



Dear Sir/Madam

We warmly welcome you to our hospital.

This welcome brochure aims to make you familiar with the overall operation of our hospital. Our departments also have specific welcome brochures and we have a lot of information documents about the treatments we provide.

Do you have a question? We are here for you.

For all additional questions, you can always rely on our staff. Our first and greatest concern is the care for your health. All staff members, doctors, religious and directors will make every effort to make your stay as comfortable as possible and to ensure you can return to your familiar environment as soon as possible.

We would like to wish you a speedy recovery.

The doctors, staff and directors of Sint-Andriesziekenhuis Tielt

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Welcome
to Sint-Andriesziekenhuis

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I MISSION & VISION

Sint-Andriesziekenhuis is a locoregional hospital with 266 beds, around 680 staff members and over 80 doctors.

We are an autonomous hospital but since 2016, we have been part of the AZ Delta Roeselare network. The mission and vision below are achieved through close collaboration between doctors, staff and directors.

- ◆ **Sint-Andriesziekenhuis is a regional hospital that focuses on high-quality care.**
- ◆ **We provide a complete care programme through optimum collaboration and consultation with all health care providers, the patient and his or her relatives.**
- ◆ **We work goal-oriented and stand for open communication and willingness to listen.**
- ◆ **We strive to be professional and motivated in all what we do and we work empathically and discreetly.**
- ◆ **We want to radiate proximity and commitment with respect for all.**
- ◆ **We continue to invest in people and technology, with respect for the environment.**

II HOW TO REACH THE HOSPITAL

By car

Parking

Sint-Andriesziekenhuis has an underground and an aboveground parking area.

Rates

- ◆ Less than 15 minutes: free
- ◆ Less than 2 hours: 2 EUR
- ◆ 2 to 4 hours: 3.5 EUR
- ◆ Over 4 hours: 5 EUR
- ◆ Day ticket: 5 EUR (entering and exiting multiple times in one day)
- ◆ Four-day ticket: 15 EUR
- ◆ 10-visit ticket: 20 EUR (valid for eight months)

Kiss & Ride

At the entrance of the hospital, there is a kiss & ride zone. It offers the possibility to park briefly to pick up or drop off passengers. The maximum parking time is 10 minutes.

You can also park your car in the wide surrounding area of the hospital. Please keep in mind the no parking zone at Ringlaan and the limited-parking zone around the hospital.

Public transport

The hospital is can easily be reached by public transport. At the entrance, there is a bus stop where lines 21 (Wingene, Zwevezele, Bruges) and 28 (Beernem, Oedelem) stop. You can also make use of the Belbus (dial-a-bus).

More information on www.delijn.be or on the number 070 220 200.

By bike

At the hospital's main entrance, you will find a bicycle parking area.

Disabled people

Disabled people can have their ticket validated at the reception upon submission of their valid disabled person's parking card. The police monitors who parks on a place for disabled people without valid disabled person's parking card.

Accessibility

The accommodation of the hospital is adapted to disabled people. All rooms are accessible with a wheelchair, there are adapted toilets and the elevators are fitted with signs in Braille.

III YOUR ADMISSION

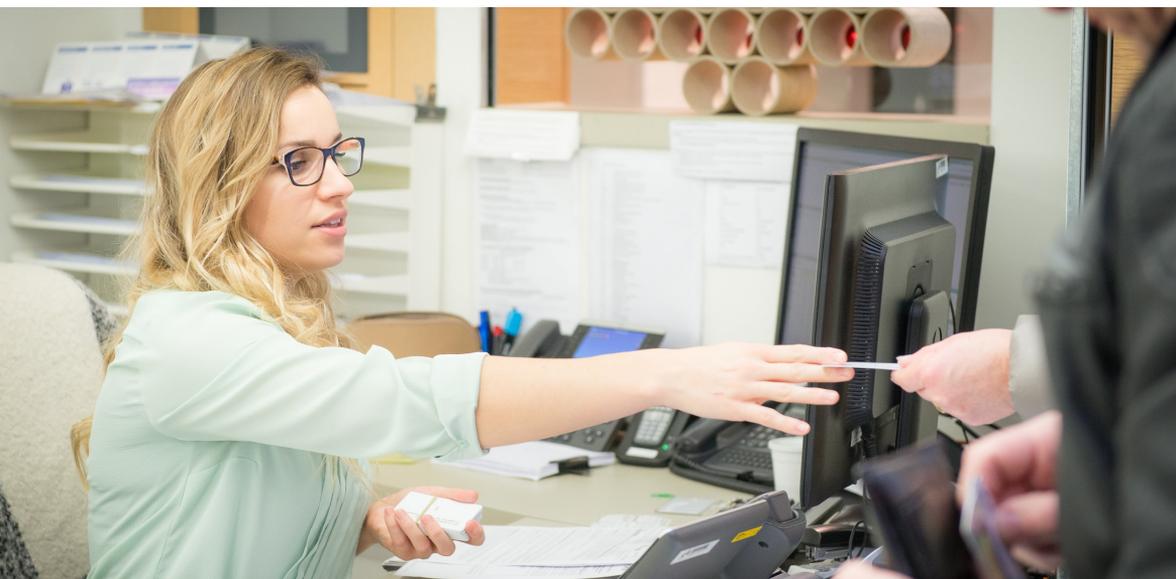
Immediate admission

Does a medical specialist require your immediate admission after examination? Please register (or have you registered) first at the admission desk in the hospital's entrance hall.

Planned admission

Upon each admission, we ask you to register at the reception first. On busy days with many admissions, you may have to wait a while in the waiting room and we will assign you a number. Please excuse us for the impersonal approach, but this way we protect the privacy of the patient. For specific examinations, we are sometimes forced to register certain patients before others.

It is always possible to register in advance. To do so, please go to the reception of the hospital.



Your admission

Urgent admission

If you have been admitted through the emergency department, we would highly appreciate it if you (or someone who represents you) registered at the admission desk of the hospital to complete your identity and health insurance fund details.

We do our best to take account of your choice of room type but we cannot make any promises.

Cancellation of an appointment

If you cannot make it to your appointment, please notify your doctor's office at least 24 hours in advance.

During the weekend, you can announce your absence through the reception of the hospital.

We inform you that for an announced absence at an appointment, a cancellation fee may be charged.

Check identification details

Doctors and healthcare providers will regularly ask your last name, first name and date of birth when administering medication and before examinations, surgery, collecting blood samples, etc. This extra check is necessary to always provide the right care to the right patient.

GENERAL

What to bring to the hospital?

- ◆ Identity card
- ◆ Sticker from the health insurance fund
- ◆ Personal insurance details (or in case of an occupational accident, the details of your employer: name and address of the insurance office, insurance number)
- ◆ Your phone number and, if applicable, the number of your relatives or neighbours
- ◆ Blood type card
- ◆ Overview of your medication
- ◆ If applicable, referral or medical documents from your general practitioner
- ◆ Dietary requirements
- ◆ Personal linen, pyjamas or night gown
- ◆ Toiletries
- ◆ Two towels and two washcloths
- ◆ Slippers
- ◆ Dressing gown
- ◆ Bag for used linen
- ◆ Etc.

PRACTICAL TIPS

Who should be notified?

Your health insurance fund is notified of your admission by the hospital. However, you should notify your health insurance fund, employer and hospital insurance of your incapacity for work (especially if your admission is the result of an accident).

Money and valuables

We advise you to bring as little money, valuables or precious jewellery with you, so you will not have to leave these unattended during your examination or surgery. If you are staying at intensive care, we also recommend giving as many personal possessions as possible with your family. The hospital is not liable for any damage, loss or theft of the patient's personal items.

You can temporarily give some cash or valuables in custody at the cashier's office. You will receive a custody certificate. You can only pick up your cash or valuables upon submission of the certificate, after prior warning and during office hours.

For a longer stay in a shared room, it may be useful to mark personal belongings (nightwear, towels, etc.) with your name to avoid mistakes or loss.

Our staff members always bring found items to the reception. These found items are kept in the hospital for a week. After that, important documents are sent to the police. Of course, we do everything we can to inform you if we have found identifiable items.

Smoking

The Royal Decrees of 15/5/1990 and 13/12/2007 prohibit smoking in public buildings and rooms. Smoking is strictly prohibited inside the hospital. Patients who leave the hospital to smoke do so entirely on their own responsibility. Secretly smoking is an offence and jeopardizes the safety of the entire hospital. There is a covered smoking area on route 60.

Leaving the room

We kindly ask you to always notify a nurse when you leave the room.

Maternity ward

The birth of your child must be declared at the civil registry department of the town hall in Tielt within 15 calendar days after birth (Saturdays, Sundays and public holidays included). For this declaration, one of the parents submits the marriage certificate (if applicable) and the identity cards of both parents.

The baptism is preferably performed in your parish church. Should you have any questions, please contact a pastoral carer or someone from the nursing staff.

A brochure about our maternity department is available at the reception. It contains all the practical information you need.

May we ask you to remind your visitors that it may be disturbing for the other patients in the hospital if they let their children play in the hallways and non-public areas?

Your admission

FACILITIES FOR RELATIVES

Only single rooms offer the possibility to have an accompanying person stay overnight. Please ask a nurse for more information. The applicable rates can be obtained at the reception.

Except for breakfast, all meals are served in the restaurant (first floor).

At the paediatric department, the continuous presence of one of the parents is possible (rooming-in). Please ask a nurse for more information.

A nursing table for babies is available in the restroom in the entrance hall, in the visitor's restroom on the maternity ward (third floor) and the restaurant (first floor).



IV YOUR STAY

Schedule

Visiting hours

General

Every day from 10.45h to 11.45h and from 14.00h to 20.30h.

Intensive care department

In consultation with the nurses (T: 051 42 51 40).

Psychiatry department

From 16.30h to 20.30h.

On Thursdays, Saturdays and Sundays: from 14.00 to 20.30h.

Meals

- ◆ Breakfast: from 7.30h
- ◆ Lunch: from 11.30h
- ◆ Afternoon coffee: from 14.45h
- ◆ Dinner: from 17.30h

Breakfast and dinner are offered to you by means of the buffet car. This way, you can choose yourself what you would like to eat and we can tailor our offer to your wishes and dietary needs. The nutrition hostess will visit you and ask your name and date of birth to avoid mistakes. The offer is listed on the information channel on the TV in your room. There you can check the menu before the nutrition hostess visits you. It is possible that the offer slightly changes due to a diet. The nutrition hostess and/or dietician will inform you of this.

Lunch is offered to you on a tray and corresponds with the preferences you stated to the nutrition hostess the day before.

Patient support

Our hospital offers a range of support services, both for patients as for relatives and visitors.

- I. Algological team (pain team)
- II. Diabetes team
- III. Diet department
- IV. Physio and Rehabilitation
- V. Geriatric Support Team (GST)
- VI. Mediation service
- VII. Oncological Support Team (OST)
- VIII. Palliative Support Team (PST)
- IX. Pastoral Service
- X. Psychologists
- XI. Quit smoking Support
- XII. Social Service
- XIII. Wound care team

I Algological team (pain team)

Over the past few years, pain has developed into a separate branch within medicine. In order to provide optimal care for the ever-increasing number of pain patients, a pain team was established within Sint-Andriesziekenhuis.

- ◆ The pain team operates in the pain clinic where we take care of your acute and chronic pain. The purpose of the pain clinic is to help patients who suffer from pain syndromes. On the one hand by reducing the intensity and frequency of their pain, on the other hand by improving their quality of life with a view to reintegration. For chronic pain, symptomatic treatment is started (mainly through day hospitalization). In case of acute pain, we look for the cause of the pain problem so we can start adequate treatment.
- ◆ In addition, the pain team takes on the algological function within the hospital. For that matter, we provide sufficient training and support for the healthcare providers so we can optimize the pain policy. We are always available to patients and relatives so they are fully informed and involved in the choice of their pain treatment.

II Diabetes team

Diabetes Mellitus (diabetes) is a chronic condition that disrupts the absorption of sugar in the body. The treatment of diabetes differs from person to person, the treatment options are very extensive and each therapy is adapted to individual needs. We can rely on a team of people that has specialized in this matter. This team of diabetes nurses and nutritionists is led by Dr. Evy Degrande, endocrinologist. Under certain conditions, diabetic patients are entitled to reimbursement of their self-monitoring equipment, either through the diabetes convention or through the diabetes care programme.

The diabetes nurses can be reached on 051 42 51 77 or via diabetes@sintandriestielt.be.

III Diet department

The diet department gives dietary advice to inpatients and outpatients at the request of the treating doctor. They give customized advice to patients with certain diet-related conditions such as diabetes, cancer, obesity, cardiovascular diseases, gastrointestinal problems, etc. The dietitians also participate in multidisciplinary consultation meetings. The diet department ensures that patients are given adapted nutrition during their stay at the hospital and if necessary, dietary advice is given upon discharge. In addition, dietitians play an important role in screenings for malnutrition in our hospital.

Questions? Contact the diet department on 051 42 55 63 or via dieetafdeling@sintandriestielt.be.

IV Physio and Rehabilitation

The physiotherapy/rehabilitation department consists of occupational therapists, speech therapists and physiotherapists. Occupational therapists focus mainly on regaining the patient's independence in correct transfers and ADLs after hip and knee prostheses, regaining the arm function despite the consequences of a neurological disorder, etc. Speech therapy deals with swallowing, speech and language disorders. Memory training can also be covered here. Physiotherapists may be of value for almost every condition. From breathing physiotherapy over regaining mobility and strength in orthopaedic or neurological problems to equilibrium exercises, prenatal and postnatal exercises and pelvic floor therapy. We treat both inpatients and outpatients. Outpatients need a referral from one of the physiotherapists. All pathologies are addressed here: back and neck school, cardiac and pneumological rehabilitation. In our recognized rehabilitation centre, we provide treatment for neurological conditions and multidisciplinary treatment for children.

More information? Contact the office on 051 42 55 35.



V Geriatric Support Team (GST)

The Geriatric Support Team (GST) was established with the aim to provide patients of over 75 years old who are hospitalized at non-geriatric departments the same approach and treatment as patients who are admitted to a geriatric department.

This approach implies extra attention for cognitive and memory issues, mobility issues, nutritional and swallowing problems, emotional problems, etc. The home situation is also evaluated and we work together with social services to ensure a proper discharge planning. The GST consists of a geriatrician, nurses, occupational therapists, a psychologist, a speech therapist, a physiotherapist, a dietician and a discharge manager (social services).

We can be reached by phone on 051 42 53 75.

VI Mediation service

All staff members of Sint-Andriesziekenhuis aim for the best possible reception, care and support for you and your family during your stay at the hospital. Should you, however, have any comments on our services, please discuss these as soon as possible with the people directly involved (doctor, senior nurse, etc.) in order to find a solution during your stay. If the proposed solution seems insufficient to you, you can contact the mediation service for mediation. During office hours, you can call 051 42 52 00 or you can send a fax to 051 42 52 38 or an email to ombudsdienst@sintandriestielt.be. If the mediator is absent, you can leave your contact information at the reception. The mediator will contact you as soon as possible.

VII Oncological Support Team (OST)

Cancer may turn your life and that of your family upside down. The disease brings up a lot of feelings, often requires heavy treatments and sometimes causes radical physical changes. In short, it is a stressful period for many. In addition to the treating doctor and the department's nurses, you can also rely on the Oncological Support Team (OST) for information and support.

The goal of this team is to improve the wellbeing of all oncological patients and their families. The OST consists of various disciplines: breast cancer and oncology nurses, social workers, psychologists and dieticians. Together we look what your needs are and who can address them best.

Who can turn to the OST?

- ◆ The patient
- ◆ The partner
- ◆ The children
- ◆ The parents
- ◆ Other people who are directly affected

Contact information: 051 42 57 45 or ost@sintandriestielt.be.

VIII Palliative Support Team (PST)

Palliative care is the overall care for patients whose disease cannot be cured. In cooperation with the doctor, the department's nurses and other supporting departments, we try to alleviate the problems that are typical for the last phase of life. The needs and expectations of the patient and the relatives play a central role.

The palliative support team consists of a palliative doctor, a palliative nurse, a psychologist and a coordinator.

The palliative support team can be reached via:

- ◆ Your doctor
- ◆ The (senior) nurse
- ◆ The reception
- ◆ palliatieve.zorg@sintandriestielt.be



IX Pastoral service

Conversation and guidance

The pastors of Sint-Andriesziekenhuis are delighted to listen to the story of your life and go along with you on your quest for meaning and faith.

Our pastors belong to the Catholic Church but are open to all people who want to live meaningfully, either religiously or not.

If you prefer to speak with a representative of another religion or philosophy, that is also possible. You can express your wish by filling in the form 'Moral, religious or philosophical guidance for hospitalized patients'.

Silent room (route 38): freely accessible

Prayer, rituals and sacraments

- ◆ H. Communion in the room:
Every Sunday around 11 o'clock.
- ◆ Liturgy and communion service:
Every Sunday and public holiday at 10.15h in the Silent Room.
Can also be followed in your room on your TV (information channel: broadcasting liturgy and communion service).
- ◆ Prayer at the end of life:
A blessing in which you can experience God's proximity may be an important element of support for you and your relatives in the course of your illness.

How to request:

- ◆ Ask your doctor or a nurse of your department
- ◆ Ask the reception

X Psychologists

Sint-Andriesziekenhuis houses around six psychologists. They do not constitute a separate department but are part of the various care programmes of the hospital (oncology, geriatrics, psychiatric ward, palliative department, pain clinic, cardiac rehabilitation, etc.). A session with the psychologist is free and is usually covered by the general care offered by the hospital.

For some aspects, a fee may be charged. If applicable, you will be informed in advance.

XI Quit smoking support

Those who have already made one or more attempts to quit smoking in the past know how difficult it may be. With the help of a general practitioner and/or tobacco therapist, you significantly increase your chances of success. With the proper guidance, you will find the support you need to finally do away with this unhealthy addiction. We work on the motivation to quit smoking, you are given all the information on the existing tools and the right advice on how to prevent a relapse. In other words, thanks to our quit smoking support, you can finally put a definitive stop to smoking. More information: 051 42 51 60

XII Social services

Social services can help you find a solution for social, financial and/or placement issues, home nursing or other home care services, etc. If you expect problems, please contact social services through the senior nurse. It may also happen that you are referred to social services by the doctor or nurse if they believe that this service may be helpful to you. Contact: sd.adm@sintandriestielt.be

XIII Wound care team

The wound care team takes care of all admitted patients with a wound, either acute or chronic, stoma and/or decubitus and patients who come to the outpatient surgery clinic for a consultation. In the fall of 2014, our wound care team was created in a response to the growing demand for a professional approach to the wound care policy. There was an urgent need for a new wound care protocol, new wound care bandages, procedures and training. So far, our wound care protocol for chronic wounds is fully up and running. The wound care team gives advice on the care of complicated or poorly healing wounds, the start-up and follow-up of negative pressure therapy, decubitus prevention and treatment and stoma therapy.

Apart from giving advice, the team also ensures a further follow-up of the patient. The doctor provides advice if an underlying medical problem prevents wounds from healing. To ensure better continuity, we perform a wound tour every week. All patients on whom advice was given are followed up and the care is adjusted where necessary. This is done by Dr. Van den Bussche and a wound nurse. It is also during these moments that doctors and nurses can obtain advice on wound care.

Contact: wondzorg@sintandriestielt.be.

RECREATION & SERVICES

Telephone, TV and Internet

During your stay in the hospital, you have a telephone in your room. Your phone bill will be created automatically. Upon registration, you receive a telephone card with the number on which you can be directly reached by your family and acquaintances as well as your password you can use to make calls. Please keep this telephone card with you. We ask you to limit the use of mobile phones within the hospital, both for patients and for visitors. For safety reasons, we ask you to completely turn off your mobile phone within the emergency, radiology, intensive care departments and the operating theatre. You also have TV set in the room. Please be considerate of any fellow patients when using this device.

If you wish to use the wireless Internet, you can have it activated upon your admission or at the reception of the hospital. A fixed fee per day will be charged. You will receive a personal password. For all information, please ask the reception.

Daily and weekly newspapers and magazines

In the entrance hall, you will find newsagent Ma-Va. They sell daily and weekly newspapers and magazines as well as perfumery products, sweets, beverages, greeting cards, gifts, lottery tickets, fresh bread, etc. The shop is open from Monday to Friday from 08.00h to 19.30h, on Saturday from 11.00h to 18.30h and on Sundays and public holidays from 13.00h to 18.30h. You can also reserve your newspaper to read it in your room. To that end, please contact the owners of Ma-Va. Red Cross volunteers make books available in your room free of charge, on Mondays and Thursdays.

Hair and foot care

Please express your wishes to the nurses in time, they will take care of it.

Restaurant – cafeteria

The restaurant is located on the first floor and is open from 09.00h to 19.00h (on weekends from 10.00h to 19.00h). You and your visitors can go there for a day dish, children's menu, cold dish, sandwiches, coffee, cake and pancakes, ice cream (from 14.00h), (soft) drinks, etc. Lunch is available between 11.30h and 13.30h, dinner between 17.00h and 19.00h.

Exhibition

In the hall of the hospital, we permanently exhibit works of art circles, photo clubs or individual artists from the region. These exhibitions are organized by the association 'Kunst in Sint-Andriesziekenhuis Tiel K.A.T.). Catalogues are available at the reception.



PERSONAL SHARE & SUPPLEMENTS

The hospital itself provides for direct reimbursement by the health insurance fund (or insurance) of not only the daily nursing fee but also of medical and paramedical fees and other costs (reimbursable medicines, etc.). This is called the third-party payer system. A third involved party, the health insurance fund or the insurance pays directly to the hospital or doctor costs. The admission form gives you more clarity about the financial side of your hospital stay, including accommodation costs, pharmaceutical costs, fees, other supplies and various costs.

- ◆ Both for a classical hospitalization and for a one-day hospitalization, the patient (or a legal representative) must sign an admission form.
- ◆ For single rooms, a room supplement may be charged.
- ◆ For single rooms, a supplementary fee may be charged by the treating doctors.
- ◆ The difference in price only lies in the room comfort and greater privacy, by no means in the care.

ORGAN DONATION

Organ donation saves human lives!

According to the law of 13 June 1986, the removal of organs after death is only permitted if the deceased person (the donor) has not formally opposed to it. This opposing can be registered through the national register services or during the stay in the hospital.

For more information, please contact the mediator during office hours on 051 42 52 00 or send a fax to 051 42 52 38 or an email to ombudsdienst@sintandries.be.



RIGHTS OF THE PATIENT

As a patient, you have many rights. In Belgium, these have been legally established since 2002. You can appoint one or more trust persons to assist you in exercising your rights. If you are no longer able to exercise your rights yourself, then your representative (partner, parent, guardian or a person you appointed) does so in your place.

◆ **Right to free choice of healthcare provider**

At all times you have the right to approach another healthcare provider. If you wish, you can consult another doctor for a second opinion.

◆ **Right to information about your health condition**

This information is provided in clear language so that you understand everything. If language is a problem, an interpreter can be called in through the reception.

◆ **Right to give consent**

For any treatment or procedure, we ask for your consent. For an invasive treatment or surgery, an informed consent is signed. Of course, you also have the right to refuse.

◆ **Right to high-quality service**

Social class, sexual orientation and religious beliefs do not play a role. Our staff members are considerate of your right to decide for yourself.

◆ **Right to a carefully updated and safely stored medical record**

Medical data are stored in a safe place. Only those who need access to the data are granted access and they are bound by professional secrecy. You have the right to look into your file. You can also request a copy of your file.

◆ **Right to privacy and respect for the intimacy and dignity**

Information relating to your health will not be communicated to others unless you consent. During your treatment, only those people who are required on a professional level may be present. In addition, Sint-Andriesziekenhuis aims to treat its patients in a respectful way. We also attach great value to the intimacy and dignity of each patient.

◆ **Right to complaint mediation**

The mediation service is there for you and will listen to your complaint and/or proposal. For all therapeutic incidents, you can file a complaint at the hospital.

◆ **Right to a representative**

Each patient has the right to have a representative if he or she is unable to exercise his or her own rights.

OBLIGATIONS OF THE PATIENT

In order to obtain the best possible medical care, it is also necessary that you observe a number of agreements. Good agreements create trust and openness and allow healthcare providers to provide you with the best care.

◆ **You provide correct information about your identity and about your health condition**

We ask you this to protect yourself and others, to prevent abuse and to avoid that information is being recorded under the wrong name in the medical record. We also ask you to not take any medicines from outside the hospital without consulting your doctor or nurse.

◆ **You cooperate**

As a patient, you have the obligation to cooperate in the treatment you have agreed with. Also make sure you make it to your appointments. If you unexpectedly cannot make it, please notify your doctor. Carefully follow the advice and cooperate with the healthcare providers. This is part of the consent you give for the treatment you have agreed with.

◆ **You respect the healthcare providers**

Mutual respect forms the basis for contact between staff members of the hospital, patients and visitors.

◆ **You pay for the treatment**

We ask you to ensure the payment of the invoices you are offered. Upon admission, you will receive a statement with the chosen room type and the financial terms and conditions. Please do not hesitate to ask questions if you would like more information.

◆ You treat materials with care

Respect the materials in the hospital: do not cause damage or contamination. Also respect the work of the maintenance staff.

We advise you to leave your own valuable items or money at home. The hospital is not liable for loss or theft.

◆ You observe the internal rules

As a patient, you respect the privacy and rest of fellow patients. Visitors must respect the visiting hours. Smoking is only allowed in the smoking area outside the hospital.

An overview of the patient's rights and obligations is available through the information board at the entrance hall and in the waiting room for admissions (route 1).

Additional information can also be consulted at:

www.sintandriestielt.be

www.patientrights.be



MEDICAL RECORD

In accordance with the hospital law, for each patient a medical record is created. It contains the necessary administrative, nursing and medical data to ensure optimal care and treatment and to enable proper administrative processing. It goes without saying that the medical record is strictly confidential and that third parties do not have access to it. As a patient, you have a right to access your medical record in accordance with article 9 of the Patient Rights Act of 22 August 2002.

The creation and storage of the medical records is in accordance with the act of 8 December 1992 on the protection of privacy. For further information about the provisions of the Privacy Act and the Patient Rights Act, we refer you to the reception, where a copy of these acts is available. You will also find the privacy rules of Sint-Andriesziekenhuis there.

Sint-Andriesziekenhuis electronically stores the medical information in a secure way. This information is exchanged electronically through various secure channels with healthcare providers who are directly involved in your treatment (treating doctors of Sint-Andriesziekenhuis or of other hospitals, your GP, etc.).

You have the right to stop the exchange of this information through one or more electronic channels. For some channels you must do this yourself, for others the hospital staff can do it for you. Please keep in mind that a medical treatment without a medical record is not justified.

For more information, please contact the mediator, who is available during office hours on 051 42 52 00 or you can send a fax to 051 42 52 38 or an email to ombudsdienst@sintandriestielt.be. You can also contact the mediation service for a copy of your medical record.

The cost for a copy of a medical record is set in accordance with the royal decree of 2 February 2007 as follows:

- ◆ Text on paper: 0.10 EUR per page
- ◆ Per copied image of medical imaging: max. 5 EUR
- ◆ Text and/or images on a digital carrier or multiple digital carriers: max. 10 EUR (regardless of the number of digital carriers)
- ◆ The maximum cost for obtaining a copy is set at 25 EUR.



V YOUR DISCHARGE

Your treating doctor will inform you when you may leave the hospital. Arrange with your family and the senior nurse at what time you can be picked up. If desired, the senior nurse can help you arrange your transport from the hospital to your home. For questions about the contents of your bill and regarding the payment of your bill, please contact the cashier's office:

- ◆ At the cashier's office itself (every working day from 08.30h to 12.30h or by appointment).
- ◆ By phone: 051 42 50 97 (every working day from 08.30h to 12.30h and from 14.00h to 17.00h) or by email to kas@sintandriestielt.be.

Outside the opening hours of the cashier's office, you can pay your bill at the following departments:

- ◆ Payment of your bill using bancontact at the reception of the hospital (every day from 07.00h to 21.00h).
- ◆ Payment of your bill in cash through the hospital's central collection department (every working day from 7.30h to 19.15).

The invoice for your hospitalization costs will be sent to your home after your discharge. For long-term stays in the hospital, you will receive an invoice each month. We prefer payment by bank transfer and within 8 days after receipt. Those for whom this is not possible can look with mutual understanding and in consultation with the cashier's office for the best solution. Patients who wish may, upon leaving the hospital or in case of long-term hospitalization, pay an advance at the cashier's office. In this case, we will ask your bank account number so we can repay any overpaid amounts. The final invoice will be sent to you, even if everything has already been paid for.

VI HIGH-QUALITY CARE AND CARE FOR PATIENT SAFETY

Sint-Andriesziekenhuis aims for a continuous, integrated and proactive approach when it comes to the quality of care and patient safety. A day-to-day mission for which we rely on all our care providers.

On a frequent basis, we have external parties test us. We take part in the Vlaamse Indicatoren Project (VIP2) [Flemish Indicator Project], we are visited by the Health Inspection every year and we are committed to complete a full accreditation process by 2018. Such hospital accreditation focuses on the hospital-wide quality and patient safety and in particular focuses on the mutual cooperation between the various departments and healthcare providers. The goal is to achieve an international quality label, issued by the Joint Commission International.

All these efforts to improve our care should be reflected in clear results of safe care for the patient. That means that we aim to minimize the risk for you as a patient.

More information can be found at www.sintandriestielt.be/kwaliteit.

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VII MORAL, RELIGIOUS OR PHILOSOPHICAL SUPPORT FOR HOSPITALIZED PATIENTS

You have the right to ask for or receive a visit from an official or representative of your religion or of a lay counsellor with a non-religious, moral or philosophical opinion. Attached you will find the names and addresses of the people available to our hospital.

You can also ask for a visit from another official or representative of your religion or of another lay counsellor. In that case, please provide us with his or her name, address and phone number, if known.

Of course, you can also let us know that you do not want to receive any official or representative of any church nor lay counsellor.

The attached form can be submitted to us in a closed envelope.

You are in no way required to fill out this form. Afterwards, you may also change your mind and let us know.

Sint-Andriesziekenhuis vzw

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