

South Texas Spinal Clinic Notice of Patient Privacy Practices

This notice describes how medical information about you may be used or disclosed and how you can get access to information.

SOUTH TEXAS SPINAL CLINIC

South Texas Spinal Clinic is required by law to protect the privacy of your personal health information, provide this notice about our information practices, and follow the information practices that are described herein.

USE AND DISCLOSURES OF HEALTH INFORMATION

South Texas Spinal Clinic uses your personal health information primarily for treatment; obtaining payment for treatment; conducting internal administrative activities and evaluating the quality of care we provide. For example, South Texas Spinal Clinic may use your personal health information to contact you to provide appointment reminders, or information about your treatment alternatives, or other health related benefits that could be of interest to you.

South Texas Spinal Clinic may also use or disclose your personal health information without prior authorization for public health purposes, for auditing purposes, for research purposes, for research studies and for emergencies. We also provide information when required by law.

In any other situation, South Texas Spinal Clinic's policy is to obtain your written authorization before disclosing your personal health information. If you provide us with a written authorization to release your information for any reason, you may later revoke that authorization to stop future disclosures at anytime.

South Texas Spinal Clinic may change its policy at anytime. When changes are made, a new Notice of Information Practices will be posted in the waiting room and patient exam areas and will be provided to you on your next visit. You may also request an updated copy of our Notice of Information Practices at anytime.

PATIENT'S INDIVIDUAL RIGHTS

You have the right to review or obtain a copy of your personal health information at anytime. You have the right to request that we correct any inaccurate information in your records. You also have the right to request a list of instances where we have disclosed your personal health information for reasons other than treatment, payment or related administrative purposes.

You may also request in writing that we not use or disclose your personal health information for treatment, payment, and administrative purposes except when specifically authorized by you, when required by law or in emergency circumstances. South Texas Spinal Clinic will consider all such requests on a case-by-case basis, but the practice is not legally required to accept them.

CONCERNS AND COMPLAINTS

If you are concerned that South Texas Spinal Clinic may have violated your privacy rights or if you disagree with any decisions we have made regarding access or disclosure of your personal health information, please contact our Clinical Director at the address listed below. You may also send a written complaint to the US Department of Health and Human Services. For further information regarding South Texas Spinal Clinic's health information practices, please contact:

SOUTH TEXAS SPINAL CLINIC PHYSICAL THERAPY

Hardy Oak Medical Office Building
18626 Hardy Oak Blvd, Suite 200
San Antonio, TX 78258
Phone: (210) 293-2941
Toll-Free: (800) 280-7977

SOUTH TEXAS SPINAL CLINIC PHYSICAL THERAPY

Westgate Medical Center
5282 Medical Center Drive, Suite 205A
San Antonio, TX 78229
Phone: (210) 615-3174
Toll-Free: (800) 924-1455

You're About To Begin Physical Therapy

Committed to
providing the
highest quality,
patient centered
care with
compassion and
understanding.



“THE PATIENT'S INTEREST IS THE ONLY
INTEREST TO BE CONSIDERED...”

South Texas Spinal Clinic Benefits of Physical Therapy

Benefits of STSC Physical Therapy

At **South Texas Spinal Clinic**, you will receive the best, most dedicated and experienced team of licensed Physical Therapists in the region. Featuring advanced, state-of-the-art technology and unsurpassed patient care, we're committed to making sure you get back into the lifestyle you live. From young athletes to middle-aged weekend warriors to active seniors and more, **South Texas Spinal Clinic** is dedicated to providing the very best in physical therapy services as well as comprehensive injury prevention and more.

Our physical therapy focus offers a broad and deep range of experience and dedication to our patients. We provide a wide selection of physical/occupational therapy programming. Our programs include:

What We Treat

- Spinal Pain / Injuries
- Back & Neck Pain / Injuries
- Ankle & Foot Injuries
- Knee Injuries
- Hip Pain / Injuries
- Shoulder Pain
- Hand, Wrist, & Elbow
- Children's Injuries
- Pre & Post Surgical Conditions
- Other Common Conditions

Specialties Offered

- Manual Physical Therapy
- Sports Medicine
- Motor Vehicle Injury Rehabilitation
- Work-Related Injury Rehabilitation
- Physical Training
- Additional Areas of Specialty

How We Treat

- **Manual Therapy**
 - Spine & Joint Mobilization
 - Myofascial Trigger Point Manual Therapy
 - Soft Tissue Mobilization & Therapeutic Massage
 - Myofascial Release
 - Kinesiotaping
- **Exercise Therapy**
 - Therapeutic Exercise & Functional Exercise Therapy
 - Rehabilitation & Home Exercise Programs
 - Proprioceptive Neuromuscular Facilitation (PNF)
- **Modalities**
 - Ultrasound
 - Electrical Stimulation
 - Therapeutic Heat & Cold

We want to help you get back to the life you want!

Your goals are important to us. In order to achieve your goals and for treatment to be effective, it is crucial to maintain consistent and continuous treatments. Our primary goal is helping you succeed and get back in the game of life. Physical Therapy works through consistent attendance and doing your homework, including your home exercise program. Building strength and endurance often requires more time and effort than what is done in the formal sessions with your physical therapist. If you have questions about your treatment, ask. The more you communicate with your therapist, the more invested you will be in your treatment plan. Your treatment success requires a team effort and you are the most important member of our team!

Welcome to STSC Physical Therapy!

Your doctor has determined that PT/OT treatment may benefit you, and we look forward to partnering with and assisting you on your important road to recovery. Thank you for selecting us as your physical/occupational therapy provider.

What to Expect

- Our goal is to provide the highest quality of convenient patient care. We pride ourselves in hiring qualified, experienced therapists and staff who will listen to your specific goals and concerns. We will create a customized treatment plan specific to **your** needs and goals.
- There are three important components of your physical therapy program:
 1. Your first visit (initial evaluation) is the musculoskeletal evaluation to determine what is causing your pain and limitations.
 2. Your second and following visits are specifically designed to decrease your pain, increase your strength, and increase your fitness.
 3. Your important, last and final visit (discharge) is your graduation! We will need to review specific home exercises to help you maintain your improvements. We will then let your doctor know that you have completed your therapy sessions and report to your doctor how you progressed.
- Our therapists and staff make it a top priority to stay in constant communication with your physician. We collaborate with the physicians to create patient-specific protocols to ensure the quickest and best outcomes for you. We try to provide the most comprehensive care for your specific needs in order to achieve each goal you have set with your healthcare providers.

Initial Evaluation

- During your first visit, you will be partnered with one of our professionally trained therapists who will become your mentor throughout your therapy treatments. This appointment will last about an hour. Our goals are to get to know you and for you to get to know us, evaluate and determine the source of your musculoskeletal problem, and to establish the goals you want to achieve through physical therapy.
- During this visit, our goal is to determine the source of your pain or limitation. Mild swelling or soreness after the initial evaluation can sometimes be experienced because we are asking you to show us what you can do.

What to Wear to Physical Therapy

- You should wear comfortable clothing that is not restrictive to movement. You should also wear closed toe shoes. (Athletic clothes and tennis shoes or sneakers are highly recommended).

Insurance

- As a courtesy to you, **South Texas Spinal Clinic**, will bill your insurance company for the services provided. We will attempt to verify your insurance prior to your initial evaluation. All charges such as co-pays, co-insurance, and deductible amounts are **your responsibility and are due at time of service**.

Cancellations

- Our physicians and therapists highly discourage canceling appointments. In order to achieve your goals and for treatment to be effective, it is crucial to maintain consistent and continuous treatments. Our primary goal is helping you succeed and return to a "normal" way of life. Your appointment time is specifically scheduled for you and your needs.
 - Due to appointments being scheduled specifically for you, we require 24 hours advance notice in the event of an emergency cancellation.
 - **In the event of a cancellation made in less than 24 hours or a No-Show, the patient may be subject to a visit cancellation fee.**

