

## 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

Margaret Baumgarten, MD  
Richard Bikowski, MD  
Bruce Britton, MD  
Stanley Brittmann, MD  
Anne Donnelly, MD  
Robert Ringler, MD  
Stacie Otey-Scott, PsyD  
Eddie Smith, MD

## Our Resident Physicians

Alex Antonenko, MD  
Majd Amaout, MD  
Matthew Backens, MD  
Sandra Bolanos, MD  
Chantal Lewis-Brooks, MD  
Attiyah Ismaeli-Campbell, MD  
Ramona Coffie, MD  
Micah Dickey, MD  
Erin Dooley, MD  
Natalie Ellis, MD  
Catherine Gallagher, MD  
Myint Soe-Hsiao, MD  
Tamice Jones, MD  
Arlene McCain, MD  
Donald Nicolas, MD  
Stephen Vandenhoff, MD  
Marilyn VanHorn, MD

## Department of Family and Community Medicine

Christine C. Matson, MD  
**Department Chair**

Robert Ringler, MD  
**Medical Director**

Anne Donnelly, MD  
**Residency Director**

Susan Thibodeau  
**Department Administrator**

Laura Jordan  
**Office Manager**



**Create your own** secure personal and portable health record at [www.evmshealthservices.org](http://www.evmshealthservices.org) and complete your registration form, request your next appointment or medication refill on-line

**EVMS**  
HEALTH SERVICES  
Patient-Centered  
Quality Care

Department of Family and Community Medicine

600 Crawford Street  
Portsmouth, Virginia 23704  
757-397-6344

# Portsmouth

FAMILY MEDICINE  
Department of Family and  
Community Medicine



**EVMS**  
HEALTH SERVICES  
Patient-Centered  
Quality Care

**OFFICE HOURS:**  
Monday-Friday • 8am-5pm  
757-397-6344

# Portsmouth FAMILY MEDICINE

## Welcome to your medical home!

Portsmouth 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:

- Health Physicals
- Newborn & Well Child Care
- Women's Health Care
- Pregnancy Care
- Acute/Same Day Care
- Diagnostic Testing
- Minor Surgeries
- Geriatric Consultations
- Behavioral Health Assessments and Counseling
- Manage Chronic Care: Hypertension, Diabetes, etc.
- Coagulation Clinic



## Same Day Appointments

We are glad to offer same day appointments to our established patients with urgent health concerns. You may call our office for a same day appointment after 8:30 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 emergency health care questions or concerns. You may reach us through our answering service at 757-397-6344. We will return your call as soon as possible.

## Prescriptions

When you visit one of our doctors, he or she may prescribe you medication. 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 refill on a medication between visits, please call your pharmacy. Your pharmacist will contact us. This request may take up to 48 hours to process, so please plan accordingly.

## Referrals

Insurance companies often require that you obtain 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 757-397-6344 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.



## 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.

