

*Clinica de Medicina de Dolor*  
*Robert Castro Velázquez, MD, DABA*  
*Diplomate of The American Board of Anesthesiology*  
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**KETAMINE INFUSION - OFFICE POLICIES**

We at Clínica de Medicina de Dolor - Dr. Robert Castro hold your privacy in the utmost importance. Therefore:

- We will not share your protected health information without express written permission.
  - If you would like us to discuss your case with your physician, therapist or family, please have the office staff provide you a HIPAA release.
  - For your safety, infusions are monitored with security cameras but are not recorded.
  - Payment is due at the time services are rendered. We take cash or ATH MOVIL.
  - We do not bill insurance. At your request, we will provide you with a superbill that you can submit back to your insurance company for reimbursement if you have out of network benefits.
  - If you have Medicare, you may not submit superbills for reimbursement and must sign a contract acknowledging your understanding of this policy.
  - We are available by phone Monday thru Friday from 8:00am- 2:30pm and respect that you will only call in case of an urgent/emergent need.
  - We reserve the right to reschedule or cancel your appointment if you are more than 15 minutes late.
  - Any appointment cancelled with less than 24 hours notice will be charged 50% of the visit fee. Exceptions will be made for medical or family emergencies.
  - You should continue to maintain a primary treatment relationship with your current psychiatrist or primary care physician, and follow-up with that person on an on-going basis after completion of your ketamine treatment. All medication changes should be done under their supervision.
  - We will not refill prescriptions for your established chronic medications.
  - The clinic will gladly provide you a consult letter that discusses your treatment course here at no cost.
  - The clinic can provide you with a work note or fill out FMLA paperwork for your treatment days.
  - We will not fill out short or long-term disability paperwork or write referrals to other physicians. This is the responsibility of either your PCP, psychiatrist.
- Ketamine treatment is an evolving science. We pledge to stay knowledgeable on current best practice in this field.
- It is our goal to help every patient we encounter. Unfortunately, we can not guarantee that patients will respond to ketamine therapy. We do not offer refunds based on failure to achieve a response or based on the quality of experience during infusions.

I have read the above statements and agree with the policies.

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_