



PREPARING FOR YOUR APPOINTMENT

Prior to your appointment you will want to eat lightly for up 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:

4050 Lake Otis Pkwy; Ste 208
Anchorage, AK 99508

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

And we will come and get you as soon as your room is ready. Please wait in the hallway on one of the chairs provided. The doors are locked in order to keep our clinic as quiet as possible for our patients during their infusions. Please be courteous and do not knock on the doors.

Please use the restroom located on the 2nd floor when you arrive. The bathroom code is 1570.

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. Headphone also allow you to drown out any unwanted noise or disruptions during your infusion.

Some patients also like to bring an eye mask for comfort as well. **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 emailed to you the day prior 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.

CANCELLATIONS AND PRICING

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

If you are a self-pay patient and your insurance provider covers ketamine infusion treatments, we can provide you with a SuperBill receipt to submit to your insurance for reimbursement after payment to us is complete.

Please let us know if there are any other forms required or chart notes from Dr. Ashraf/Bryn Daisy that are needed to be filled out in order to secure your reimbursement from your insurance provider.