



Charities House  
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Bermuda

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fax: (441) 295-5101  
[info@oceanrockwellness.com](mailto:info@oceanrockwellness.com)

## Practice Policies

### CANCELLATION OF APPOINTMENTS

We at Ocean Rock Wellness Ltd. respect our clients' time. In order to ensure flow of appointments, we ask that you arrive **15 minutes prior to appointment time** to allow for check-in. There is a 24 hour cancellation policy for appointments. You may cancel your appointment by calling our office. If you call after hours please leave a message so your cancellation can be noted. **LATE CANCELLATIONS AND MISSED APPOINTMENTS WILL BE CHARGED AT HALF THE COST OF THE SERVICE.** This charge will be billed directly to you, not the insurance company.

### PAYMENT OPTIONS

Our office accepts cash, debit and credit cards (Master Card & Visa) for services rendered. Payment is due on day of service. A 1% (12% APR) finance charge may be added to your account if a balance remains unpaid after 60 days. Any outstanding balances after 90 days (unless payment arrangements have been made in advance) will be submitted to a debt collection agency.

### INSURANCE INFORMATION

Ocean Rock Wellness Ltd. will bill your insurance provider for you, at no additional cost. This does not relieve you of your financial responsibility; you will be responsible for all deductibles, co-pays and services not covered by your insurance provider. If the amount due from insurance is still outstanding after 60 days past treatment date, our office will produce a claim form for the patient to pursue the matter with their insurance company. The outstanding amount is due from the patient immediately.

### CONSULTATIONS

On your initial visit you will be required to provide photo I.D, insurance card and a credit card to remain on file. Your initial visits will include a medical consultation with our bariatrician, and a 60-minute consultation with an exercise, nutrition and behavior modification specialist. These are integral components of your weight-loss plan. After these initial visits our clinical team will see you on an alternating basis with our bariatrician for a 25-minute visit. This program spans the length of one year.

### PHONE CALLS, MESSAGES & FAXES

If you have a medical emergency, call 911 or go directly to the nearest emergency room. If you call after hours, please leave a detailed message and our office staff will return your call on the next business day. If you have any questions about our practice, services, or policies please do not hesitate to contact our office or visit our website.

**Office Hours:**

**Monday-Thursday 8:30 am to 4:30 pm**

**Friday 8 am to 12 pm**

\*Closed for lunch daily from 1 pm to 2 pm

**Telephone (441) 295-5100**

**Fax (441) 295-5101**

**For general inquiries email us at:**

**[info@oceanrockwellness.com](mailto:info@oceanrockwellness.com)**