

Whitesburg Family Medicine

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Office Policies

1. Our Mission: Our primary policy is to provide our patients with the highest quality health care within the scope of our specialty – Family Medicine.
2. Controlled Substances: Because we do not provide care for chronic pain management with controlled substances, such as narcotics, any chronic pain needs or other medical conditions requiring long-term controlled substances will be referred to providers who can offer the best care for you.
3. Appointments: Time is valuable for all of us. We want to have time to give you and your health issues our utmost attention. Therefore, we will ask for payment of \$25.00 for appointments canceled inside of 24 hours. If failing to cancel and just not coming for three appointments, we may have to ask you to find another health care provider. At this time we do not offer “walk-in” appointments. However, we do have several slots during the day for “same-day” appointments for urgent problems. We strive to see you on time. If you are waiting for more than 30 minutes please let our staff know.
4. Prescriptions: We strive to have zero errors with your medications. Therefore, ***please bring all prescription bottles to each appointment.*** To provide the best care possible, we prefer to write new and refill prescriptions during office visits. If possible, we will write you enough refills to last until your next appointment. Also, we will not be able to prescribe medications after hours unless it proves to be an emergency. Prescriptions may be picked up by the patient, parent, guardian, or persons listed on the Disclosure Release. ***We are not able to call in any controlled substances over the phone.***
5. Health Forms: We understand that health forms are required by many agencies, and we will be happy to fill these out during your appointment free of charge if it does not delay the care of other patients. Lengthy forms may have to be completed and picked up later. Any form completion requested outside of an office visit will be subject to a \$10.00-\$75.00 charge, depending on length and complexity, as well as a \$1.00 mailing charge.
6. Records: In order to insure accuracy of your medical information, all of our medical records are in digital format. Copies of your medical records are available to you with a signed medical release. We do not charge for doctor-to-doctor medical record transfers. However, to cover costs we do charge the standard \$0.50 per page for personal copies of records.
7. Dismissal: We sincerely hope that we never have to part ways with a patient. However, some extreme circumstances may make this necessary. If this occurs, you will be notified by certified mail. You will have 30 days to find another doctor. During those 30 days we will continue to offer only urgent care.