



APPOINTMENT POLICIES

Patient Name: _____ DOB: _____

We value your time and want to provide the best care possible for all our patients. To help keep our schedule running smoothly, we ask that you review and follow the policies below.

Canceling or Rescheduling Appointments

Cancellations and reschedule requests must be received at least 24 hours before your scheduled appointment time. Notice must be given by phone or through the patient portal during business hours.

Late Cancellation and Missed Appointment Fee – \$100

A \$100 fee applies in each of the following situations:

- An appointment is cancelled or rescheduled with less than 24 hours' notice.
- An appointment is missed without notice (No-Show).

This fee applies to all scheduled services, including Spravato/Ketamine treatments, follow-up appointments, therapy sessions, MADRS assessments, telemedicine visits, IV vitamin infusions, hydration infusions, and other scheduled clinical services.

Payment Before Rescheduling

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- The fee is the patient's responsibility and is not covered by or billable to insurance.
 - **The fee must be paid in full before a new appointment can be scheduled or any further treatment is provided.**
 - Appointments already on the schedule may be cancelled until the outstanding balance is resolved.
 - This policy is applied uniformly to all patients, regardless of insurance coverage.

Card on File

By signing below, you authorize Mind Rejuvenation, LLC to keep a valid credit or debit card on file and to charge the \$100 fee to that card when a late cancellation or missed appointment occurs. Notice of any charge will be provided.

Exceptions

Fees may be waived at the practice's discretion for documented medical emergencies, hospitalization, or similar circumstances. Requests must be submitted within 7 days of the missed appointment.

Arriving Late

Please arrive 15 minutes before your scheduled appointment time to allow for check-in, copays, paperwork, and any pre-treatment requirements. **Patients arriving 10 minutes or more after their scheduled appointment time will be considered late and will need to be rescheduled.** Late arrivals impact other patients and scheduled treatments.

Example: If your appointment is at 9:30 AM, your arrival time should be 9:15 AM. Arrival at 9:40 AM, with check-in still needed, will require rescheduling.

MADRS Assessments

MADRS assessments are completed every 8 treatments and are considered scheduled appointments. These assessments are required by insurance to continue authorization for treatment and cannot be missed. Please plan accordingly.

Spravato / Ketamine Treatment Pick-Up

Patients receiving Spravato or Ketamine treatments must arrange for prompt pick-up once the session is complete. Our office closes for lunch, and timely pick-up allows our staff to take their scheduled break.

I have read, understand, and agree to the policies above, including the \$100 fee for late cancellations and missed appointments, and that this fee must be paid before further appointments are scheduled.

Patient / Parent / Legal Guardian Signature

Date