



cornerstone

HEALTH

ATTENDANCE POLICY

One of the key distinctives of Cornerstone Health is appointment flexibility. We value the ability of patients to easily schedule appointments when needed, and we value providing extended appointments to deliver truly comprehensive care. Critical to our ability to meet this expectation for all patients is the commitment of our members to attending their scheduled appointments and arriving at their appointments on time.

CANCELLATIONS

We know that your time is valuable and that there may be special unavoidable circumstances that may cause you to cancel. However, in order to be respectful of the medical needs of all members of our medical community, we request that you notify us within 1 business day of your scheduled appointment. This courtesy makes it possible to give your reserved time to another patient who is in need of our care.

LATE CANCEL/NO SHOW APPOINTMENTS

We understand that occasional missed appointments can occur for a variety of reasons. A "No Show/Late Cancellation" is defined as missing an appointment without notice within 1 business day of your scheduled time.

Members may have one free late cancel/no-show per year. After this, all appointments that are canceled with no notice or less than 1 business day will be subject to a thirty-five dollar (\$35.00) cancellation fee. Additionally, habitual missed appointments may force our practice to limit appointment availability and/or terminate a patient's membership.

LATE ARRIVAL

We know that there are often extenuating circumstances that create unexpected delays, and we are willing to accommodate circumstances with adequate communication from the patient. However, late arrival 20 minutes beyond the scheduled appointment time will result in cancellation of the appointment. Additionally, habitual late arrivals may force our practice to limit appointment availability and/or terminate a patient's membership.

Our practice firmly believes that a good physician/patient relationship is based upon understanding and good communication.

Questions about our cancellation and no show fees should be directed to contact@cornerstonehealthsav.com

7001 Hodgson Memorial Drive
Suite 5
Savannah, GA 31406
(912) 208-9773