

Dear Patient,

Welcome to the UAB Vein Clinic, a specialty clinic in the Department of Vascular Surgery and Endovascular Therapy, located at UAB Hospital-Highlands. We are pleased that you have chosen UAB Medicine to provide your medical care, and we look forward to serving you. Your health and medical concerns are very important to us, and we take pride in providing the best care possible to our patients. This letter is designed to help you understand the flow of our clinic and the services you can expect during your visit with us.

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

BEFORE YOUR APPOINTMENT:

- Take a few minutes to think about the important questions and concerns you have for our vein specialists, 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, MRIs, X-rays, and vascular testing from other providers you have seen outside of UAB. You can have these records faxed to our office at 205-930-8592, or bring hard copies to your clinic appointment. You may call the UAB Vein Clinic at 205-996-8346 before your scheduled appointment to confirm that the records have been received.
- Have a written or typed list of all medications, including prescriptions and over-the-counter non-prescriptions such as herbal supplements, home remedies, and vitamins. The dosage and how often you take them are also important for us to know. You may also bring your medicine bottles with you to your clinic visit.
- Bring your current insurance card. You may want to call your insurance company to find out exactly what is covered for this visit and the amount of your copay to see a specialist. You will be responsible for any charges that are not covered, and any copay will be due at check-in.
- Intake forms are attached to this letter; please fill these out before your visit. These forms can be mailed, faxed, or emailed to the Vein Clinic before your appointment. If this cannot be done, please have them filled out and ready for the nurse at your appointment. These forms are also available for you to print from our website at uabmedicine.org/vein.
- Bring any compression hose that you may already have. We have compression hose that can be purchased at the Vein Clinic, if you need them.
- Plan to be at your clinic visit for about 2 hours, starting 30 minutes before your scheduled appointment.
- You will get a phone call from the Vein Clinic at least 24 hours in advance to confirm your appointment.

ON THE DAY OF YOUR APPOINTMENT:

- Please arrive 30 minutes before your scheduled appointment time. This added time is needed for the nursing staff to complete new information that must 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.

UAB VEIN CLINIC

- 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.
- The results of tests ordered as part of your evaluation at the UAB Vein Clinic will be reviewed with you. These tests help us guide your care, which is why it is important that some tests are done prior to your scheduled appointment.
- After your evaluation, you will receive printed patient education information that is specific to you and your needs. If you have additional questions after your visit, please call us, email us, or send a message through the patient portal.
- Cell phones, computers, and/or reading materials are encouraged during your wait.
- Clinic rooms can be hot or cold, so please wear layers of clothing.
- **PARKING:** Patient parking is free at UAB Hospital-Highlands. Valet parking is \$5.
- **PATIENTS WITH LIMITATIONS:** We offer assistance for getting in and out of cars, as well as wheelchairs, at the front of the hospital.

AFTER YOUR APPOINTMENT:

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

If you have questions or special needs that should be addressed, please call us at 205-996-8346.

We look forward to seeing you soon!

UAB VEIN CLINIC CHECKLIST:

- Bring written questions specific to your clinic visit.
- Bring all hard copy medical records and test results you have collected from other providers.
- Bring a list of your medications (include name, dosage, and how often you take them) or the medication bottles.
- Bring your insurance card and a valid driver's license or photo ID.
- Bring your completed Vein Clinic intake forms, if not already submitted.
- Bring any compression hose that you may already have.

UAB HOSPITAL-HIGHLANDS
(NOT at The Kirklin Clinic of UAB Hospital)
1201 11th Avenue South, Suite 301 (3rd floor)
Birmingham, AL 35205
Phone: 205-996-8346 • Fax: 205-930-8592
Email: uabveinclinic@uabmc.edu
Website: uabmedicine.org/vein