Welcome!

Alamo Heights Medical Group is a multispecialty group practice providing comprehensive care to the very young and the young at heart! Dr. Linda Ivy, Dr. Margaret Mann-Zeballos and Dr. Assaf Fesseha are board-certified family physicians who see patients of all ages—from newborns to the elderly.

Services provided include:

• Chronic disease management (diabetes, hypertension, high cholesterol, obesity and asthma, etc.)
• Acute care, including same-day sick visits
• Minor office procedures
• Routine child and adult immunizations
• Wellness care for all ages, including:
  - Well child visits
  - Well woman exams
  - Men’s health
  - School and camp physicals
  - Medicare annual wellness visits

World-class care.
One patient at a time.

For your reference, this brochure provides important information about our practice. Please review it carefully and let us know if you have any questions. Our policies are designed to ensure patient satisfaction and the efficient operation of our practice so that we can offer the highest level of care and service to every patient.
Office Hours & Appointments
We see patients by appointment and offer same-day appointments for patients with acute needs.
Our office hours are Monday through Thursday 8:00am to 5:00pm and Friday 8:00am to noon.
If you call our office outside of regular business hours with a medical concern, you will reach a nurse triage service. Qualified registered nurses will assess your concern and direct you to the appropriate resources.
To schedule an appointment, please call our office at (210) 223-9617. Existing patients can also request an appointment online through the Health Portal.
We understand that occasionally situations arise and you may not be able to keep your scheduled appointment. We ask that you extend us the courtesy of 24 hours' notice so we may use the time reserved for you to help other patients in need. If you miss three appointments, we reserve the right to discharge you from our practice.
Alamo Heights Medical Group is affiliated with Methodist Healthcare System. If you do need to be admitted to the hospital, you will be cared for by a physician who specializes in hospital care. We will communicate closely with the hospitalist team to coordinate your care following discharge. Our hospitalized pediatric patients will be managed by pediatric hospitalist physicians.

Office Location
Alamo Quarry Center at the Quarry Village
next to Metropolitan Methodist Emergency Center | Quarry
250 E. Basse Rd. Suite 107 | San Antonio, TX 78209
Phone: (210) 223-9617 | Fax: (210) 472-2669

Contacting Us
Call (210) 223-9617 for appointments and questions.
Our phones are answered from Monday to Thursday 8:00am to 5:00pm and on Friday from 8:00am to 12:00pm.
If you have a true medical emergency, call 911 or go to the nearest emergency room of your choice. Methodist Metropolitan Emergency Center | Quarry is conveniently located next door to our office and is open 24 hours a day/7 days a week.
You can send secure messages directly to the practice through the Health Portal instead of calling the practice. You can request appointments and medication refills, submit questions and view lab results. For urgent concerns requiring an immediate response, please call the practice.
Emergency medicine physicians and hospitalists will communicate with us regarding your in-hospital care.
Lab Work & Test Results

Please make every effort to have lab work completed one week prior to your visit. We have a qualified phlebotomist on-site who draws blood to be submitted to LabCorp or Quest Diagnostics according to your insurance coverage. If you use the on-site lab, you will need to present your insurance card again. LabCorp or Quest will bill you directly. Lab services are not included in the Alamo Heights Medical Group fee.

Sign up for the Health Portal to view your lab results online. Your doctor will call you to discuss any abnormal results.

Lab hours are Monday-Thursday 7:30am-1pm & 2pm-4:30pm; Friday 7:30am-11:30am.

Payment & Insurance

For the benefit of our patients, this practice is contracted with most insurance companies. Our contracts require us to collect co-pays and balances at the time of your visit. We accept cash, checks and credit cards (Visa, MasterCard and American Express).

Some services we offer, such as school physicals and weight management services, are not covered by insurance. You will be notified of the fee before your treatment and will be asked for payment in full at the time of your visit.

Failure to pay for medical services delivered to you in good faith will cause your account to be turned over to a collection agency. Should collection proceedings be required to recover an outstanding debt, you will be liable for all associated costs.

Prescriptions

Please evaluate your supply of medications prior to your visit with us so we can arrange refills at that time. We will make every effort to refill a one-year supply of medications during your appointment. If you require refills between visits, please request them through our Health Portal or call your pharmacy who will submit the request to us electronically. We process refill requests only during normal business hours and we require a 72-hour turnaround. You can follow up directly with your pharmacy after 48 hours. We will call you only if we have a question regarding the refill.

Our practice does not manage chronic pain. If you have chronic pain condition, we will refer you to a pain management specialist.

Medical Records

Your medical records are strictly confidential. We are prohibited from releasing any information from your records without your express written permission. The required release forms are available through our office.

Letters & Forms

Please allow five to seven business days for us to complete any forms, prior authorizations or letters. Be advised that some forms and letters may require an office visit.

Your Appointment

If you are a new patient:

• Please notify your insurance company of your new primary care provider, if required.
• Prior to the appointment, you will receive a new patient packet in the mail. Please complete the forms and mail them to the office one week prior to the visit.
All patients are asked to please bring the following items to your appointment with us:

• Your health insurance card/s (they will be required at every visit)
• Photo identification
• All medicine bottles including prescription and over-the-counter medications, vitamins, and supplements you are taking
• Immunization records
• Any forms that you need completed during your visit
• Information regarding previous primary care doctors and any specialists that you see

If you are a Medicare patient coming for a Welcome to Medicare or Medicare Annual Wellness visit, we will mail the Medicare questionnaire packet to you in advance. Please bring the completed forms to your appointment with us.

Thank you!

Your partners in maintaining a healthy, happy lifestyle
Assaf K. Fesseha, MD
Family Medicine

Combining art and medicine has been a long-time passion of Family Physician Dr. Assaf Fesseha. His fascination with fine art and drawing—including the detailed anatomical sketches of Leonardo da Vinci—led to an interest in medical history, then to shadowing physicians, medical school, and, ultimately, Alamo Heights Medical Group where he practices with Family Physicians Dr. Linda Ivy and Dr. Margaret Mann-Zeballos who trained him at University of Texas Health Science Center at San Antonio (UTHSCSA).

Today, he focuses on the art of medicine. “It’s really the only profession where patients are able to open themselves up completely. That connection is unique in medicine. Practicing primary care, especially, is perfect for me as it requires broad knowledge, affability, finesse and trust,” says Dr. Fesseha.

Dr. Fesseha graduated from the University of Texas at Austin with a Bachelor of Science degree in biology. He completed medical school and his residency in family medicine at UTHSCS and he is board certified in family medicine.

Linda M. Ivy, MD
Family Medicine, Obesity Medicine

Having grown up in Alamo Heights and living in the area most of her life, practicing there is a dream come true for Dr. Linda Ivy who practices family medicine and obesity medicine.

Dr. Ivy graduated cum laude with a Bachelor of Arts degree in biology from Trinity University in San Antonio. While studying medicine at the University of Texas Medical School at San Antonio, Dr. Ivy was attracted to family medicine early on. “Family medicine afforded a lot of options to practice good, practical medicine, to focus on the whole person and to understand them better in the context of their family. That makes being a doctor an even richer experience for me,” says Dr. Ivy.

Dr. Ivy is board certified in family medicine and is a diplomate of the American Board of Obesity Medicine.

Margaret M. Mann-Zeballos, MD
Family Medicine

Dr. Margaret Mann-Zeballos wanted to be a doctor for as long as she can remember, and family medicine—a specialty that focuses on the whole person, provides integrated care to both genders and all ages and emphasizes prevention—was the only specialty she ever seriously considered practicing.

Dr. Mann-Zeballos studied medicine at Texas Tech University School of Medicine in Lubbock and El Paso, Texas and completed her residency in family medicine at the State University of New York at Buffalo in Buffalo, New York.

Happy to get back to Texas, Dr. Mann-Zeballos joined the Department of Family and Community Medicine as faculty at University of Texas Health Science Center at San Antonio (UTHSCSA). Happy to get back to Texas, Dr. Mann-Zeballos joined the Department of Family and Community Medicine as faculty at University of Texas Health Science Center at San Antonio where she also worked with Dr. Linda Ivy in a busy, academic clinic.

Board certified in family medicine, Dr. Mann-Zeballos is a member of the American Academy of Family Physicians. Dr. Mann-Zeballos is the happy mom of three Alamo Heights Independent School District students.