

Business Office Phone Numbers

*Para Espanol 509-546-2359

*To make a payment, payment arrangements or questions regarding your patient balance please call 509-546-2359.

*Questions regarding your bill please locate the correct number below by your last name.

The following are not long distance numbers

<u>Lourdes Medical Center</u>		<u>Lourdes Medical Center</u>		<u>Lourdes Counseling</u>	
<u>Last Name</u>	<u>Phone Number</u>	<u>Last Name</u>	<u>Phone Number</u>	<u>Last Name</u>	<u>Phone Number</u>
AAD-BRU	509-416-8852	LEF-MEN	509-416-8857	A-K	509-416-8850
BRV-DEC	509-416-8853	MEO-PEP	509-416-8858	L-Z	509-416-8851
		DED-GAT	509-416-8854	PEQ-SAL	509-416-8859
		GAU-HOB	509-416-8855	SAM-THI	509-416-8860
		HOC-LEE	509-416-8856	THJ-ZZZ	509-416-8861

UNDERSTANDING YOUR HOSPITAL BILL

How much do I really owe?

*After your insurance company has reviewed the bill and paid or denied their portion, we will bill you for your part of the bill. Most insurance plans require patients to pay part of their hospital bill.

*If you receive a bill with an estimated insurance due, please call your insurance company; this is money they have not yet paid.

*If you have questions about your insurance, please contact your insurance company.

*If you do not have insurance, you are responsible for your hospital bill; we give an automatic deduction for being un-insured.

What if I cannot pay?

*The hospital is proud to provide financial assistance based on your income. We may be able to help you with all or part of your responsibility for hospital services. Help is offered to people with and without insurance.

*If you would like to pay your bill over time in smaller payments, we can help you set up a payment plan.

Why did I receive a separate doctor, ambulance, or laboratory bill?

*Many doctors, ambulance companies, and laboratories who work with the hospital are not employees of the hospital. They are separate businesses with their own billing and account procedures.

****Tri-City Radiology (509) 736-3956 **Tri-City Laboratory (509) 736-0115**Anesthesia Alliance (800) 333-0881**

Why did I receive a bill from a doctor I did not see?

*The hospital sends laboratory testing and x-rays to specialized doctors for their expert opinion. You will receive a bill directly from those doctors for their work.

Why is hospital care so expensive?

*Hospitals are there when you need them, 24 hours a day, 7 days a week. We are prepared to handle emergencies and trauma patients; we must also be prepared to provide care for an unknown volume of patients. We provide sophisticated medical services with well-trained and experienced staff.

If you have any questions please call our Business Office Monday though Friday 9:00 am to 4:30 pm. **see phone numbers above.

Lourdes Business Office is located across 4th street from the Hospital 509 North 4th Ave.