

Frequently Asked Questions...

Welcome to Evans Medical Group.

As a new patient or family member of a new patient we understand that you may have many questions about the practice, our procedures, and many of the “oh, by the way”, questions.

We hope that by providing this [Frequently Asked Questions](#) information sheet it will help you to be more familiar with Evans Medical Group.

If you have an additional question not answered below we want you to feel comfortable with asking our front desk staff for assistance, they are happy to assist. Sometimes, they do not know all of the answers, but we have a nursing and management team that is always happy to help out.

Caring for the Whole Family is our promise to you.

Providers and Staff

This is a compiled list of frequently asked questions by our patients and our challenge to answer them.

[What do the top and bottom numbers on BP \(blood pressure\) readings mean?](#)

The top number is systolic blood pressure—the pressure in your arteries when your heart is contracting.

The bottom number is diastolic blood pressure—the pressure in your arteries between heartbeats.

Both numbers are equally important. A normal BP is 120/80.

[What hospital should I go to if I have a problem?](#)

When seeking treatment at a hospital, your location and the type of emergency should be considered, as well as your insurance policy. If this is not a financial concern for the patient, we suggest University Hospital for heart problems due to their resources and for children seek medical attention at Georgia Health Sciences University, formerly know as (MCG-Medical College of Georgia). Doctors Hospital is also available.

[What hospital does my physician go to?](#)

We utilize the hospitalists at all hospitals for our **adult** patients and for our pediatric patients we have privileges solely at University Hospital.

[What is a hospitalist?](#)

A hospitalist is a physician who works full time at the hospital caring for patients for “family practices” whom are unable to make call and treat patients outside of an office visit. The hospitalists have access to your physician at Evans Medical Group if they need to consult with your physician or offer them updated information.

[Are they running behind today?](#)

No, we are running right on time, to meet the needs of our patients.

[How long is the wait today?](#)

We do our best to book appointments for each patient with an appropriate amount of time however; urgencies arise and there are occasions that we must overbook. Unfortunately, we cannot always tell if someone has a more complex or serious problem until the doctor consults with the patient, this sometimes creates delays in the physician’s schedule. We take your care very seriously and do our best to help every patient in a timely manner.

[What do I tell them when I have to go to the Emergency Room?](#)

We ask that when it is necessary for you to go to the Emergency Room or are admitted into any hospital to have your primary care doctor from Evans Medical Group listed during admission. In doing so, there will be a greater chance that the hospital will notify us by way of an “admission record”.

[How much longer will the wait be for an exam room?](#)

There are multiple physicians and providers treating many patients with a variety of needs or worries. We are unable to give you an accurate amount of time that you will wait. The problem of waiting is best helped when you call for your appointment and accurately describe your reason for the visit so that we may give and delegate the time most appropriately. There are times when we are able to tell you if there is a wait for an open exam room or if the provider is running behind due to emergent reasons from earlier in the day. You are welcome to inquire at the front desk. We may not be able to give you a time but we will check into the reason for your wait.

[Am I next to be seen?](#)

Up to 3 patients are brought back at a time for each doctor. Once you are brought back by the nurse for your vitals and then to an exam room, please remember that there are two patients ahead of you waiting to be treated by the provider.

[When does the doctor want me to come back?](#)

Recheck appointments on diabetes are usually required every 3 to 4 months, for all other rechecks, every 4-6 months. The exception to this is when a medication is changed. For that, we may require you to come back in 2 to 4 weeks. Wellness visits are annually. Ask the doctor before you leave from your appointment why they are having you return for the recheck for a certain time frame. Remember, you are an active participant in your health care needs.

[Where is the exit?](#)

Exits are everywhere in our office, some to indicate emergency exits and some to indicate staff areas. We have small black signs hanging from our ceilings in the hallways to identify the exit or check out area that will lead to an exit.

[Where is the restroom?](#)

Restrooms are in the central hallways between the checkout area and our patient exam rooms, as well as the main entrance of the building across from the elevators. If you are in the office, just stop a staff member and ask.

[Why do I have to fill out paperwork every time I come in here?](#)

New patients must complete the Demographics and the History and Physical forms. Established patients making changes to things such as their address or insurance will need to update their demographics form.

All other established patients will be required to update their demographics form every 12 months, with no exceptions.

As a courtesy to the patient, we bill your insurance company directly therefore; it is crucial that we have the most up to date information on you, the patient.

[Why do I have to fill out the exam room questionnaire if the doctor never looks at them?](#)

They do review them, but sometimes the natural flow of the conversation from the patient to the doctor will enable them to bypass the information you jotted down.

[If I leave a message, will anyone call me back?](#)

Yes. We receive hundreds of calls per day. The nurses check their voice mails all day long and the doctors respond to your questions. We are also treating patients throughout the day. The nurses return calls as promptly as they can, once they have received the doctors response. All of your questions and concerns are important, non-urgent messages may be addressed the following day.

[What is my doctors nurses name?](#)

Dr Ikeler-Chumana
Dr Apostol-Courtney

Dr Jordan-Jessica
Dr Johnson-Denise

[What is my doctors email address?](#)

At this time, our doctors are not handling incoming emails from patients. You may fax, mail or hand deliver any documentation that you wish for your doctor to have. Patients registered on our secure patient portal are able to send a message to the provider to have clinical questions answered.

[Is this prescription generic?](#)

We do our best to prescribe what you need at an affordable rate. Sometimes it is in your best interest to shop around. If you do not want generic, you must express this with you physician and pharmacist.

[What about my weight? How much do I weigh? Should I loose weight now?](#)

Obesity is arguably the most serious health problem in our country right now. There are several BMI (body mass index) calculators available online. Your BMI should be between 18 and 25. 26-30 is considered overweight, and above 30 is obesity.

Although, everyone is a little different, most men need to eat about 2000 calories per day and women need to eat about 1800 calories per day to keep the same weight. Cutting your calories to about 1600 calories per day for women or about 1800 calories per day for men is generally the safest and most effective long-term plan for weight loss (sorry, no pill or shot is ever going to change the big picture of what is a healthy diet). Please ask your doctor if you have more specific questions.

[Why didn't my insurance cover the visit? How did you file the claim?](#)

All patients need to be familiar with their insurance coverage benefits such as co pays, deductibles on office visits, labs, tests and specialists.

[Why do I give you my insurance now? Why can't I give it to you when I come in for the appointment?](#)

We make an attempt to verify the coverage benefits on every patient that comes in for an appointment and to confirm that their policy is active and not expired.

[Do you accept checks?](#)

Yes, we do! Our preferred method of payment is by debit/credit card, cash, and then checks. Remember, patients that are registered for the portal may receive paper statements, review their bill, and pay their bill through the secure web portal.

[If the balance is on "me", why can't my child be seen?](#)

This is a family practice and we address family balances.

[What are your clinic hours?](#)

Saturday 8am to 11am. Monday – Friday 7:30am to 9:00am and 4:30pm to 6:00pm

[I'm very busy at work. Can I come to your walk-in clinic for a routine checkup?](#)

To be fair, we have to treat all of our patients the same. If we allowed all of our patients to “just come” after-hours, then many of them would. Having a regular scheduled appointment with your doctor helps insure that you get the best preventative care for your long-term problems. Also, if every one of our patients showed up at 5pm, we would be way too busy to see you when you get sick. In general, we prefer regular appointments with your regular doctor, but we also realize that sometimes sick people can't wait until tomorrow. A list of acceptable walk-in guidelines is posted in our lobby. We do have extended hours for patients to be treated for routine and wellness visits. Call the office to request an appointment for one of our appointments that are beyond routine office visit appointments.

[Do you take walk ins?](#)

Yes we make every attempt to assist our walk in patients with treatment.

[Do you accept Medicaid?](#)

No adult Medicaid is accepted.

We do accept pediatric Georgia and South Carolina Medicaid if one of [our physicians is listed](#) as the primary care physician.

[Do you accept my insurance?](#)

We accept many different types of insurance. You will need to contact your insurance company for more information.

[Can I reschedule my appointment?](#)

Yes, we ask that you call 24 hours in advance. You may also request a reschedule through the secure patients portal

[How old are your doctors?](#)

This is a young practice in comparison to other practices however; they are aged in experience and wisdom. You may go to our web page to review their bios. www.evansmedicalgroup.com

[Do I have to pay my co-pay now?](#)

Yes, you are contracted with your insurance company to do so & we are contracted with your insurance company to do so, meaning we are obligated to collect at the time of service.

[Are all these people here to see the doctor?](#)

Yes and No. We have 4 physicians, 2 physicians' assistants, 1 nurse practitioner and a nurse schedule. All of “these people” are probably not seeing the same doctor you are today.

[Why is the scale out here in the open for everyone to see my weight?](#)

No one is looking other than the nurse that is charting it. The screen is only visible to someone standing right over it.

[Why don't you have a sick patient area separate from the well patient area?](#)

There are many, many reasons for this but the best reason is it is not an efficient use of office space and regardless of space, patients and their families tend to sit where they want to.

[Are ya'll open?](#)

If the door is locked and the voice mail message states our office is closed then “no” we are not open. We make every attempt to post on our web page, FaceBook, Twitter, and at the office prior to planned closings. Unexpected closings are posted in the same manner and patients are contacted through an electronic call system.

[Are you accepting new patients?](#)

Yes, we are. Insurance and scheduling are the factor for efficiently scheduling your new patient appointment. Please call our office to schedule or register as a new patient on the secure patient portal and we will contact you for scheduling.

[Can I schedule a physical?](#)

Yes, you can. We refer to these visits as “wellness visits”. It is your responsibility to know your coverage and benefits with your insurance policy or you will be responsible for the fees associated with the visit.

Wellness refers to a visit that is not a “sick” visit or one that pertains to a “chronic” condition. When a patient has a wellness visit, the amount of testing varies based on the patient's age and male or female.

[What is a D.O.?](#)

Doctor of Osteopathic Medicine. They are fully qualified to fill prescriptions and perform other medical services as an M.D. would do.

[Who is my doctor?](#)

Usually, the doctor you established with at our practice or the doctor that is serving your primary care medical needs.

[What is a Patient Portal?](#)

Our Patient Portal is a secure web site that new patients can register on before coming to Evans Medical Group. Established patients can use it to request appointments, request prescription refills, pay a bill, review test results, and securely message their doctor, among just a few of the features.

[How do I reset my Portal / Secure Email password?](#)

You can click on the "I forgot my password link" on the Patient Portal home page <https://7697.portal.athenahealth.com/> or the Secure Messaging login page.

[I just can't get it! I can't access to the portal or secure message, what do I do now?](#)

You can call the office during normal working hours and someone will help you access our system.

[I think I have an infection. Can you call in an antibiotic for me?](#)

There are many types of infections needing various types of treatments. Diagnosing and treating patients over the phone cannot give you the high level of care you and your family deserve. Antibiotics not taken properly or are taken for non-bacterial infections lead to antibiotic resistance and "superbugs" that are becoming a serious medical problem in this country.

[How do I get a refill prescription?](#)

Log on to your secure patient portal and request a refill, call the office at 706-868-3100 ext 212 and leave a message for the nurse, or call your pharmacy and they will contact us about a refill.

[What is a PCP?](#)

PCP stands for Primary Care Provider or Primary Care Physician. Which mean the physician or doctor that is primarily responsible for your care at Evans Medical Group. You can have many other doctors and specialists that are part of your care plan, but you should only have one PCP.

[What's that girls name that took care of me? She is kind of like a doctor.](#)

At Evans Medical Group we have mid-levels that participate in your health care. They treat and consult with your PCP for your care. We have two Physician Assistants (PA) and one Nurse Practitioner (NP) all of which are Board Certified. There bios are found on the www.evansmedicalgroup.com web page.and by the way we call them by their first name, it is not out of disrespect, it's because they told us to.

Delores Schwartz, PA-C

Lauren Wieme, PA-C

Kathryn Toburen, NP-C

[What about information on the internet? Is that helpful to discuss with my doctor?](#)

Any health concerns that you have, should be discussed with your Doctor, Physician Assistant, or Nurse Practitioner they will be able to let you know if the information you have found is appropriate for your own medical health.

[How will I receive my lab or other test results?](#)

If you have provided us with an email address you are notified by email when they are ready. If you have not provided us with an email address then you will be notified by our automated results system as soon as we receive those results and the doctor reviews them. In some cases you may receive a call from the nurse or physician.

[How long does it take to get lab or test results back?](#)

This answer will vary based on the type of lab or test you have. Once our office receives the report on your labs or other test, our staff has to document it in the chart and then the doctor has to review. If this is a 'stat' lab or a 'wet read' image, you should hear from us within 24 business hours after we have received the preliminary report.

[Do you allow access to the WiFi network?](#)

Our network is secure and used only for a very limited and specific purpose for our office. We do not allow public access or internet access. The guest wifi is EMG-GUEST password is emgguest21

[I need to talk to a manager or somebody in charge. Who can I talk to?](#)

We have several people in leadership positions at Evans Medical Group and each one is equipped to discuss your concerns. When they are unable to address your need directly, they will get you in contact with the right person. Listed below are the members of our management team and the areas they supervise.

Front Office Lead- Rhonda Tucker

Courtney McMillian – Clinical Coordinator

Office Manager – Danny Hobbs

Quality Coordinator – Elizabeth Smith

Project Manager – Angie Lucas

[I have a "flex spending" account. Can you write me a prescription for Tylenol?](#)

Flex spending and health savings accounts are becoming more common. These plans have always covered over-the-counter medications. Recently, the government rules have changed, requiring a doctor to write a prescription for any and all over-the-counter medications that you want to use your flex spending money on. Several patients have already asked for prescriptions for Tylenol for their headache, Benadryl for their hay fever, or ibuprofen for their stubbed toe. Our clinic serves over 12,000 patients actively, which is typical for a practice of our size and the average household has a cache of about 10 different OTC medicines on hand. We strive to be fair and treat all of our patients equally, so you can imagine our reluctance to start writing an additional 120,000 prescriptions per year for everyone's aspirin, Tylenol, stool softener, and daily vitamins. Also, if a prescription does not fit what the pharmacy has in stock (exact dose, exact ingredient, exact brand), we would have to write a brand new prescription. We are simply not able to write prescriptions for medications that are available to you over-the-counter. Fortunately, these medications generally cost \$2-4 at your local supermarket.

[Do I have to have to have an appointment for the nurse to check my blood pressure?](#)

Yes, we want to provide ample time and staffing for the basic needs of our patients'.

[Do I need an appointment with the doctor if I am concerned about my blood pressure?](#)

Yes! If you feel that your blood pressure is running high or you don't feel "normal" please call to schedule an appointment with your doctor or the physician's assistants. It could be something minor or it could be something serious like a stroke. We desire to provide ample time and staffing to meet your needs and the needs of all the other patients in our office. Having an appointment guarantees that you will be seen by a provider. Our physicians or their assistants will tell you when it is okay to schedule with a nurse only. These Nurse Appointments are required in order to follow-up on hypertension medication starts or changes only. Remember, we prefer that you not just walk in for a blood pressure check. If you are feeling "bad" or feeling that your blood pressure is up, then schedule an appointment with your doctor. Schedule with the nurse only in order to follow-up on a medication change, when your doctor has told you to do so.

Contact Us: Evans Medical Group, 465 North Belair Road, Suite 1B, Evans, Georgia 30809 706.868.3100 fax 706.228.3125
Physicians: Michael R. Ikeler, MD, Christopher J. Apostol, DO, Barry W. Jordan, MD, Maria A. Johnson, DO
Mid-Levels: Delores Schwartz, PA-C, Lauren Wieme, PA-C, Kathryn Toburen, NP-C
Office Hours (Routine): Monday-Friday Appointments 8:15am – 4:30pm (Extended Appointment Hours Available)
Phone Hours: Monday - Thursday 8:30am – 4:30pm Friday 8:30am – 4:00pm
Clinic Hours (Established Patients/Quick Sick): Monday – Friday 7:30am -9:00am and 4:30pm – 6:00pm
Saturday 8:00am – 11:00am

Administrators/Management:

Office Manager: Danny Hobbs
706.922.1394 dhobbs14@icloud.com
Project Manager: Angie Lucas
706.922.1396 alucas20emg@icloud.com
Quality Coordinator: Elizabeth Smith
706.922.1395 esmith@evans.md
Clinical Coordinator: Courtney McMillian
706.868.3100 cmcmillianemg@icloud.com
Front Office Lead: Rhonda Tucker
706.868.3100 rtucker12emg@icloud.com
Billing Specialist: Jamie Kovacs
706.868.3100 ext 220 jkovacs@evans.md

Frequently Used Office Extensions:

Appointments
(Receptionist – Cancellations) 0
Prescription Refills 212
Dr. Ikeler's Nurse 231
Dr. Jordan's Nurse 232
Dr. Apostol's Nurse 233
Dr. Johnson's Nurse 238
Nurse for Delores Schwartz 234
Nurse for Lauren Wieme 235
Nurse for Kathryn Toburen 237
Billing Department 226
Referrals and Authorizations 254
Records Request (Attn: Rhonda T) 256
Address, Fax and Location 300
Prayer Line 301