



EVANS MEDICAL GROUP, P.C.

Caring for the Whole Family

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CARING FOR OUR PATIENT'S NEEDS AFTER HOURS

While, we at Evans Medical Group, make every effort to take care of patient needs during regular office and clinic hours, we realize that emergencies occur at all hours of the day and night. We hope that the following information will help you determine when it is appropriate to call us “after hours.”

First, it is helpful that you know that we employ an After Hours Triage Service to handle our calls when our office phones are off and we pay them for each phone call that comes in. Therefore, we ask that calls to this service be limited. Any call coming in to this service after normal business hours may be charged back to you, the patient, at \$10.00 per call. This charge is not covered by insurance and must be paid before the next office visit. The local Ask-A-Nurse service is no longer available as a **free** service.

What is a TRUE EMERGENCY?

A true emergency would be anything that could not be handled with home first aid or anything that cannot wait until an appointment or clinic visit the next day. Examples would be any injury such as a broken bone or head injury, chest pain, shortness of breath, allergic reaction, severe abdominal pain, or severe vomiting or diarrhea. Please go directly to the ER for any of these situations. Please **DO NOT** call our After Hours service to ask questions or report this ER visit. Just call our office the next business day to inform us of the ER visit in order for us to obtain the notes from the hospital and schedule a follow-up appointment in our office.

What about OTHER CALLS after hours?

For your convenience our office is open 58 hours each week including morning, evening, and Saturday clinic hours. Our staff is available for phone calls during 39.5 of those hours. After hours, you may listen to our prompts and leave a message which will be returned the next business day. All refills should be requested by calling your pharmacy unless the medication is for pain or anxiety or is a controlled medication. These should be left on our REFILL LINE anytime during the day or night and will be dealt with in a 48 hour period. Calls to the After Hours Triage line for refills are not acceptable. The After Hours Service will not take a refill request, but will charge for the call and this charge will be passed on to you, the patient.

What if I have a question after hours?

First, check the links on our web page for advice before calling the After Hours Triage Service. We have provided a wealth of suggestions and links to help answer your questions. You may also check with your insurance company to see if they offer a nurse triage service. We do not call in antibiotics or treat conditions over the phone. You will be directed to either come to our walk-in clinics or to call for an appointment. You will then be charged for the call.

What if I just left your clinic and have a question on a medication, have a change in symptoms, or I get to the pharmacy and there is a problem with my medication?

These are appropriate calls to the After Hours Service. Their nurse will be able to page the office or the physician on-call to help you. If you must call after hours, please write down ALL your questions to ask at once so that everything can be taken care of in one call. If you forget and call back again, you will be charged twice.

We appreciate your adherence to these guidelines. It is our desire to work with our patients to provide cost-effective and excellent care. Your help in this process is greatly appreciated.