

Welcome to the office of
Dr. R. Bruce Cochrane DDS, PC

You have received this welcome packet because you have been referred to our office. We hope you find the enclosed information helpful with any questions you may have before you come to the office.

Here are a few things that we ask you to remember:

- 1) You will be called the day before your appointment, with a reminder of the day and time to arrive, and to answer any last minute questions you may have.
- 2) We ask that you come at least 10 minutes before your scheduled appointment time to fill out necessary paperwork.
- 3) If you do have insurance, don't forget your **dental insurance** cards.
- 4) We make every effort to see you at your appointment time, but unfortunately, unexpected events do happen, and we will get to you as soon as possible, so we ask for your patience, should this happen.

Dr. Cochrane has offices in 4 different locations, choose a location convenient for you:

- Algona - 310 East Call Street - Phone 515-295-2340 - Wednesday (every other)
- Carroll - 318 South Maple - Phone 712-792-6313 - Mondays
- Fort Dodge - 1611 1st Avenue North - Phone 515-576-8151 - Tuesdays, Wednesdays, Thursdays
- Spencer - 18 West 4th Street - Phone 712-262-9395 - Fridays

Payment Expected the Day of Services

Types of payments we accept

Cash or Check

Visa

MasterCard

Debit Card

Care Credit - check out at **www.carecredit.com**

You can apply in the comfort and privacy of your own home.

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Insurance Information

At Dr. R. Bruce Cochrane DDS, PC we make every effort to provide you with the finest care possible. During your examination many questions arise regarding our financial policy and the role your insurance company plays in your treatment. We will work hand in hand with you to maximize your insurance reimbursements. Following your initial consultation, we will get prior approval for you from your insurance company for any work recommended by Dr. Cochrane. While we are glad to submit your insurance claim, this does not mean we “participate” with that insurance company. If Dr. Cochrane does not participate in your particular plan, you still have coverage. Usually payment then goes to you (the insured).

Insurance companies differ in their policies regarding coverage of services provided by a specialist. For this reason, your policy may require you (the subscriber) to pay a deductible, co-pay, co-insurance or it may require you to pay for the entire procedure or consultation. Please be aware that your insurance policy is a contract between you and your insurance company, not between your insurance company and Dr. Cochrane. While we are very happy to file your insurance claim, you are ultimately responsible for any charges you may incur in our office.

Payment for your initial consultation is due when you come in. Payment may be made by cash, personal check, money order or credit card (MasterCard or Visa). Our office also provides a payment plan through a company called Care Credit, they offer flexible payment plans with a line of credit dedicated solely to your health care needs.

We appreciate the opportunity to care for you and your teeth. We encourage you to contact us if you have any questions regarding our policy or any concerns you have about your insurance or payments in our office before your appointment to avoid any confusion or misunderstanding.

Dr. Cochrane provides several services in the periodontal/prosthodontics fields. You can check out any of the services listed at www.doctorcochrane.com.

We look forward to meeting you and answering any questions you may have.