

Welcome brochure Unplanned admissions



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You were suddenly admitted to the hospital via the Emergency Department or after a consultation. Such a sudden admission can raise a number of questions.

This leaflet will provide you with a lot of practical information on the hospital and your stay. Of course, you can always ask our physicians and our staff for additional information. It will be a pleasure for them to help make your stay as comfortable as possible.

We wish you a speedy recovery.

The hospital board, management, physicians and staff

YOUR ADMISSION

AZ Sint-Blasius is divided over two campuses, Dendermonde and Zele. The Dendermonde Campus mainly focuses on providing care for acute health issues, whereas Zele campus mainly focuses on long-term, geriatric and palliative care and rehabilitation.

Your admission record

In case of an unplanned admission, we have not been able to prepare your admission record. Therefore, it is important that we do so as quickly as possible after your admission. With your help, or the help of a family member or acquaintance if your condition prohibits it, our reception staff can complete your admission record. Reception staff can be found at the reception desk, first floor, route 1, every day between 07:00 and 19:50. How to contact reception staff? Please select the option 'admission' at one of the kiosks. You will then be referred to the staff members at the desk.

What do you need to be admitted?

You will need to sign in at the reception desk on the first floor. Please select the option 'admission' at one of the kiosks. You will receive a number, which you can use to go to one of the staff members at the reception desk.

Please bring along the following items:

1. For the administrative staff
 - your electronic ID (EID)
 - for persons who do not have an EID (e.g. children under 12 years of age): ISI+ card and labels from the health insurance provider
 - if you have hospital insurance: your insurance card and/or contact information of the insurance provider
 - in case of accidents at work:
 - o employer's name and address
 - o name and policy number of the insurance for accidents at work
 - if you are not insured by a Belgian health insurance provider, please have a European insurance card or E112 available

2. For the physician-specialist
 - medication that you take regularly or medication that you have taken over the last few days, in the medication bag that we will provide for you (see page 7 'Medication')
 - if applicable
 - o blood type card
 - o information on known allergies
 - o referral letter from your GP or referring physician
 - o X-ray, CT or NMRI images; other medical documents

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3. For your personal convenience

- toiletries (wash cloths, towels, soap, razors and shaving gel, toothpaste, toothbrush, etc.)
- nightwear, underwear, dressing gown, slippers, handkerchiefs
- if your child is admitted: a stuffed animal or favourite toy

If there are any questions on notifying your insurance provider of your admission, please contact:
reception (route 1)

Tel. +32 52 25 20 11 (general)

Tel. +32 52 25 26 13 (for questions regarding your admission)

Who should be notified of your admission?

- your health insurance provider
- your hospitalization insurance provider
- your GP
- your employer

What room type do you prefer?

You will also have to provide your final room selection to the reception staff. You can choose between:

- A multi-person bedroom (max. 3 patients - only at Zele campus)
- a two-bed room
- a single room
- the paediatric ward and the maternity ward have a number of family rooms (allowing the parents/partner to stay for the night).

Note: The number of single rooms is limited, therefore, the hospital cannot guarantee that you will be assigned a single room at the time of admission. For the fees associated with room types, please see page 8 'Financial information'.

YOUR STAY

Your stay at the ward

Day schedule

Breakfast approximately 08:00

Lunch approximately 12:00

Supper approximately 17:30

The day starts with your temperature being checked and we may also collect a blood sample. In the morning, you will receive nursing care, your treating physician will stop by for a visit, and examinations and treatments are scheduled. Nurses will also provide care in the afternoon and the evening. Medical tests and examinations can be scheduled at any time of day.

Always notify the (head) nurse when you leave the unit. Please wear a dressing gown upon leaving. If you require a nurse's assistance in your room, please use the call button (= red button).

Pain

If your pain is not managed, this can slow down or complicate your recovery. That is why we pay extra attention to pain and pain management. Every day, the nurses will ask whether you are experiencing any pain and they will record your pain score. 0 means no pain, and 10 is the worst pain you can imagine. If necessary, we will provide the appropriate pain treatment. We may not always be able to completely take away the pain, but we can reduce it to acceptable levels. If you are still experiencing pain despite the treatment, no matter where, please report it.

Meals

Every day, an employee will visit you and record your meal preferences for the following day. Please do ask any questions or provide us with any feedback you may have regarding meals. If you are on a specific diet, the menu will be adjusted. Please address any questions regarding your diet to the nutritionists, tel. +32 (0)52 25 25 06 (internal number -25 06)

Restaurant

route 130, ground floor

Open from 09:00 to 19:30 (weekdays) and from 10:00 to 19:30 (weekend and holidays)

The restaurant serves warm meals twice per day: from 11:00 to 14:00 and from 16:30 to 18:45.

Shop

Entrance, ground floor. Open from 08:30 to 19:30 (weekdays) and from 14:00 to 17:30 (weekend and holidays).

The shop offers a varied range of flowers, fruit, newspapers, magazines and small gifts

Page 4 - continued*Storing valuables*

Please do not bring any money, jewellery or other valuables when you are admitted to the hospital. AZ Sint-Blasius cannot be held liable for any loss or theft. Most units have safety deposit boxes built into the wardrobes. You can use these to store valuables. If you are staying in a room without a safety deposit box, you can use the central safety deposit box at the reception desk. Deposited objects can be picked up from Monday to Friday, between 08:00 and 16:00.

For lost and found objects, please also talk to our reception staff, tel. +32 (0)52 25 20 11.

Smoking ban

Smoking is not allowed anywhere in the hospital (rooms, corridors, waiting rooms, etc.). Using e-cigarettes is not allowed either (according to the Belgian Act of 22/12/2009).

Smoking is only allowed between 7:00 and 21:00 in the designated outside, covered area, next to the main entrance to the hospital. It is not possible to smoke between 21:00 and 07:00.

Smoking cessation

If you want to quit smoking, or if it is difficult for you not to smoke between 21:00 and 7:00, please discuss this with your GP or physician, or schedule an appointment with a tobacco treatment specialist. You can do so by contacting the hospital's appointment desk: +32 (0)52 25 25 05. Also ask about our information leaflet on tobacco treatment and smoking cessation.

It is best to stop smoking as early as possible before any surgery. If you stop smoking 6 to 8 weeks before the procedure, you will no longer be at risk for smoking-related complications. If you stop smoking at a later stage (2 to 3 weeks before the surgery), the risks are still significantly reduced. Even if you stop smoking no more than 12 to 48 hours before the procedure, you will still benefit.

Wheelchairs

Inpatients can use one of the hospital wheelchairs during their stay. You will pay a 25 euro deposit at the reception desk (first floor, route 1, every business day from 6:45 to 19:45). Visitors and patients who are in the hospital for a consultation or test can use the wheelchairs that are available near the main entrance. You will need a €2 coin, which will be returned to you after you return the wheelchair.

Patient counselling

route 66 - every business day from 09:00 to 16:00

In order to avoid waiting times, it is best to ask the nursing staff to schedule an appointment.

A hospital stay can have a profound impact on your life. Being ill can bring a lot of worries, emotions and difficulties for you and for your environment. Patient counselling can help you find solutions. Patient counselling is always offered in consultation with you, the treating physician and the nursing ward.

Social services

- support and guidance during your illness
- help with any administrative issues linked to your hospital stay
- financial arrangements
- communication with the health insurance provider
- Information on social services and allowances
- If you are to be discharged, but you are unable to return home, or this is not feasible, we will look for solutions
- information on home care services (home care nurses, cleaning service, family help, etc.)

Religious, moral or philosophical support

All moral, religious or spiritual convictions are respected in AZ Sint-Blasius. You can call upon the services of a religious officiant or a lay representative. You can indicate your preference on the 'religious, moral or philosophical support' form that you hand to a nurse in a closed envelope. Filling out this form is not required. If your preference changes later on, please let us know.

Pain management nurse

Is specialized in assessing and treating acute and chronic pain.

Breast cancer nurse

Supports patients from sign in, throughout the treatment up until and including their follow-up appointment.

Psychologists

The psychologists work in the geriatric ward, palliative care unit, oncology (malignant pathologies), pain clinic, sleep lab, memory clinic and rehabilitation unit. They can help you with feelings of anxiety and depression, coping difficulties and if you want to quit smoking. Therapy can be provided individually or in group sessions.

Psychosocial support team

Patients who are diagnosed with cancer suddenly face a number of questions and unpleasant emotions. These issues and insecurities can regularly resurface after treatment. Together with the physicians, this team helps people with cancer to cope with their illness in a healthy way.

Page 6 - continued*Palliative support team*

- supporting patients and their families with all possible concerns regarding end-of-life decisions, with the objective to provide holistic care: proper management of pain and other symptoms, psychological, social and spiritual support
- Information about facilities (palliative home care - allowance, palliative leave, etc.) and the available services (palliative home care, palliative care unit, etc.)

Pastoral service / spiritual care

The pastoral team members offer the possibility to find some relief through conversation to both the patient and any family members who so desire. You do not have to be catholic to call on pastoral staff. Pastoral staff are available to all patients and their families, regardless of whether they are religious or go to church.

In addition, they can also perform a number of Christian rituals:

- Anointing of the Sick in case of very severe illness, in the presence of the family, together with the priests of the deanery
- daily or Sunday communion at the patient's bedside
- a blessing for a dying patient
- a farewell prayer in the mortuary
- participation in the Eucharist on Sundays

YOUR SAFETY

Help us provide safe care

AZ Sint-Blasius tries to provide safe care to the patients. Physicians and staff do their best to make your stay as safe as possible. However, as a patient, you can also contribute to this process. Please find a number of tips and suggestions below:

- Patient identification

Careful patient identification contributes to your safety. For that reason, you will be given a bracelet with your last name, first name and date of birth. Check whether this information is correct. Do not remove the bracelet! If you do not have an identification bracelet, request one.

- Requesting and providing information

Our physicians will provide information on your conditions, any tests or treatments planned and possible risks. Please ask your physician or nurse if something remains unclear, or if you have any concerns. Be honest when providing information to our care staff. Also tell your nurse or physician how you feel.

It is possible that several staff members ask you to provide the same information (e.g. allergies, correct side for procedures). This is done because this information is so crucial that it must be verified several times. Do you feel that you are receiving contradictory information from different care providers? Please speak up and ask who is best placed to answer your questions. If you are about to be discharged, ask for more information on your follow-up treatment after you return home.

- Preventing hospital-acquired infections

Good hygiene is crucial in the prevention of hospital-acquired infections. Thoroughly wash your hands at least before and after every meal, after you visit the bathroom, before you leave your room and before and after you come into contact with visitors and fellow patients.

AZ Sint-Blasius has implemented a strict policy to avoid transmission of germs between patients. This policy includes training sessions, guidelines and thorough hand hygiene. It is of the utmost importance that our nurses and physicians comply with these guidelines.

Furthermore, it is best not to use the same glass or cup as your visitors. Do not let other people use your personal items such as your comb, shaver, toothbrush, towel etc.

- Medication

When you stay in our hospital, it is important for our care providers to have a correct overview of all medications that you regularly use at home (regardless of whether they are over the counter or prescription medications). Please bring an updated medication overview if you are going to be admitted, or bring the medication in its original packaging to the hospital. Include blood thinners, sleeping aids, painkillers, eye drops, ointments, injections and inhalers. Do not forget to bring the medications that you take only once per week, once per month or if necessary.

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You can use the 'home medication bag' that your admission planner will provide before you are signed in to bring your medication to the hospital. Place your current medication in its original packaging in the bag and hand it to the nurse during your sign in interview.

Write the following information on the bag for every medication: name (e.g. Dafalgan), dose (e.g. 1 gram), route of administration (e.g. tablet, injection, inhaling), how frequently you take it (e.g. 3x per day).

If you are allergic to certain medications, contrasts or foods, it is important to let us know.

The treating physician in the hospital will decide which medications you need to take during your stay. Please follow their instructions carefully. Home medication can be adjusted (temporarily) to prevent interactions with surgeries or treatments or because certain medications may not be combined.

Does your medication look different from what you expected, or do you have any doubts regarding the medication that you are given? Do not hesitate to ask for clarification. Refuse any medications and foods if you know that you are allergic to them.

FINANCIAL INFORMATION

You will pay an advance when you sign in at the reception desk. This advance payment can range from €20 to €150 (depending on your insurance status). You can pay using a debit card, Visa or MasterCard or cash.

You will receive an invoice with the total amount at the end of the month following your discharge from the hospital. This can be paid only via bank transfer.

The hospital will invoice the main part of the cost of the hospital stay directly to the health insurance provider. Your deductible, i.e. the part that you have to pay, has been determined by law. Certain categories of patients such as children, unemployed persons and WIGW (widows, disabled people, retirees and orphans) with preferential reimbursement status, have a lower deductible.

1. Hospital stay fees

The hospital charges a fee for the number of days that you stayed in the hospital. The amount of this fee has been determined by the government (by the RIZIV = National Institute for Health and Disability insurance)

2. Room supplement

You do not pay a supplement if you choose to stay in a room with two or more beds. For all other room types, the daily supplements applied are listed in the table below:

Room type	Supplement per day
Single room You do not pay any supplements for single-bed rooms: - if this is medically required - if you are in the intensive care unit - or if you did not ask to stay in a single-bed room. <i>The supplement charged for a single-bed or family room is for increased comfort and privacy only. The quality of care is the same for all rooms.</i>	€55
<i>Fee for a partner/family member staying overnight (meals not included)</i>	€8.50
In the maternity unit: family room (no meals) - Fee for mother and child - Fee for father or family member staying in the same room Please ask the maternity ward for more information	€65 €8.50
In the paediatric unit: sleeping in your child's room (meals always included) - single room - two-bed room	30 € 20 €

Page 8 – 9 - continued**3. Pharmaceutical costs**

On your invoice, these amounts are included in the category “Pharmaceutical and para-pharmaceutical costs, implant costs”.

Medications are divided into several legal reimbursement categories.

Pharmaceutical products

Medications are divided into several types: they can be fully reimbursed, partially reimbursed or not at all.

Para-pharmaceutical products

These products are not pharmaceutical specialties, e.g. ointments, cold packs, thermometers. These products will also be charged to you.

Implants, prostheses and non-implantable medical assistance devices

Examples include knee and hip prostheses, plates, screws, etc. Most implants and prostheses are reimbursed.

Please feel free to ask your treating physician or your hospital insurance provider.

4. Fees

Fees will be charged for the care provided by physicians. These fees have been determined by the government (RIZIV). In addition to the fees charged for your treating physicians, the hospital invoice also includes several other fees:

- so-called fixed fees per admission
- the fees for physicians involved in your care (e.g. blood tests, medical imaging, anaesthesia, etc.)

Fees and fee supplements

All physicians in AZ Sint-Blasius respect the fees as determined by the RIZIV for admissions and outpatient procedures. These fees are recorded in the “Agreement Physicians-Health Insurance Providers”. Fee supplements may only be charged to patients who are staying in a single-bed room at their own request. The physicians in AZ Sint-Blasius agree to charge no more than 100% in fee supplements. These supplements must be paid by you, without any reimbursement from the insurance provider.

Page 8 – 9 - continued**Extraordinary care**

The government does not reimburse certain health care procedures (e.g. cosmetic surgery). In these cases, the physician decides which amounts can be charged together with the hospital. These fees are charged to the patient regardless of the room type. Please ask your physician beforehand whether a specific procedure falls under this arrangement and which amount will be invoiced.

5. Other additional costs for the patient

Your health insurance does not pay for beverages. The hospital charges €0.40 per day.

6. Price indications and other invoicing questions

You can ask the billing department staff how much the procedure and your stay will cost. They can provide you with an estimate. The final invoice amount is influenced by a number of factors that cannot be fully predicted beforehand (e.g. length of stay, additional tests, medication, etc.).

Contact details:

- For a simulation of costs and any question regarding your invoice, deductible, advances, etc.:
Billing department, tel. +32 052 25 24 30
facturatie@azsintblasius.be
available on weekdays between 09:00 and 15:45
- For questions regarding reminders, payment plans, etc.:
Accounting department, tel. +32 052 25 24 13
debiteuren@azsintblasius.be

Financial information is also available on our webpage:

www.azsintblasius.be/patiënten/financiële_info

GOING HOME

Being discharged

Near the end of your stay in the hospital, the treating physician and the head nurse will provide timely notification of the time and date of discharge. If you have no transportation, the head nurse can arrange this for you.

When you leave the room, please check to make sure that you have not forgotten any items in the cabinets, the nightstand, bathroom or refrigerator.

You do not have to pass by the reception desk before returning home, because you paid an advance to the invoice on the day you were admitted.

Discharge documents

You will be given a discharge letter for your GP. It is best to notify your GP after you arrive home. Please provide them with the discharge letter, so they can monitor your health.

If necessary, we will provide you with the following documents:

- Note for your employer;
- Note for school;
- Prescription for home nursing care of physical therapy.

If, after arriving home, you experience any problems relating to the procedure, or if you have any questions (e.g. on follow-up care, pain management), it is best to address your GP or the GP who is on call.

If necessary, they will refer you to the Emergency Department.

RIGHTS, QUESTIONS AND COMPLAINTS

Patient rights and obligations

As a patient, you have a number of rights. In Belgium, these rights have been legally defined since 2002. You have the following rights:

- right to quality care and, if so desired, to participation in the care process;
- right to freely choose your care provider and right to a second opinion (from a different physician)
- right to information regarding your health
- right to freely consent to a procedure or treatment, after having been informed
- right to have a carefully maintained patient record, with the possibility to review this record or receive a copy (see below)
- right to the protection of your privacy
- right to register a complaint with the ombudsdepartment
- right to the necessary pain management

However, our care providers also expect some things from you. In order to let us provide you with the best possible medical care, it is necessary that you, as the patient, respect a number of rules as well, including:

- providing correct information on your identity
- collaborating with the care providers and in your treatment
- respecting the care providers
- being careful with materials and equipment
- paying for your treatment
- complying with the hospital rules (e.g. regarding visiting hours and smoking ban)

For more information, please see the 'Patient rights and patient obligations' leaflet. You can get a leaflet at the reception desk or from the ombudsdepartment, or you can read it on our website (using the multimedia monitor in your room).

Patient records

The hospital creates a record for each patient containing medical, paramedical and nursing information.

The patient record is strictly confidential. All our employees are bound to confidentiality obligations. As a patient, you can ask your treating physician for additional information, and you can ask them to look at your record with you. If necessary, you can request the medical secretariat to send you a copy of your record or part thereof (tel. +32 (0)52 25 28 19). In that case, you will pay the price for the copy. If a patient dies, only medical professionals are allowed to review the patient's record.

If you would like a copy of your record as part of a complaint, you can ask the ombudsdepartment.

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Physicians, nurses and other care providers working in AZ Sint-Blasius can review your record, if they are directly involved in your treatment and only for the duration of your treatment.

Your GP and specialists from other hospitals can also review your record under the same conditions. These persons are also bound to professional confidentiality obligations. For more information, please see: www.azsintblasius.be under 'Patient rights'.

Evaluation form

In order to improve our services in the future, we would love to hear how you experienced your stay. Therefore, we ask you to please fill in the evaluation form (see appendix).

You can hand in this form at the reception desk upon discharge, deposit it in one of the blue letterboxes or send it to the hospital management using the pre-stamped envelope included with the evaluation form. Of course, all information provided remains fully confidential.

Ombudsdepartment

Every day, we do our best to make all of our patients' stay as comfortable as possible. However, you may not be satisfied with certain aspects of our care. Of course, it is best to immediately discuss any problems with the physician, head nurse or the head of the department. If you cannot find a solution with the person involved, you can talk to the ombudsdepartment. The ombudsperson serves as a link between the patient and/or their family and the hospital. The ombudsperson serves as a mediator and ensures a customer-oriented handling of the complaint.

For information, questions or comments to the ombudsperson, please ask at the reception desk, route 1, campus Dendermonde.

Contact

Tel. +32 052 25 28 68

ombudsdienst@azsintblasius.be

The hospital is liable for all medical professionals working in the hospital. This is also called the hospital's central liability. This means that a complaint against any medical professional can be filed at one central point, i.e. the hospital's ombudsperson.

Hospital rules

You can review the hospital rules at the reception desk (at both Dendermonde campus and Zele campus).