

# CORNER'S ON-TIME POLICY



Please be on time for your appointments. Being late for an appointment impacts the appointments of others. Please call if you are running late to see if we can still see you.

Here's our on-time policy:

- If you're 1-14 mins late: you're given a grace period and we will check you in for your scheduled appointment.
- If you arrive 15-29 mins late: We will see if we can find an open slot for you but you may need to reschedule.
- If you arrive 30+ mins late: We will reschedule your appointment for another date.



# CORNER'S NO-SHOW POLICY

If you're unable to come to your scheduled appointment please call 734-484-3600 to cancel or reschedule it. We hold that time for you, and not showing up prevents us from scheduling someone else who may need to be seen.

- After your 3rd no-show: You can expect a team member to send you a courtesy message to remind you of the policy and address any issues you have in getting to your appointments.
- After your 5th no-show: Your care at Corner may be suspended for 12 months.



STARTING  
1/1/24

# CORNER'S SAFE-SPACE POLICY

To maintain a safe and welcoming space for our patients, staff, volunteers, interns, and guests the following behaviors are not allowed at Corner:

1. Offensive comments about others' race, accent, religion, gender, sexual orientation, or other personal traits
2. Physical or verbal threats and assaults
3. Use of profanity toward others
4. Sexual or vulgar words or actions
5. Disrupting other people's care or experience (yelling, playing loud music, or bothering other patients)
6. Destruction or threats of destruction of property
7. Possession of any firearms or weapons
8. Contemptuous or obstructive behavior toward a specific staff member that prevents delivery of services
9. Prolonged lingering in the lobby

Engaging in inappropriate behavior may result in a warning, rescheduling an appointment or suspension from services.