



III. Appointment Policy

3.1 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.

3.2 Policy Objectives

This policy ensures:

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

3.3 General Appointment Guidelines

3.3.1 Scheduling Rules

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

3.4 Pre-Appointment Requirements

3.4.1 Check-In Policy

- 3.4.1.1** All patients must complete the pre-appointment check-in process **48 hours** before their scheduled appointment.
- 3.4.1.2** Patients are expected to attend in-person appointments as clinically indicated or when required by insurance or medication policy. Telehealth services may be offered only when approved by a licensed provider and deemed clinically appropriate. **All patients must complete pre-appointment check-in 24–48 hours before the visit.**



- 3.4.1.3** If check-in is not completed, part of the appointment time may be used for administrative intake, reducing available clinical time. Appointments must conclude at their scheduled time to respect other patients' visits.

*****Check-In Requirements*****

- a. Complete online self-check-in via patient portal
- b. Maintain valid credit card on file
- c. Ensure all consent forms are current and signed

3.4.2 Non-Compliance Consequences

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

3.5 Cancellation and No-Show Policy

3.5.1 Important Definitions

3.5.1.1 Late Cancellation

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

3.5.1.2 Same-Day No-Show

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

3.5.2 No-Show and Late Cancellation Fees

All fees equal the full cost of the scheduled service:

3.5.3 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



3.5.4 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

3.5.5 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

3.5.6 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

3.6 Fee Waiver Policy

3.6.1 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



3.6.2 Missed Appointment Limits

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

3.7 Appointment Reminders

3.7.1 Notification System

Our automated system provides multiple reminders:

- a. Email notifications
- b. Text message alerts
- c. Patient portal notifications

3.7.2 Patient Responsibility

Despite courtesy reminders, patients remain responsible for:

- a. Tracking scheduled appointments
- b. Arriving on time for appointments
- c. Canceling within policy timeframes
- d. Updating contact information for reminders

3.8 Special Circumstances

3.8.1 Emergency Situations

- a. Medical emergencies may be considered for fee waivers
- b. Documentation may be required
- c. Contact our office immediately

3.8.2 Technical Issues

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



3.9 Enforcement

3.9.1 Consistent Application

- a.** Policies apply equally to all patients
- b.** No exceptions based on service type
- c.** Fair and transparent enforcement

3.9.2 Appeals Process

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

3.10 Policy Updates

3.10.1 This policy may be updated to:

- a.** Improve patient access
- b.** Enhance operational efficiency
- c.** Comply with regulatory changes

3.10.2 Updates will be:

- a.** Posted on our website
 - b.** Available in patient portal
 - c.** Communicated to active patients
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