

## **Telephone Calls To Our Office:**

If you feel your call is an Emergency: call 911.

Like all modern office we have a Voice Mail System to help route calls to the appropriate party. When you call in: 256-533-7676 you will hear the following options:

For an appointment: press 3

For Prescript refill: press 4

For the Nurse: press 4

For Billing: press 2

It is very important that you use these prompts for your calls to our office. When you leave a message please state your name, date of birth and telephone number where you can be reached. Speak slowly and clearly. You may leave messages for prescription refills, nurse call backs or scheduling.

The appropriate staff member will return your call within 48 hours. Calls are normally returned the same day. However, we ask for 48 hours because some calls will require a nurse to confer with a physician to ensure proper response to your call.

It is important that you do not leave multiple messages for the same issue.