



### **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, under normal circumstances, Mertz MFM Center issues a \$50 fee to patients who: 1) miss an appointment without notice, or 2) cancel an appointment within 24 hours. We also review the case and may decide to no longer see or treat a patient after repeated instances of this. When a patient has a pattern of skipped appointments, it prevents our clinic from providing the best possible care to all our patients.

For this reason, we ask that you notify our clinic via email ([frontdesk@mertzmfm.com](mailto:frontdesk@mertzmfm.com)) or phone (336-930-9600) at least 24 hours in advance if you need to cancel or reschedule your appointment.

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