—our team is here to help.

Emergency Contact Information

Bring an **updated emergency contact list**, as it may be required for your intake forms.

Support Person

You may bring a family member or friend to assist you during your visit.

If you need a **translator** for another language, please bring an adult who can help, or contact our office in advance to see if arrangements can be made.

For **hearing-impaired translation**, please contact us ahead of time, as this service must be scheduled.

Children may not be used as translators.

Additional Tips

Dress Comfortably

Wear **loose, comfortable clothing** that allows easy access to the area being evaluated.

If your appointment involves your **neck, back, shoulder, or hip**, you may be asked to change into a medical gown.

For X-rays, please remove **jewelry, eyeglasses, or metal objects** (such as underwire bras, coins, or hearing aids) that may interfere with imaging.

Expect Some Wait Time

Our providers strive to see all patients on schedule. However, personalized care may occasionally cause delays.

We appreciate your patience and assure you that your provider will give you the same attention and care during your visit.

Your Care Team May Include a PA or NP

You may be seen by one of our **highly trained Physician Assistants (PAs)** or **Nurse Practitioners (NPs)**.

These skilled professionals work closely with our providers to deliver both surgical and nonsurgical care.

They are qualified to:

- Conduct exams and take medical histories
- Diagnose and treat musculoskeletal conditions
- Order and interpret imaging and lab tests
- Prescribe medications
- Assist providers in surgery

Our PAs and NPs collaborate directly with supervising physicians and consult with them whenever additional input or specialty care is needed.

Non-Discrimination Policy

South Texas Spinal Clinic complies with all applicable federal civil rights laws and does not discriminate on the basis of **race, color, national origin, age, disability, or sex**.