



## NEW PATIENT INSTRUCTIONS

### PREPARING FOR YOUR APPOINTMENT

Prior to your appointment you will want to eat lightly for 3 hours prior to your appointment time to avoid getting nauseous during your infusion. Hydration is key to a successful IV insertion, please hydrate as much as possible the day of your appointment.

### ARRIVAL INSTRUCTIONS

#### **Our Office Location:**

3210 Denali St. Unit 4  
Anchorage, AK 99503

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 ring the doorbell. You will hear a very faint click when the door is unlocked.

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

### THE INFUSION PROCESS

You are welcome to have someone with you during your infusion or there is seating in our waiting area.

It is beneficial to bring headphones and a downloaded playlist. There are several great "ketamine playlists" available on Spotify or Apple Music that you can explore prior to your visit. If you are planning to stream music, you will want to make sure you are using a platform without ads. 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 at the time of service.

### 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 can bill a portion of your visit to insurance; the office visit, and the time spent with the medical provider. The \$200 ketamine medicine fee is not billable to insurance, and it is therefore the patient's responsibility to be paid by the time of service. The remainder of the visit will be billed to your insurance provider, and you will be responsible for paying any portion that your insurance does not cover including your deductible, copay and coinsurance.

If your insurance provider is not in network with our practice, the self-pay rate is \$500 for a 1-hour infusion and \$1,000 for a 2-hour infusion.