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To Our New Patients,

Thank you for choosing Alamo Heart Associates for your medical care.

Our records indicate that you have not been seen by one of our physicians in the past three (3) years. To provide you with the optimum care available in the most efficient and effective manner, we ask that all new patients arrive at the clinic thirty (30) minutes before their scheduled appointment to insure completeness of their medical information.

Most patients who are seen at this clinic have been referred from another physician. If you have been treated by another physician we request that you contact that physician's office and ask them to send us a copy of your medical record. Having this record will provide us with valuable information on your past medical history and any previous treatments.

Included with this letter are copies of our patient information and confidentiality forms. These forms are required for us to bill your insurance for services rendered. Please complete these forms **completely** and return them at least three days before your visit. *(If your visit is scheduled for less than three days from this date you can call our billing office at 210-614-6391 and they will take your information over the phone or you can fax the information to us at 210-616-0052.)*

Please review your insurance information to verify what co-payments or deductibles are required for medical treatments. As a courtesy we will bill insurances for your visit. If your insurance requires a co-payment or has a deductible, you will be required to make these payments before you are seen in the clinic. We accept Checks, Visa, MasterCard, American Express and Discover for payments.

Some insurance plans require patients obtain authorizations and/or referrals from their primary care physicians before treatment is arranged with a specialist. If your insurance requires an authorization/referral you must bring it with you when you arrive for your visit. Without the authorization/referral we will not be able to bill your insurance and **you will be billed** for services rendered.

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