

Dear

Welcome to the UAB Vein Clinic, a specialty clinic in the Department of Vascular Surgery and Endovenous Therapies located in the UAB Highlands Hospital. We are pleased that you have chosen The UAB Health System to provide your medical care and we look forward to serving you. Your health and your health concerns are very important to us and we take pride in providing the best care possible to our patients. This letter is designed to assist you in understanding the flow of our clinic and the type of services you can expect during your visit with us.

Your appointment is scheduled _____
at the UAB Vein Clinic, UAB Highlands Hospital.

Before your appointment:

- Take a few minutes and think about the important questions and concerns you have regarding your reason for needing a vein specialist and write them down.
- Obtain copies of your prior medical records that are important for this clinic visit. This may include discs of prior CT Scans, MRI's, X-rays and vascular testing from other providers you have seen outside of UAB. You can have these records faxed to the vein clinic office @ 205-930-8592 or bring hard copies with you to your clinic appointment. You can call UAB Vein clinic @ 205 996-8346 before your scheduled appointment to confirm the records have been received.
- Have a written or typed list of all medications (prescriptions and over-the-counter non-prescriptions including herbal supplements, home remedies or vitamins.) The dose and frequency is also important for us to know. You may also bring your medicine bottle with you to your clinic visit.
- Bring your current insurance card. You may want to call your insurance company to know exactly what is covered for this visit and the amount of your copay to see a specialist. You will be responsible for any non-covered charges and the copay will be due at check in.
- Intake forms are attached to this letter. We request you have these filled out before your visit. These forms can be mailed, faxed or emailed to the vein clinic before your appointment. If this cannot be done, then please have them filled out and ready for the nurses at your appointment. These forms are also available for you to print from our web site: uabhealth.org/vein.
- Bring compression hose you may already have. We do have compression hose at the Vein Clinic that can be purchased, if you need them.
- Plan to be at this clinic visit for about 2 hours, starting 30 minutes before your scheduled appointment.
- You will get a phone call from the vein clinic to confirm your appointment at least 24 hours in advance.

Day of your appointment:

- Please arrive 30 minutes before your scheduled appointment time. This added time is needed for the nursing staff to complete the additional new requirements that must now be entered into the computer. If you need to cancel or will be late, please let us know ASAP. It is possible that we can adjust the schedule to accommodate you; however your appointment may be rescheduled if you are not checked in within 15 minutes after your scheduled appointment time.
- Your appointment may include multiple health care providers, including fellows, residents and medical students. Along with seeing the scheduled attending physician or nurse practitioner. Although this process may involve some extra time, it adds extra value and thoroughness to the evaluation you are receiving at the UAB Vein Clinic.
- All tests ordered as part of your evaluation at the UAB Vein Clinic will be reviewed with you. These tests assist us in guiding your care, which is why it is important that some tests occur prior to your scheduled appointment.
- You will receive printed patient education that is specific to you and your needs after your evaluation. Should additional questions arise after your visit, please call, email or use the patient portal.
- Cellphones, computers, reading materials are encouraged during your wait.
- Clinic rooms can be hot or cold, please layer.
- **Parking:** Patient parking is free at UAB Highlands, valet parking is \$5.00
- **Patients with Limitations:** There is assistance for getting into and out of cars, along with wheelchairs, at the front of the hospital.

After your appointment:

- It is possible that you will be contacted via email or mail for participation in a survey. This survey is very important and we encourage you to participate. We take all responses seriously and are always looking at ways to improve how we provide care to you.

If you have any further questions, or special needs, please do not hesitate to call us at (205) 996-8346.

We look forward to seeing you soon!

UAB Vein Clinic address: **UAB Highlands (Not at the Kirklin Clinic)**
1201 11th Ave South
Suite 301 (3rd floor)
Birmingham, AL 35205

Phone number: **205-996-8346**
Fax number: **205-930-8592**
Email address: **uabveinclinic@uabmc.edu**
Web site address: **www.UABmedicine.org/vein**

UAB Vein Clinic Check list:

- **Questions specific to your clinic visit**
- **Bring all hard copy medical records and studies you have collected**
- **Bring a list of medications (name, dose and frequency you take them) or medication bottles**
- **Bring insurance card and valid driver's license or photo ID**
- **Bring completed Vein Clinic Intake forms if not already submitted**

- **Bring compression hose you may already have**