

# What if I need a family doctor?



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*A family doctor is the first contact and point of contact when one is ill or needs medical attention. You always contact the family doctor first, unless it is about very urgent medical care (hospital).*

## Where can I find a family doctor?

When you arrive in Belgium, your employer will inform you which family doctors operate in the municipality where you are staying and give you the phone numbers.

## How can I contact a family doctor?

When you need medical attention, you can contact a family doctor over the phone. Some family doctors also allow you to make an appointment through the doctor's office website.

You can stop by the doctor's office at the time of your appointment or at the time of the free consultation.

Afterwards, the family doctor will refer you to a physician specialist at a hospital, if necessary.

## What documents should I bring to the doctor's office?

Always bring your identity card with you. If you do not have an electronic identity card or ISI+ card, bring a yellow sticker or your state or bi-registry number.

## What documents will I receive from the physician?

More and more, everything is made up digitally. In some cases, you receive:

- A certificate for assistance provided (see next question)
- A prescription for medication, which you use to purchase the prescribed medication in a pharmacy.

## How do I receive a refund?

There are two possibilities:

### You pay the full amount to your doctor:

The family doctor chooses to give you a certificate for assistance provided.

- Glue a yellow sticker (that you received from your health insurance company) on this certificate and deliver it to your health insurance company or put it in the CM mailbox.
- You get a partial refund of what you paid to the doctor if you are in line with the mandatory health insurance. You can get this refund for up to two years from the date of medical treatment.

The general practitioner delivers the certificate for assistance provided directly (digitally) to the health insurance fund.

- You don't have to do anything yourself.
- You get a partial refund of what you paid to the doctor if you are in line with the mandatory health insurance.

### You pay a small portion of the amount (your own share):

- The family doctor arranges everything directly with the health insurance company. You don't have to do anything yourself.

## **What if I need a family doctor on the weekend?**

On weekends, family doctors are on call in all regions of the country. In certain regions, there is also a GP on call.

When you arrive in Belgium, ask your employer how you can contact the GP on call or the GP emergency room.

You can stop by the doctor on duty or the family doctor's office. In some cases, the doctor will come to your place of residence.

### **Tips**

- Keep a good record of the doctor's phone number.
- Always take your identification card with you to the doctor.
- Provide the certificate for assistance provided to the health insurance fund.