



## *Better Together*

---

### **Patient Frequently Asked Questions**

#### **1. What is happening between Cornerstone Care and Sto-Rox Neighborhood Health Council?**

Cornerstone Care and Sto-Rox Neighborhood Health Council (that includes Sto Rox Family Health Center, and Hilltop Community Health Center) are partnering to become one unified healthcare organization. This allows us to provide stronger, more connected care to the communities we serve.

#### **2. Why are the organizations merging?**

By joining forces, we can continue to provide quality health care, strengthen available services, and ensure long-term stability for our patients in the McKees Rocks and Mt Washington neighborhoods. This partnership allows us to share resources and improve care delivery.

#### **3. Will my doctor or care team change?**

Most patients will continue seeing the same providers and care teams they know and trust. If any changes are necessary, we will let you know well in advance and help make the transition smooth and comfortable. As you may know, Dr. McAuliffe is pursuing a fellowship to further his professional growth and development, and Dr. Shah has relocated to the Philadelphia area with his family. We are grateful for their contributions, wish them the very best, and hope their paths lead back to us one day. In the meantime, we're pleased to welcome Dr. Sarah Galko and Dr. Pooja Gajjar who are here to continue providing you with the high-quality dental care you've come to trust.

#### **4. Will my health services change?**

You will continue to receive the same quality care and services. Over time, you may see new or expanded services.

#### **5. Will my health insurance still be accepted?**

Yes. We will continue to accept the same insurance plans, including Medicaid, Medicare, and most commercial insurances. If there are any changes in accepted plans, we will notify you directly.

## **6. Do I need to re-register or transfer my medical records?**

No. Your medical records will remain secure and accessible within our system. There is no action needed on your part. **For patients who rely on the current patient portal will need to request their records at Hilltop or McKees Rock after July 31<sup>st</sup>.**

## **7. Will my appointment location or hours change?**

At this time, you can continue going to the same location as usual. If there are future changes to the hours, we will communicate those updates clearly and in advance. But we do not anticipate any changes in the hours of operations.

## **8. What are the benefits of this partnership for me as a patient?**

- Same great services under one roof
- Stronger community partnerships
- Continued commitment to affordable, high-quality care

## **9. How can I get more information?**

You can visit our website at [cornerstonecare.com](https://cornerstonecare.com) or contact our Communications team at 724.228.7400 ext. 1594. Staff are also available at your health center to answer any questions.

## **10. What does this mean for the community?**

This partnership strengthens our ability to serve the community with more comprehensive and coordinated healthcare. Together, we're building a healthier future for everyone—because we're better together.

**Please check back for more information**