



Office Policies

The following information will help you to become better acquainted with the way the office works. Please review and return a signed copy to our front office.

Office Hours: Dr. Rosenstiel — Monday, Wednesday, Friday: 9:30 AM - 6:00 PM
Saturday: 10:00 AM - 1:00 PM
Massage Therapy — Monday thru Saturday (by appointment only)

Telephone calls to the doctor: Except by appointment or in an acute emergency, Dr. Rosenstiel cannot take patient telephone calls during office hours. Please allow our office staff to assist you with your questions. Discussion of complex health issues requires an office visit or telephone consultation at regular fees.

Billing: Fees must be paid when services are rendered. We will provide you with a superbill that has all the information your insurance carrier needs to reimburse you. If you are not sure whether a service is covered by your insurance, we encourage you to call your carrier for authorization in advance.

Changing or canceling appointments: Please let us know as early as possible if you need to change a scheduled appointment. We regret we must charge for missed or changed appointments unless we are given one full business day's notice. (Business days are Monday to Friday). For changes within one full business day you will be responsible for the full service fee.

Parking: Metered street parking is available (2 hours), or we offer free parking in the rear of our building, accessible by alley. You may enter the alley from Topanga Canyon Boulevard (behind the Arco gas station) or from Glade Avenue on the west side of the block.

Directions: One block north of Ventura Boulevard, just west of Topanga Boulevard.

Website and Email: To learn more about Dr. Bernadette Rosenstiel and our staff you are invited to visit us online at www.valleywholistic.com. You may also contact us by email at info@valleywholistic.com.

I have read and understand the above office policies:

Name: _____ Signature: _____ Date: _____

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