



**CORNERSTONE  
PEDIATRIC**  
A S S O C I A T E S

## **Cornerstone Pediatrics No-show and Cancellation Policy**

At Cornerstone Pediatrics, we value your time as well as the time of our doctors and staff. When an appointment is made, that special time is reserved for your child to be seen by their provider. Our doctors maintain a very tight and full schedule and when a patient fails to show up for an appointment or cancels within 24 hours, it prevents someone else from being seen.

As a result, Cornerstone Pediatrics has established a strict no-show and cancellation policy. Any appointment reminders received are a courtesy and do not replace or negate your responsibility. Cornerstone Pediatrics requires appointments, excluding sick visits, to be cancelled at least 24 hours in advance. **You will be billed for missed appointments and those that do not adhere to our 24-hour cancellation policy.** This policy applies regardless of the method of cancellation, whether it is through the portal, email, voice or answering service. You also may be asked to reschedule if you are more than 15 minutes late for an appointment or go to the wrong office location. If you need to reschedule, you will be charged a missed appointment fee.

We understand that life happens and situations beyond your control arise, but we want to be respectful of all our patients and allow everyone the opportunity to see their provider.