

Useful information for your hospital stay



We would like to welcome you to our establishment.

The purpose of this document is to inform you about the course of your stay, your rights and obligations, and the services available to you, in order to contribute to your safety, comfort and well-being.

It provides essential information on how the hospital operates, the rules applicable during your stay, and the mutual rights and obligations of the patient and the hospital.

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Your identification

Your safety is paramount. In addition to verifying your identity on admission, we regularly check that you are correctly identified. You will therefore be asked to confirm **your surname, first name and date of birth**.

An identification bracelet is fitted to every hospital patient. Please keep it on until you return home and report any errors, loss or illegibility immediately.

Your information and consent

Before any hospital admission, examination or treatment, you will receive clear and understandable information about your health and the proposed care, tailored to your clinical situation, the urgency of the matter and the available medical data.

Your free and informed consent (or that of your legal representative) is required for certain examinations, procedures or treatments. You may withdraw your consent at any time, without this affecting the quality of your care.

In the event of an emergency or if you are unable to express your wishes, essential care will be provided in accordance with the law. Your involvement in your own safety is essential. Please do not hesitate to ask questions or to let us know about any important information (allergies, current treatments, pain).

The safety of your personal belongings

For your own safety, we recommend that you do not carry or keep **valuables, jewellery or large sums of money**. If you nevertheless choose to keep them, please place them in the secure locker in your room or hand them over to staff. Should you fail to follow these recommendations, **the hospital accepts no liability** in the event of loss or theft.

Your room and your comfort

All rooms are **non-smoking**. Pain and comfort management is based on a medical and nursing assessment, taking into account your clinical condition and the appropriate treatment options.

Reporting any pain or discomfort allows us to tailor your care.

The establishment respects everyone's philosophical, cultural and religious beliefs. A meditation room is available on the 4th floor.

Your companion

An adult companion may stay in a single room for an additional charge.

In the paediatric ward, a parent may stay with the child regardless of the type of room.

Social services

The social services team can support you before, during and after your stay, particularly with administrative and social matters, or with arrangements for your return home. You can contact them via the healthcare team.

Your visitors

Visits are permitted in accordance with the established visiting hours and departmental guidelines, to ensure your comfort and that of other patients. Our top priority is the continuity and quality of your care, the safety of your stay in hospital, and the prevention of incidents. Our teams work hard to achieve this.

Your family and visitors also play an important role in this regard.

We invite you to encourage them to:

- foster respectful and constructive dialogue;
- place their trust in the healthcare professionals looking after you.

Your discharge

On the day of your discharge, you must vacate your room by 10 am, subject to approval from the healthcare team.

Before you leave, you will be given information regarding your ongoing care, treatments and follow-up appointments.

Your feedback

Your feedback helps us to continuously improve our services and is part of a spirit of respectful dialogue.

After your stay

An invoice will be issued within two months of your stay.

Part of the cost will be covered by your health insurance and/or private insurance, depending on your cover.

For any administrative or billing enquiries, the relevant contact details are available on the facility's website.



Your rights and obligations - Patient Charter

In accordance with the Act of 22 August 2002 on patients' rights, the hospital guarantees the quality and safety of care, respect for your dignity and privacy, and the confidentiality of your medical information.

In accordance with the law, you may **appoint a trusted person and a legal representative** to assist you in exercising your rights. The necessary forms are available at admission or from the healthcare team.

In accordance with your rights as a patient, a mediation service is available should you continue to experience difficulties.

For your part, you undertake to comply with the facility's rules and regulations, to respect the staff, other patients and the premises, and to behave in a respectful and non-violent manner.

The exercise of patients' rights must be carried out in accordance with organisational constraints, safety requirements and the need to ensure the quality of care.

Protection of your personal data

Your personal and medical data is processed in accordance with current data protection regulations (GDPR).

OUR HOSPITAL SITES & MEDICAL CENTRES

OUR HOSPITAL SITES BRUSSELS



Site DELTA
Boulevard du Triomphe, 201
1160 Brussels



Site ST-ANNE ST-REMI
Boulevard Jules Graindor, 66
1070 Brussels

WALLOON BRABANT



**Site
BRAINE-L'ALLEUD - WATERLOO**
Rue Wayez, 35
1420 Braine-l'Alleud

OUR ONE-DAY CLINICS BRUSSELS



BASILIQUE Clinic
Rue Pangaert, 37 - 47
1083 Brussels



Medical Centre EDITH CAVELL
Rue Général Lotz, 37
1180 Brussels

OUR MEDICAL CENTRES BRUSSELS



**Medical Centre
EUROPE - LAMBERMONT**
Rue des Pensées, 1- 5
1030 Brussels

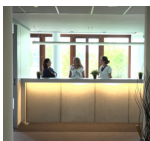


CITYCLINIC CHIREC Louise
Avenue Louise, 235B
1050 Brussels



Medical Centre PARK LEOPOLD
Rue du Trône, 100
1050 Bruxelles

WALLOON BRABANT



**Medical Centre
JEAN MONNET**
Avenue Jean Monnet, 12
1400 Nivelles

