



Mind Rejuvenation, LLC
Iftikhar Hussain, MD
Mical Pacheco, MSN, APRN, PMHNP-BC

PH: (918) 340-6460
FX: (918) 926-3376
4922 E 73rd St, Tulsa, OK 74136

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

If you need to cancel or reschedule, please let us know at least 24 hours in advance.

Missed Appointments (No-Shows)

A *No-Show* occurs when an appointment is missed without prior notice.

- One written warning will be given for the first No-Show.
- Additional No-Shows will result in a No-Show Fee.
- No-Show Fees are not covered by insurance and must be paid by the patient.
- Any outstanding No-Show Fees must be paid before scheduling or receiving further treatment.

No-Show Fees - \$100

No-Show Fees are **\$100 per missed appointment**. This 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.

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.

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.

Late arrivals impact other patients and scheduled treatments. Thank you for being considerate of everyone's time.

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.

Thank you for your understanding and cooperation. Your commitment to these policies helps us provide safe, timely, and effective care for all patients.

Patient / Parent / Legal Guardian Signature

Date