



ANCHORAGE OFFICE NEW PATIENT INSTRUCTIONS

PREPARING FOR YOUR APPOINTMENT

Prior to your appointment you will want to eat lightly for up to 3 hours prior to your appointment time to avoid getting nauseous during your infusion.

Also, hydration is key to a successful IV insertion so please hydrate as much as possible the day of your appointment.

ARRIVAL INSTRUCTIONS

Our Office Location:

3210 Denali St. Unit 4
Anchorage, AK 99503

When you arrive to our clinic please TEXT notifying of your arrival and your name to: 907-885-0206

And we will come and unlock the doors for you. The doors are locked at all times for the safety of our patients and medical providers. This also allows us to keep our clinic as quiet as possible for our patients during their infusions.

Please use the restroom when you arrive to our clinic. You will be hooked up to an IV for a minimum of 90 minutes.

THE INFUSION PROCESS

You are welcome to bring anyone to the infusion that you would like to bring with you. There is additional seating in the room for one to two guests comfortably.

It is very beneficial if you are able to bring headphones. There are a number of great "Ketamine playlists" available on Spotify or Apple Music that you can explore prior to your visit. Headphones also allow you to drown out any unwanted noise or disruptions during your infusion. We also have extra headphones on site in the event that you forget your own.

Some patients also like to bring an eye mask for comfort as well. We can also provide a disposable one if needed.

Please plan for a ride home. You cannot drive for a minimum of 8 hours after your infusion.

All payments are due prior to time of service. Your invoice will be texted to you the day prior through our "text to pay" Sent to the phone number on file and it will need to be paid before your infusion time. Unless pre-arranged otherwise. If payment is not received, you will not be able to proceed with your infusion for that day.

If you have not received your text to pay before your infusion time, please call our billing specialist Kim Johnson at 907-957-8828 and she can resend it as needed.

CANCELLATIONS

Please notify us a minimum of 24 hours prior to any appointment to avoid being charged a \$50 same day cancellation fee.



INSURANCE

We are currently in network with Aetna, Cigna, Moda, United Health Care, Medicare and Medicaid. We are able to bill a portion of visit to your insurance; the office visit, and the time spent with the medical provider. The \$200 Ketamine medicine fee is not billable to insurance and is therefore the patient's responsibility to be paid by the time of receiving service. The remainder of the visit will be billed to your insurance provider and you will be responsible to pay any portion that your insurance does not cover up to \$500.00 per infusion.

If your insurance provider is not in network with our practice, we are still able to bill them, but it will only go towards your out of network benefits.

If you have any questions regarding billing or insurance, please contact our billing specialist Kim Johnson at 907-947-8828.

If you are a self pay patient your total out-of-pocket payment for a 90 minute infusion is \$500, and \$1000 for a 150 minute infusion.

For additional information about pre-and post op instructions please follow the link below that can also be found on our website:

<https://ketwellalaska.com/pre-post-treatment-instructions/>