



No-Show/Late Cancellation Policy

At Mertz MFM Center, we strive to provide comprehensive, personalized, and timely care to every patient. To reduce the number of late appointment cancellations and missed (or “no-show”) appointments, Mertz MFM Center has a no-show/late cancellation policy.

We understand there are times when you must miss a medical appointment due to any emergency. However, Mertz MFM Center issues a \$50 fee to patients who: 1) miss or 2) cancel appointments within 24 hours, three times in a 12-month period. We also review the case and may decide to no longer see or treat a patient at this stage.

When a patient has a pattern of skipped appointments, it prevents our clinic from providing the best possible care to all our patients. To do this, we ask that you notify our clinic via email (frontdesk@mertzmfm.com) or phone (336-930-9600) at least 24 hours in advance if you need to change or cancel your appointment.

Thank you for working with us to ensure all patients have access to the care they need.