



Charities House
25 Point Finger Road
Paget, DV 04
Bermuda

tel: (441) 295-5100
fax: (441) 295-5101
info@oceanrockwellness.com

Practice Policies

CANCELLATION OF APPOINTMENTS

We respect our clients' time. In order to ensure flow of appointments, we ask that you arrive **5 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.

CONTACT US

If you have a medical emergency, call 911 or go directly to the nearest emergency room.

Office Hours:

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

Friday 8:30 am to 12:30 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

If you call after hours, our office staff will return your call on the next business day.

When leaving a message, please be brief and include the following information:

1. Full name, spell your last name
2. Reason for call
3. Best time to be called back
4. Phone number(s)