

About Your Physician

STEVEN N. SPENCE, MD



Dr. Spence received his medical degree from the University of Virginia in Charlottesville and completed his residency at the Medical College of Virginia Riverside Family Practice in Newport News. He is board certified in Family Practice. In 2007, Dr. Spence was named the Virginia Family Physician of the Year.

CARLOS VILLAR-GOSALVEZ, MD



Dr. Villar-Gosalvez attended Old Dominion University for his Ph.D. and received his medical degree from Virginia Commonwealth University School of Medicine. He completed his residency at St. Francis Family Medicine Center in Midlothian, Va. Dr. Villar-Gosalvez is board certified in Family Medicine.

KERRY ELEY, MD



Dr. Eley received her medical degree from Virginia Commonwealth University School of Medicine and completed her residency at St. Francis Family Medicine Center in Midlothian, Va. She is board certified in Family Medicine.

DENNIS D. SWAN, MD, MS



Dr. Swan attended Methodist College for his undergraduate degree and received his Master of Science degree from East Carolina University. He received his medical degree from Saba University School of Medicine

and completed his Family Medicine residency with Bon Secours St. Francis Family Residency Program/Virginia Commonwealth University. Dr. Swan is board certified by the American Board of Family Medicine.

Patient Information



BON SECOURS MEDICAL GROUP
Bon Secours Richmond Health System

Good Help to Those in Need®

good care

BLACKSTONE FAMILY PRACTICE CENTER

Blackstone Family Practice Center

James S. Harris Medical Building
213 North Main Street
Blackstone, VA 23824

Office: 434-292-7261
Fax: 434-298-0908

richmond.bonsecours.com



BON SECOURS MEDICAL GROUP
Bon Secours Richmond Health System

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welcome...

Welcome to Blackstone Family Practice Center. It is our sincere desire to give you the best health care possible. We specialize in family medicine and provide compassionate primary care through all stages of life.

Services

Some of our comprehensive services include:

- Annual physicals
- Chronic care for diseases such as diabetes, hypertension and obesity
- Senior care
- Women's services, including pap smears and prenatal care
- Minor surgery and lesion removal
- Sports physicals and back-to-school physicals
- X-ray services
- MyChart electronic medical record

Appointments

Our office is open Monday through Friday, 7:30 a.m. – 5 p.m. Patients are seen by appointment. In most circumstances, we can accommodate same-day appointments upon your phone call. Please contact us 24 hours in advance if you need to cancel your appointment.

In order to provide you with the best possible care, we need the most up-to-date information about you. Please remember to bring your insurance card and a list of all medications you are taking.

Prescription refills

For your convenience, refill requests for medications other than controlled drugs may be requested through your pharmacy, and your pharmacy will submit the request to us. Medication refill requests should be made during normal business hours. We require 48 hours to process refill requests. We are not able to provide medication requests after hours.

Please remember that in most situations, appropriate medical care requires a patient examination before a prescription can be filled.

Telephone calls

Have a question? That's why we are here! Feel free to call us Monday through Friday. Our staff will make every effort to answer your call. If all of our staff members are assisting patients and you receive voice mail, please leave your name, date of birth, two telephone numbers where you may be reached, and a brief description of your medical problem so that we may process your call promptly.

Since our physicians are caring for patients, only in the event of an urgent medical situation will the physician be called to the telephone immediately.

Emergencies

For emergencies, our physicians are available to you 24 hours a day. You can call our main office number, 434-292-7261, and after hours you will be transferred to our on-call physician service. ***If at any time you are experiencing a life-threatening emergency, call 911.***

Medical records

Your records are confidential and will not be released without signed consent from you.

Referrals

If your physician has referred you to a specialist, we request a 48-hour notice for processing referrals, except for emergencies.

Insurance and payment information

We accept most insurance plans, including Medicare. Many plans require that you make a co-payment at the time of your visit. For self-pay patients, payment is expected in full at the time of service. To make payment as easy as possible for you, we accept cash, checks, Visa and MasterCard. Patients may contact the practice manager to discuss options for financial assistance. If you have any questions regarding your bill, please contact our business office at 804-521-9300 or toll-free at 800-732-7072.