

Why Choose a Family Physician?

The American Academy of Family Physicians states:

"The specialty of family medicine is centered on lasting, caring relationships with patients and their families. Family physicians really know their patients, they listen to them and take time with them, and help them make the right health care decisions. Family physicians are highly trained in the most up-to-date treatments and technologies. But family physicians know that patients want more than a medical diagnosis - they want the comprehensive, personalized care that a family physician offers."

Our team of physicians, residents and staff are here to care for your healthcare needs. Our family physicians offer a wide range of services to our patients. We take pride in building positive, supportive relationships with our patients and their families.



Our Physicians

Daniel Bluestein, MD
Jennifer Burgart, MD
Ben Eng, MD
Cristian Fernandez Falcon, MD
Tom Grant, MD
Sahira Humadi, MD
Christine Matson, MD
Ravinder Mohan, MD
Agatha Parks-Savage, EdD, LPC, RN
Otilio Ramos, PA
Mary Rubino, MD
Carolyn Rutledge, NP
Martha Scott, MD
Jessica Snook, NP

Department of Family and Community Medicine

Christine C. Matson, MD
Dept Chair and Medical Director

Sahira Humadi, MD
Residency Director

Susan Thibodeau
Department Administrator

Cheryl Parker
Office Manager

New for our Diabetic Patients (those at risk of developing diabetes and those who are overweight)

Discussions about managing or improving your health are often hard to fit into regular visits with your physician or provider. Enhanced Medical Visits are a new and exciting way of delivering medical care for patients at risk for or with the diagnosis of diabetes. Enhanced visits are group visits lasting 90 minutes, providing more time for education and discussion facilitated by your physician. The group will discuss of ways to maintain or improve your health and make sure you are up-to-date with care recommended for you. Talk to your physician or provider if you are interested in learning more.

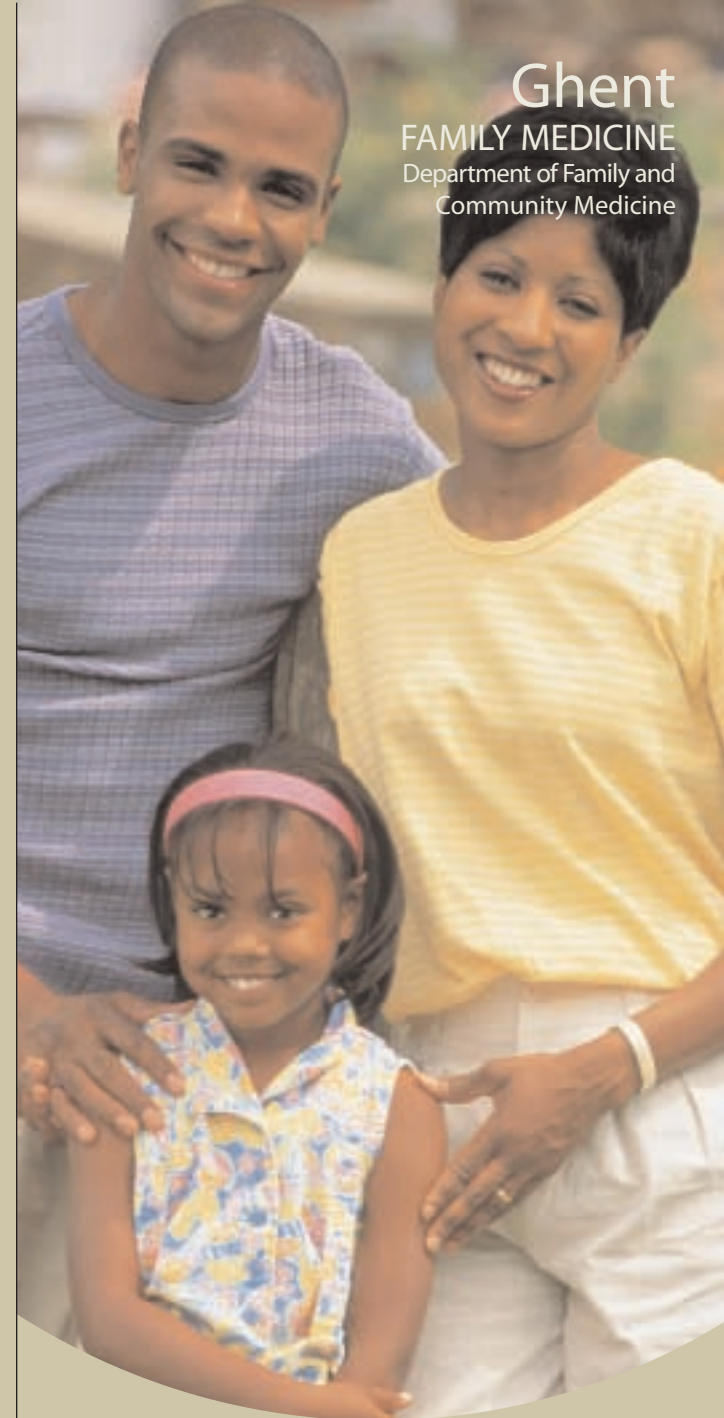


Create your own secure personal and portable health record at www.evmshealthservices.org and complete your registration form, request your next appointment or refill medication on-line

EVMS
HEALTH SERVICES
Patient-Centered
Quality Care

Department of Family and Community Medicine
825 Fairfax Avenue, Hofheimer Hall
446-5955

Ghent
FAMILY MEDICINE
Department of Family and Community Medicine



EVMS
HEALTH SERVICES
Patient-Centered
Quality Care

OFFICE HOURS:
Monday-Friday • 8am-5pm
757-446-5955

Ghent FAMILY MEDICINE

Welcome to your medical home!

Ghent Family Medicine offers comprehensive outpatient and inpatient healthcare to patients ranging in age from infancy to geriatrics. Our physicians are full-time teaching faculty at Eastern Virginia Medical School (EVMS). Physicians in-training (residents) and medical students are an extension of our practice. We feel that the integration of our practice with EVMS resident physicians and students enhances your care and provides an academic advantage unique to our group.

Some of the Services that we provide:

- Comprehensive Health Physicals
- Newborn, & Well Child Care
- Women's Health Care
- Pregnancy Care
- Acute/Same Day Care
- Diagnostic Testing (including colposcopy and treadmill stress)
- Geriatric Consultations
- Minor Surgeries
- Behavioral Health Assessments and Counseling
- Joint Injections and Splinting
- Vasectomy
- Manage Chronic Care: Hypertension, Diabetes, etc.
- Coagulation Clinic

Referrals

Insurance companies often require that you have a written referral and/or authorization from your primary care physician prior to receiving specialist care or diagnostic treatment, however:

- We cannot refer you to a specialist for a condition that we have not previously addressed with you or for specialty care that has already occurred.
- If the dates on your referral have expired, please call us at 757-446-5955 and choose the option for referrals. Listen carefully and leave all of the requested information. We will call you about your referral's extension within 7-10 working days.



Your appointment is your key to a lifetime of quality healthcare!

Family Medicine is a specialty that develops long-term relationship with our patients. Your health and well-being is our chief concern. Try to schedule each of your appointments with your assigned primary care physician—this is the person who knows you best.

To help reduce your time waiting to see your physician, new patients should arrive 30 minutes and current patients 15 minutes before their scheduled appointment. This allows us time to ensure we have all your correct information for your visit.

It is very important to bring all of your current medications or a list of your current medications to each appointment for your physician to review, including those given to you by other providers. This will help in the decision making process of your health care.

If you must miss an appointment, call our office to reschedule at least 24-hours in advance. When you miss appointments, we are concerned that this may affect your health so if you miss 3 appointments without calling us, it is possible that our practice will no longer schedule your health care services.



Same Day Appointments

We are glad to offer same day appointments to our established patients with urgent health concerns by calling our office after 7:30 am Monday through Friday. If for some reason a same day appointment is not available, you will be offered an appointment on the next day.



After Hours Care

One of our physicians is on-call during the hours our office is not open, for emergent health care questions or concerns. You may reach us through our answering service at 757-446-5955. We will return your call as soon as possible.



Prescriptions

When you visit one of our doctors, he or she may prescribe your medications. Our electronic health record system allows us to send the prescription request electronically to your pharmacy.



Be sure to let us know the name and telephone number of your pharmacy. This patient centered service helps eliminate prescription errors and your wait time!

Remember to request refills of your medications during your office visit. If you need a medication renewal between visits, please call the medication refill line. Your pharmacist will contact us. This request may take up to 48 hours to process, so please plan accordingly.

Lab or Diagnostic Testing

Occasionally, your physician may request additional laboratory and/or diagnostic testing. We can usually collect blood specimens for laboratory tests in our office. Some of these tests can be processed immediately in our on-site laboratory; however, some tests require that the specimens be sent to an outside laboratory. If you require x-rays or other radiological testing, you will be referred to an outside facility. You will be notified of the results either by mail or telephone. Some laboratory tests take longer to process than others; your physician should provide you with an expected time frame for notification. If this doesn't happen, please ask us.

Payment for Services

Your insurance company requires that you pay your portion of the bill (usually called a co-pay) at the time of your visit. We will collect your co-pay when you check-in. We accept cash, personal check, VISA and MasterCard.

We participate with and accept most major insurances in the Hampton Roads area. Contact your insurance company if you are unsure if we are a participating provider.

We will file a claim for any services we provide with participating insurance companies with whom we contract. You will receive a bill from us for the amount your insurance company does not cover or considers your responsibility.

We understand that health insurance can be extremely confusing. A patient service representative is available to assist you with any concerns or questions about your bill. You may reach one by telephone Monday through Friday 8:00 am to 4:30 pm at 757-446-7333 or 1-800-283-4210.