



Appointment Policy

Overview

At Impireum®, we are committed to providing high-quality care and ensuring fair access to healthcare services for all patients. To maintain efficiency and respect the time of both our patients and providers, we have established clear appointment and cancellation policies that apply to all services, including specialized treatments such as Neurofeedback and TMS therapy.

Policy Objectives

This policy ensures:

- **Fair Access:** *Equal opportunity for all patients to receive care*
- **Efficiency:** Minimized disruptions from last-minute cancellations
- **Respect:** Consideration for providers' and other patients' time
- **Quality Care:** Consistent, reliable service delivery

General Appointment Guidelines

Scheduling Rules

- **Single Booking Policy:** Patients may not double-book appointments within the same week
- **Duplicate Bookings:** If identified, both appointments will be removed from the scheduler
- **Fair Access:** These policies ensure all patients have equitable access to care
- **Voicemail:** Leaving a voicemail the day of your appointment is considered a “missed appointment”

Pre-Appointment Requirements

48-Hour Check-In Policy

All patients must complete the pre-appointment check-in process **48 hours** before their scheduled appointment.

Check-In Requirements

- **Complete online self-check-in via patient portal**



- Maintain valid credit card on file
- Ensure all consent forms are current and signed

Non-Compliance Consequences

- Appointments will be **automatically canceled** if check-in is not completed
- Patients may reschedule via patient portal or by calling (877) 631-0010

Cancellation and No-Show Policy

Important Definitions

Late Cancellation

- Canceling your appointment with **less than 48 hours** advance notice
- Charged full appointment fee

Same-Day No-Show

- **Not attending** your scheduled appointment
- Arriving **10 minutes or more late** to your appointment
- Both result in forfeiture of appointment slot and full fee charge

No-Show and Late Cancellation Fees

All fees equal the full cost of the scheduled service:

Psychiatry Services

Service Type	Member Fee	Non-Member Fee
Initial Psychiatric Evaluation	\$399	\$460
Follow-Up Medication Management	\$187	\$200
Telehealth Psychiatry/Med Management	\$187	\$200



Therapy Services

Service Type	Member Fee	Non-Member Fee
Initial Individual Therapy	\$207	\$220
Follow-Up Individual Therapy	\$149	\$155
Initial Family/Couple Therapy	\$247	\$260
Follow-Up Family/Couple Therapy	\$207	\$220
Telehealth Therapy	\$187	\$200

Group Therapy Services

Service Type	Member Fee	Non-Member Fee
Teen Group Therapy (per session)	\$67	\$69
Parenting Group Therapy (per session)	\$77	\$86
Sexual Assault Group Therapy (per session)	\$67	\$69

Late Arrival Policy

- **10 minutes late or more** = Same-day no-show
- Full appointment fee charged
- Appointment forfeited to respect subsequent patients' time
- Provider discretion for appointments less than 10 minutes late

Fee Waiver Policy

Annual Waiver

- **One (1) no-show fee** waived per patient every 12 months
- Applies to both late cancellations and same-day no-shows
- Automatic application to first occurrence



Missed Appointment Limits

- **Three (3) no-shows** within 12 months may result in:
 - Full fee charges for all subsequent no-shows
 - Potential discharge from practice
 - Receipt of formal discharge letter

Appointment Reminders

Notification System

Our automated system provides multiple reminders:

- Email notifications
- Text message alerts
- Patient portal notifications

Patient Responsibility

Despite courtesy reminders, patients remain responsible for:

- Tracking scheduled appointments
- Arriving on time for appointments
- Canceling within policy timeframes
- Updating contact information for reminders

Special Circumstances

Emergency Situations

- Medical emergencies may be considered for fee waivers
- Documentation may be required
- Contact our office immediately

Technical Issues

- Portal access problems should be reported promptly
- Alternative check-in methods available by phone
- Document technical issues for potential fee consideration



Enforcement

Consistent Application

- Policies apply equally to all patients
- No exceptions based on service type
- Fair and transparent enforcement

Appeals Process

- Patients may appeal fees in writing
- Appeals reviewed within 5 business days
- Final decisions communicated via patient portal

Contact Information

For questions about this policy or assistance with appointments:

Phone: 877-631-0010

[Patient Portal](#)

[Email](#)

Office Hours:

Monday-Friday: 9am-5pm

Saturday & Sunday: By Appointment Only

Policy Updates

This policy may be updated to:

- Improve patient access
- Enhance operational efficiency
- Comply with regulatory changes

Updates will be:

- Posted on our website
- Available in patient portal
- Communicated to active patients



Thank you for choosing Impireum® as your partner in mental health care. Your cooperation with these policies helps us maintain high-quality, accessible care for all patients.

Impireum® - Your Partner in Mental Health Care