

Can I go to a hospital?



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When you arrive in Belgium, your employer will inform you where the nearest hospital is. Make a note of the address and phone number.

Can I just go to a hospital?

If you have medical problems or questions, it is best to always make an appointment with your family doctor first. The family doctor may refer you to a physician specialist at a hospital or the emergency department.

How can I make an appointment at the hospital?

When the family doctor refers you to a physician specialist, you can ask the family doctor to make an appointment for you.

In case you make an appointment yourself, please contact the hospital reception (general telephone number) and ask for the department where you want to make an appointment. The secretariat will give you a day and time when you can go for a consultation with a doctor-specialist.

It is also sometimes possible to make an appointment through the hospital's website.

Check whether the doctor-specialist in question adheres to the rates agreed upon with the health insurance companies. You can query this in advance or find the information in the waiting room.

What documents do I take with me to the hospital?

Always bring your electronic identity card. If you do not have an electronic identity card, you can bring an ISI+ card, a yellow sticker or your national or bi-register number.

In some cases, you get a letter from your doctor that you need to bring.

How does an appointment at the hospital go?

When you arrive at the hospital, you will have to register at a counter. At the counter, you will be given forms that you will need to drop off at the department where you have an appointment.

Depending on what medical complaint you have, there will possibly be some medical tests (radiology, blood sampling, ultrasound ...).

There is always an interview with a physician specialist.

What documents will I receive from the physician specialist?

In some cases, you receive:

- A certificate for assistance provided.
- A prescription for medication or medical devices (e.g., bandages). You go to a pharmacy or home health care store with this prescription.

How do I receive a refund?

- Most hospitals provide the certificate for assistance provided directly to the health insurance fund. You will receive an invoice afterwards with the amount you have to pay yourself.
- If you do receive a certificate for assistance provided, deliver it to your health insurance company. It is important that you are in order with the mandatory health insurance.

What in the event of hospitalization?

When you need to be hospitalized, always ask for a room for several people. This will keep the amount you have to pay down.

Day hospitalization is increasingly being used for minor procedures. This involves leaving the hospital again the day of the procedure.

Tips

- It is important to properly provide your residence address in Belgium.
- For medical problems, always contact your doctor first.
- Check that the physician specialist follows the agreed upon rates.
- When admitted to the hospital, ask for a multi-person room.