

Did you know there is a charge to your doctor every time you call our After Hours Triage Service? Evans Medical Group has absorbed the cost for this service for over 10 years. However, due to a recent increase in this per phone call expense, as of May 1, 2009 it will be necessary for us to charge some portion of this expense back to the patient.

For true emergencies you do not have to call your doctor before going to the Emergency Room, just call 911 or go to the nearest emergency room (Example: chest pain, shortness of breath, allergic reaction, injuries, severe abdominal pain, etc).

Non-emergent options:

1. Please call our office during regular hours for non-emergent questions. For your convenience our office is open 58 hours each week including early morning, evening and Saturday clinic hours.
2. After hours listen to our prompts and leave a message. You can leave a voicemail 24 hours a day at no charge and someone from our office will return your call during routine office hours.
3. Seek our web page for advice before calling after hours.
4. Check with your insurance company. Some insurance companies offer nurse triage as a service.
5. **The Ask-A-Nurse service is a free service to you** if you call 706 737-8423.
6. When you call our after hours number 706 821-4353 a charge is generated and a fact sheet is faxed to your doctor's office and you will be charged \$10.00. When it is necessary for you to call after hours write down all of your questions to ask in one phone call. They charge us by phone call. Example: 3 questions in one call is only charged once. Three different calls equal 3 separate charges.

This is a non covered service with any private insurance therefore the charge is to the patient. Any after hour phone charges must be paid by your next office visit.