

Frequently Asked Questions (FAQs)

This resource is intended for patients and families of Ann & Robert H. Lurie Children's Hospital of Chicago. The questions and answers provided in this document pertain to the recently announced Cashless Operations effective December 1, 2019.

1. What is being announced?

A: The majority of Lurie Children's Outpatient Services locations will not be accepting cash as a form of payment as of December 1, 2019. The exceptions are the Clark & Deming and Main Hospital locations.

2. Why are we doing this?

A: Eliminating cash from our operations will ensure the proper and timely handling of your payment.

3. How will this impact the services my child receives?

A: The form of payment will never have a bearing on the services provided for your child. Our first priority is always to the best and safest care for our patients.

4. What forms of payment will Lurie Children's take?

A: All credit and debit cards will be taken, as well as personal checks and money orders.

5. What if my family only has cash?

A: You will never be refused service, but the outpatient location will not take your cash. Lurie Children's will bill you for your co-pay or any outstanding balances that they you may have.

6. What if my family cannot provide payment in the forms you accept?

A: Please call Patient Relations at **312-227-4940** to discuss your circumstances. Our Patient Relations representatives will help you find a solution that fits your family's needs.