



# ADMISSIONS GUIDE

WELCOME TO OUR HOSPITAL



Regionaal ziekenhuis  
Heilig Hart Leuven



USEFUL PHONE  
NUMBERS AND  
CONTACT DETAILS CAN  
BE FOUND ON THE  
LAST PAGE OF THIS  
BROCHURE



## WELCOME TO OUR HOSPITAL

This brochure brings together a wealth of practical information about our hospital and your stay in the hospital. Do you still have questions after reading this brochure? Do not hesitate to ask our doctors or nursing staff on your ward. They will be happy to help you.

**Our dedicated team of nurses, doctors and other health-care professionals will do everything they can to make your stay as comfortable as possible.**

On behalf of all the hospital staff members,

Katrien Van Gerven  
General Director

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This brochure was published in the spring of 2018 and it therefore contains the agreements and practical information that were applicable at the time. Our website always displays the latest information.

## "DICHTBIJ BETER"(\*) WITH THE HEILIG HART HOSPITAL IN LEUVEN

**The Heilig Hart Regional Hospital in Leuven is a quality hospital on a human scale, right in the heart of Leuven. Our quality shows both in the purely technical side and in human interactions.**

Our hospital is a synonym for "approachable". You can talk directly to our staff members, there is no artificial barrier between the team and the patients. The size of the hospital makes it easy to find your way around, it is pleasant and easy to "digest".

Next to purely the medical aspects, we are also interested in your personal story. We look at the whole picture. Each patient can be sure he or she will receive the best possible care and that includes genuine human contact.

By working smartly together and continually improving ourselves, we remain a unique hospital with committed and passionate staff members and specialists. They work with great enthusiasm and passion for their profession and for our patients.

(\*) literally translated: "Better closer"

In 2017, our hospital obtained the international NIAZ-Qmentum accreditation label.



**In 2018, our hospital was the first organisation to receive the "Bedrijf met goesting" (Company with enthusiasm) label**





# YOU CAN COUNT ON US

Our staff members will do everything they can to make your stay in the hospital as pleasant as possible. We would like to introduce them to you.

## OUR NURSING STAFF:



### NURSING STAFF

You can recognise our 400 or so nurses by their white trousers and jacket with a brown trim on the pockets and collars.



### OPERATING THEATRE AND STERILISATION STAFF

The staff members in the operating theatres and the sterilisation service wear blue trousers and T-shirt.



### DOCTORS

More than 100 doctors work with our hospital. You can recognise them by their white jackets.



### PARAMEDICS

Our team of paramedics is represented by occupational therapists, physiotherapists, speech therapists and dieticians. They wear white trousers and a white T-shirt with brown sleeves.



### STUDENTS AND TRAINEES

Students and trainees always wear a badge with the logo of the college or university where they are studying.

## SUPPORT SERVICES STAFF:



### LOGISTICS STAFF

Our logistics staff help several wards with a variety of chores. They wear brown trousers and a white T-shirt with brown trim on the pockets and collars.



### RECEPTION STAFF

The reception staff who welcome you wear a white blouse with orange or blue vest and optional orange scarf.



### TECHNICAL SERVICES

The gentlemen of the technical services wear a turquoise polo and black sweater



### COOKS

You can recognise our cooks by their black and white striped trousers and white chef's jacket, with black trim.



### SAFETY STAFF

Our safety staff keep an eye on everything. They wear black trousers and a black polo shirt.



### KITCHEN STAFF

The kitchen staff wear brown trousers, combined with a beige striped T-shirt.



### CLEANING STAFF

Our cleaning staff keep everything spick and span. They do this in brown trousers and a beige T-shirt.

Of course, there are plenty of other staff members who are involved in providing services behind the scenes. Together we work towards a shared goal: to provide the best services to our patients.

## WOULD YOU LIKE TO COME AND WORK WITH US?

Take a look at the vacancies, or send in an open application via [www.hhleuven.be](http://www.hhleuven.be)



## PRACTICAL INFORMATION

### GUIDE TO OUR HOSPITAL

The most important services are marked on the map.

- 1 Main entrance from Naamsestraat
- 2 Reception
- 3 Wheelchair collection points
- 4 Underground parking Q-Park
- 5 Emergency services
- 6 Kiss & ride
- 7 Bike parking
- 8 Cafeteria
- 9 Bus stops and temporary bus stops
- 10 Parking spaces for the disabled



### ARRIVING AT OUR HOSPITAL

#### PARKING YOUR CAR AT OUR HOSPITAL

You can park your car in the Q-Park (4) underground car park across the road from the hospital: "Parking H. Hart", Naamsestraat 102. This parking facility is operated by Q-park and is not subject to the authority of the hospital. The parking fee is €2.10 per hour (Saturdays €2.20/h). As a patient you can get a special rate using a daily or weekly card.

- **All-day card:** cheaper if you need to spend more than three hours in the hospital. For an all-day card you pay € 7.80.
- **Weekly card:** better value for more than three consecutive days' parking. For this you pay € 19.60 for five days.

All-day and weekly cards can be purchased at the reception. Remember to have your card stamped when you leave and to pay at the machine, on street level by the pedestrian entrance to the carpark.

#### COMING TO THE HOSPITAL SITE BY CAR

In following cases you can park on the hospital site:

- **Emergency**  
By the entrance to the emergency services, you will find a few parking spaces reserved for patients during their time there.
- **Parking spaces for people with a disability**  
Parking is provided for the disabled on the hospital site. You drive onto the site using the access gate at the Naamsestraat. You will find parking spaces for the disabled at various locations, including next to the reception. Remember to place your disabled parking permit on the dashboard where it can be seen.
- **Short-term parking?**  
In the "kiss & ride" zone, in front of the reception (building O), you can park briefly, to drop off or pick up patients only, for up to 15 minutes.
- **Delivery room urgent arrival:**  
A few spaces are provided in front of building O for urgent access to the delivery room. Try to restrict your use of these parking spaces by moving your car somewhere else as soon as possible.

#### BY BIKE

You can park your bicycle in front of building O (Reception).

#### BY BUS

The following bus routes go to the Leuven central station and stop both in the Naamsestraat and H. Consciencestraat.

- **Line 1:** Heverlee - Leuven (stop H. Consciencestraat)
- **Line 2:** Heverlee - Kessel-Lo (Naamsestraat stop)

On average, in daytime on weekdays there is a bus **every 15 minutes** to and from the station.

#### BY TAXI

Many visitors and patients opt to come to the hospital by taxi. A taxi is more comfortable. In addition, you don't need to worry about parking. When you leave the hospital, a member of the reception desk can order a taxi for you.

### WHEELCHAIRS

Wheelchairs are available:

- at the reception (building O).
- at the entrance of buildings A, B, S (main building), on the first(!) floor.
- at the entrance of building M. Building M is on the left when you come into the hospital from the Naamsestraat entrance.

**Tip:** Be sure to bring a €2 coin for the coin-operated lock.

**Please make sure you always return the wheelchair. The next patient will thank you.**

### NO SMOKING ON THE HOSPITAL SITE

Smoking is strictly prohibited in the hospital, in all patient rooms, common areas and the entrances to the hospital. If you do wish to smoke, there is a covered smoking area by the Naamsestraat entrance. Please place your cigarette stubs in the ashtray provided.

Visitors under the influence of alcohol or drugs **will be refused access to the hospital.**

### IN OUR NEIGHBOURHOOD

Our hospital is located in the centre of the city. Therefore a lot of services are available just round the corner, like ATMs, a bakery, butcher, newsagents, sandwich bar, restaurants, florist, places to stay overnight, pharmacy, etc.







## ADMISSIONS

### TYPES OF ADMISSIONS

Your admission process will vary, depending on the type of admission.

We distinguish between

- an emergency admission
- a planned admission for several days
- an outpatient admission

#### AN EMERGENCY ADMISSION

If you need urgent medical assistance, then you can visit our emergency services 24/7.

The best way to reach this service is from H. Consciencestraat, a side street off Naamsestraat. Parking is available at emergency services, for the duration of time you will be spending there.

TEL 016 20 92 80

#### A PLANNED ADMISSION FOR SEVERAL DAYS

The doctor who is treating you will inform you of your admission date. He will also provide you with a pre-registration form which you need to complete and hand in at the reception. One of our staff members will process your admission and discuss your choice of room, insurance, etc. In some cases (ex. operation) you might need to see a pre-assessment nurse.

The exact time of your admission is known one working day before your admission. You will be notified by telephone after 3 p.m. On the day of your admission, you first need to report to the reception desk.

#### Organise your DEPARTURE at the same time as your admission.

The admission time in a hospital is usually short. You might need to continue your recovery at home. It is therefore important to prepare your situation at home for this. You may wish to make use of home nursing or physiotherapy, you may need equipment (e.g. a walking frame), or request meals to be delivered. Our social services will help you. For more information, see page 14.

#### AN OUTPATIENT ADMISSION

If you are coming to the hospital for an intervention, test or treatment, and going home the same day, we call this an outpatient treatment. In a few cases, your doctor may decide, for medical reasons, that you need to spend a night at the hospital after all.

The doctor who is treating you will inform you of the date and time of your admission as an outpatient. He will also provide you with a pre-registration form which you need to complete and hand in at the reception desk. A member of staff will help organise your admission. The exact time of your admission is decided one working day before your admission. You will be informed by phone. On the day of your admission, you first need to report to the reception desk.

### THERE ARE VARIOUS TYPES OF POSSIBLE OUTPATIENT ADMISSION

#### GERIATRIC outpatient admission:

In the geriatric day ward, you can be admitted for a comfortable and peaceful day due to physical, psychological and/or social issues. The medical part consists of diagnoses, therapies and/or check-ups. The geriatrician works with a team of caregivers, consisting of: nursing staff, a physiotherapist, an occupational therapist, a psychologist and a social assistant.

- OPENING HOURS: every working day from 8am to 4.30pm
- CONTACT: 016 20 99 36
- LOCATION: Building A, second floor

#### Outpatient admission PAEDIATRICS:

In the paediatric outpatient clinic, children are admitted for minor (surgical) interventions or tests. They are always accompanied by one parent. Siblings are not allowed to be present.

- CONTACT: 016 20 99 23
- LOCATION: Building B, third floor

**Our staff members at the reception will provide you with all the information you need about the admission form, choice of room and insurance. Before you are admitted, find out from your insurance or health fund which costs will be reimbursed.**

**WE WILL SEE YOU THEN ON THE DAY OF YOUR ADMISSION.  
UNABLE TO KEEP YOUR APPOINTMENT? LET US KNOW AS SOON AS POSSIBLE!**

Call **016 20 92 09** or inform the doctor's office  
**onthaal@hhleuven.be**



#### Surgical OUTPATIENT CLINIC:

You can attend the surgical outpatient clinic for less invasive surgical interventions, tests or treatments.

- OPENING HOURS: every working day from 7am to 7pm
- CONTACT: 016 20 92 54
- LOCATION: Building A, fifth floor

#### Outpatient admission GENERAL MEDICINE:

You can attend the general outpatient clinic for non-surgical interventions or treatments. These might be, for example, cancer treatments like chemotherapy, but also tests (colonoscopy, gastroscopy, endoscopy) or treatments (infusions, blood transfusions).

- OPENING HOURS: every working day from 7am to 7pm and Fridays from 8am to 3.20pm
- CONTACT: 016 20 98 83
- LOCATION: Building S, third floor

#### CHOOSE YOUR TYPE OF ROOM

When registering, you can choose between a single or a shared room. Your choice of room affects the cost of your stay. If you choose a single room, then supplements will be charged (room supplement and doctor's fee supplement). You can find more information about costs on page 19.

Of course, your choice of room has no effect on the quality of your care, only on your comfort and privacy. Our admissions service makes every possible effort to provide you with your preferred room type. Unfortunately, it can sometimes happen that the type of room you chose is not available. We ask for your understanding in such cases.

#### What if...

- ... you are staying in a more expensive type of room (e.g. for organisational reasons) even though you did not explicitly request this?  
The price of the room type you requested will then be applied.
- ... you are in a cheaper room type and you requested a single room? You then pay only the cost of the cheaper room type.

#### STAYING OVER

On some wards, we offer the option for family members to stay overnight in a patient's room. The rules for this are as follows:

- Paediatrics: limited to one parent/family member;
- Maternity clinic: the mother's partner can stay overnight;
- Neonatal: In very exceptional cases, one parent may stay overnight in a room close to the neonatal service. The length of time for this is very limited, and must be discussed with the senior nurse.
- Palliative care unit: limited to one person, after consultation with the senior nurse.

A cost of €25 is charged per night, with a maximum stay of five nights. Breakfast is provided.

#### DO YOU HAVE QUESTIONS ABOUT YOUR ADMISSION?

Call the admissions service on  
**016 20 92 43** or **016 20 92 53**.

#### DO YOU HAVE QUESTIONS ABOUT THE COSTS?

Contact the financial services:  
they can be reached between  
8.30am and 12.30pm each day,  
on **016 20 93 12** or via email:  
**facturatie@hhleuven.be**



#### THE DAY YOU ARE ADMITTED

#### WHAT DO YOU NEED TO BRING ALONG...

#### FOR REGISTRATION

Be sure to arrive promptly on the day of your admission and make sure you have the following information with you for your registration:

- identity card (for children: kids-ID) or valid residence permit
- information about your hospital stay insurance, if you have it
- information about your health insurance fund
- information (name, address and phone number) of at least one contact person
- name and address of your GP

#### Do you live in another EU country?

Be sure to bring along the following information:

- EHIC (European Health Insurance Card) or an equivalent declaration
- S2-form: this form offers people insured in another country the option of coming to Belgium for treatment

#### Do you live in a NON-EU country?

In that case, you must pay the entire bill yourself. For any reimbursement, you will need to contact your health fund or insurance in your home country.

For more information, go to  
<http://www.hhleuven.be/no-belgian-health-insurance-fund/>.

#### Were you admitted following an accident at work?

Please provide us with all the details. We need information about your employer, your employer's insurer and policy number, the date and time of the accident and the insurer's claim number.

#### FOR YOUR TREATMENT AND CARE

#### Possibly:

- completed questionnaire (necessary for some operations)
- home care form, if relevant
- referral letter from your doctor
- results of previous tests
- home medication in original packaging and, if necessary, a list of medication
- list of allergies
- dietary requirements
- blood group card

#### FOR YOUR STAY

#### If hospitalised

- toiletries (toothbrush, toothpaste, towels, washcloths, liquid soap, comb, shampoo, body lotion, one large bath towel, shaving equipment, etc.)
- nightclothes and underwear
- dressing gown and solid, ideally closed slippers
- reading and writing material, MP3 player, toys and games (paediatrics admission), etc.
- if relevant: special stockings to prevent blood clots or thrombosis
- if relevant: box for hearing aid, contact lenses or false teeth, crutches, walking frame, etc.

#### For outpatient admission

- dressing gown and solid, ideally closed slippers
- reading and writing material, toys and games (paediatrics admission), etc.
- if relevant: box for hearing aid, contact lenses or false teeth, crutches, walking frame, etc.

**Do not bring anything which is valuable to the hospital. Leave money, jewellery and other valuable things with your family. Store smartphones, laptops and tablets safely.**

The hospital is not liable for losses or thefts. Each room has a cabinet that can be locked with a key.



### WHO ELSE DO YOU NEED TO INFORM?

If you are hospitalized, then you can't go to work or school. Ask your doctor for a sick note for the duration of time you are going to be absent, and give it to your employer as soon as possible.

#### Have you been unfit for work during an extended period?

Have you been unfit for work for over a month? Ask for a certificate of incapacity for work from your health insurance fund. This form needs to be filled in by you and your employer, and then sent back to your health insurance fund. This entitles you to a replacement income benefit from the health insurance fund.

#### Are you self-employed?

Do you have an income replacement policy? Contact your insurance company.

#### Are you unemployed?

Contact the national employment services (RVA).

#### In case of accidents?

An accident at work, traffic accident, sports accident, a fall in your home... all these accidents need to be reported to your health insurance fund. Use the "accident notification" form that you can obtain from the health insurance fund.

### FIRST, GO TO THE RECEPTION

On the day of your admission, go to the reception at the indicated time so that your paperwork is organised in time. Sign the admission form which confirms your choice of room.

After registering, the staff at the reception will refer you to the admissions nurse or directly to the ward. A nurse will then run through the admission process with you and fill out your patient records.

They will also inquire about your preferences concerning bread, drinks, meal choices, etc. If you are following a **specific diet**, you can ask to speak to the hospital's dietician.



## YOUR STAY

### IDENTIFICATION WRISTBAND

During your stay you will be asked to wear at all times a wristband bearing your name and date of birth. This wristband helps us to work more accurately and to avoid errors.

Does it contain incorrect information? Inform a nurse or receptionist immediately.



### RECEPTION ON THE WARD

You will be welcomed on the ward by a member of staff who will show you to your room and provide practical information, including the daily schedule.

The times for care, medication and doctors' rounds may vary from one ward to the next, but most wards have approximately the following schedule:

- 7am to 8am: breakfast
- Morning: examinations and treatments
- Around 12pm midday: lunch and coffee/tea
- 2pm: start visiting hours
- Afternoon: examinations and treatments
- Around 5pm: evening meal
- 8pm end of visiting hours

More details about the running of the ward where you are staying can be found in the ward brochure.

### MEALS

If your doctor considers it necessary, a special menu may be planned for you. If you are following a specific diet, do let us know. The nurse will contact the dietician for any further discussions.

### ARE YOU LEAVING THE WARD?

**Please inform the nurse at all times.**

Wear a dressing gown or daytime clothing when leaving the room.

### PETS

Pets are **not permitted in the hospital** other than service dogs. These animals wear identification and an official certificate must be presented to the nurse before they can be admitted. We would ask you to make arrangements yourself with family and friends in order to take care of the dog.



## SUPPORT DURING YOUR STAY

If you have questions during your stay, or wish to talk to someone about a problem, then there are a number of support services available. The nurses on your ward can make an appointment for you or give you more information.



### Social services

They can help you with all kinds of questions. Maybe you are worried about being ill, about not recovering as planned, about your family or your situation at home or your release from the hospital. The social assistant will listen, support and assist you in finding the correct help.

You can reach the social services every weekday between 8.30am and 4.30pm on 016 20 99 16, or by email: [medewerkerssocialedienst@hhleuven.be](mailto:medewerkerssocialedienst@hhleuven.be)

### Pastoral care

Are you in need of a quiet, confidential chat? You can then get in touch with our pastor. There is also a quiet room at the hospital (first floor of building A). You can go there any time.

You can contact the pastors every business day from 9 a.m. to 5 p.m. and on Sundays from 9 a.m. to 12 p.m. by telephone on 016 20 93 31

### Geriatric support team

The geriatric support team is set up to provide assistance to patients aged over 75 when they are admitted to hospital on non-geriatric wards. They consult with the senior nurse on the relevant ward and with the attending doctor about your care plan and possible additional support such as psychological or social support, sessions with an occupational therapist or physiotherapist, etc.

You can reach the geriatric support team every weekday between 8am and 4pm on 016 20 91 88 or 016 20 91 91, or by email: [gst@hhleuven.be](mailto:gst@hhleuven.be)

### Palliative support team

Even when a patient can no longer recover, good medical care is still important. There is less focus on recovery treatments, but rather on making the patient comfortable. The palliative support team is a mobile team that supports the integration of palliative care in the various nursing wards in the hospital.

You can reach the palliative support team every weekday between 9am and 5pm on 016 20 99 11 or by email: [pst@hhleuven.be](mailto:pst@hhleuven.be)

### Ombudsman

Our doctors and staff members try to make sure that treatments, care and services run as smoothly as possible for patients, their families and visitors. Perhaps you are very pleased with the service and would like to let us know. However, it may also be the case that, despite our best efforts, you are not satisfied with (some part of) the services. Your opinion is very important to us. We really do appreciate you giving us your opinions, both positive and negative.

You can reach the ombudsman every weekday (except on Fridays) between 8.30am and 5pm on 016 20 92 08, or by email: [ombudsdienst@hhleuven.be](mailto:ombudsdienst@hhleuven.be), via the contact form on the website, or via the mailbox at the reception desk.



## RELAXATION DURING YOUR STAY

**We strive to make your stay in our hospital as pleasant as possible.** The following facilities are there to make you feel more comfortable. All rooms have a radio and a TV, which have a wide range of digital channels available.

### Telephone

- **MAKE YOUR OWN CALLS:**  
If you wish to call an external number from your room, you will need a code. The reception will provide you with your own personal telephone code during your admission. You keep this number even if you move to a different room or ward. Every call is automatically included in your final hospital bill. Please destroy your telephone code when you leave, to prevent misuse.

- **Will you be staying in hospital for an extended period of time? Then use your mobile phone or have people call you, in order to avoid a high telephone bill.**

- **RECEIVING CALLS:**  
You can be reached directly by phone in the hospital between 7.30am and 8pm. We would ask you to respect these times in order to aid your own rest and recovery, and that of other patients. The reception will provide you with your personal phone number during admission.

### Internet

If you bring along your own tablet or laptop, you can use them in any of the hospital's rooms or waiting rooms by connecting to our WiFi network, "HHL-bezoekers". Of course, you will need to register first. Patients do this with the login and password (your birth year) that they receive at check-in. Visitors can log in using their mobile phone number.

### Library

The hospital has more than 1,000 books and comic strips. The library is situated on the third floor of building O. You can ask a care worker to borrow a book for you. Library volunteers also come round regularly to visit you, usually on Mondays, so that you can choose something from what is available. On Monday afternoon, the library is also open for anyone who wishes to visit.

### Magazines

These are sold at the reception (building O, ground floor). In Naamsestraat (heading towards Naamsepoort, on the left) there is also a newsagents.

### Receiving mail

You can always be reached by friends and family wishing to send you a letter or a card. Ask them to use the following address:

Mr/Ms... (surname + first name)  
Regionaal Ziekenhuis H. Hart  
Room xxx (number)  
Naamsestraat 105  
3000 Leuven

### Chapel and quiet room

The Heilig Hart Hospital has Christian roots, but we wish to be a hospital where everyone feels welcome. The quiet room is situated in building A, on the first floor opposite the stairs. You can go there any time just to reflect.

### Hungry or just peckish?

In the cafeteria (building A, ground floor) our chef serves up two dishes a day. There are also sandwiches, cold meals, salads etc. on offer.

### ALLERGENS

Are you allergic to certain ingredients? Our kitchen staff can provide you with more information about this.

### OPENING HOURS:

- Weekdays: Open all day from 9 a.m. to 7 p.m.
- Weekend: From 11 a.m. to 1:30 p.m. and from 2:15 to 6 p.m. Closed from 1:30 p.m. to 2:15 p.m.

You can also get a drink or a snack from one of our vending machines. These can be found in building A, on the ground floor next to the lifts. There is also a drinks' vending machine at the reception (building O).

### Using your mobile phone

Mobile phones and smartphones are indispensable nowadays. They may be used within the hospital, but we would ask you to please abide by the following rules:

- Keep your phone at least one metre away from pumps and medical equipment.
- Set your phone to "Airplane mode" in the following wards: intensive care, emergency (in the examination cubicle), stroke unit, neonatal and cardiology.



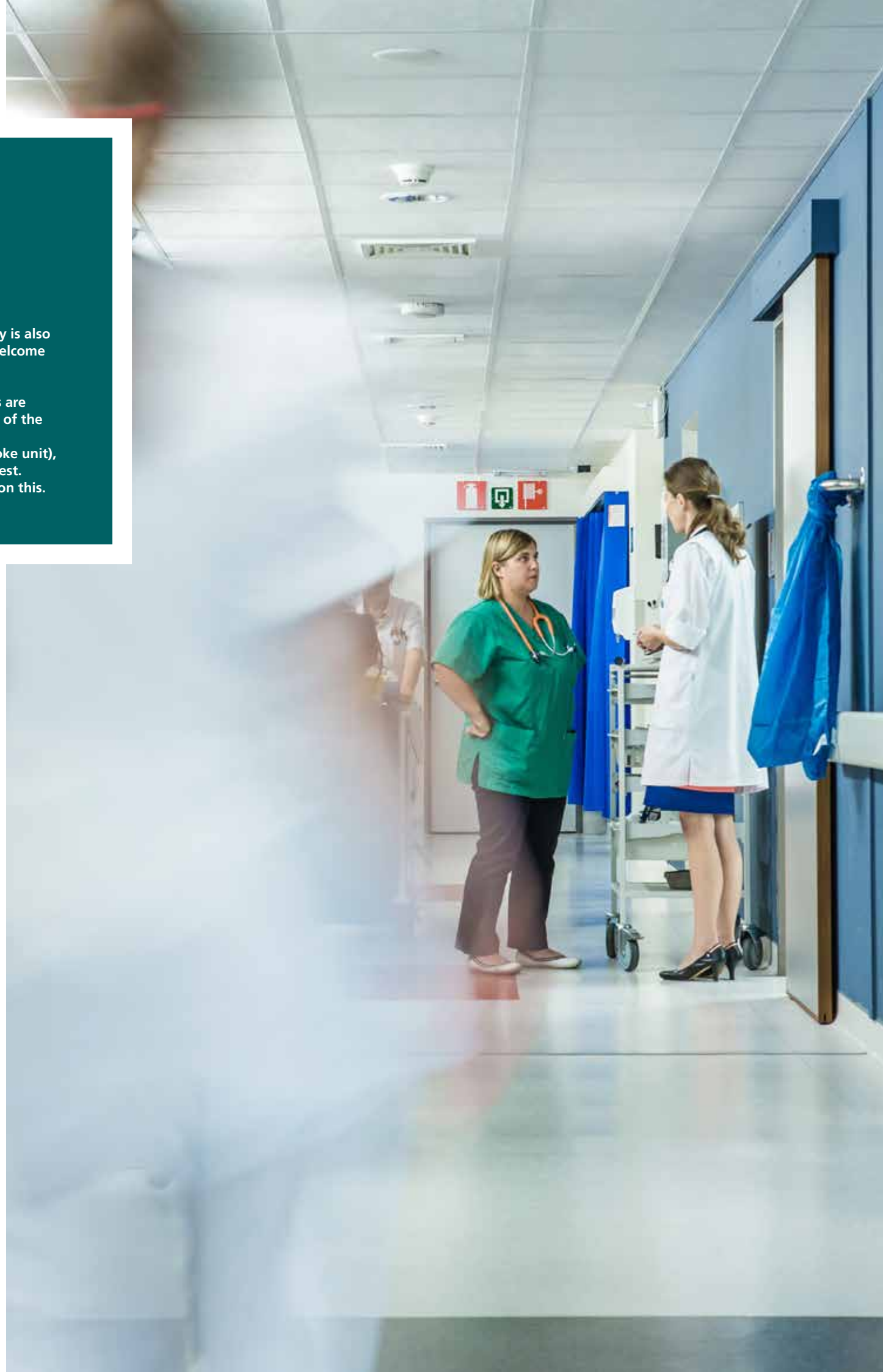
## RECEIVING A VISITOR?

Great news. Support from your friends or family is also important, which is why they are more than welcome during visiting hours.

Visiting hours are from 2pm to 8pm. Exceptions are only allowed after consultation with a member of the nursing staff. On some wards (paediatrics, intensive care, stroke unit), visits are restricted to guarantee our patients' rest. The ward brochures provide more information on this.

### SOME TIPS FOR VISITORS:

- It's good to visit, but too much of a good thing can be damaging. Make sure that you have enough time to rest. We also try to keep things calm in the corridors and common rooms.
- Inform visitors in advance if their visit suits you, given the tests you may be taking, as well as your rest and recovery.
- Gift ideas? Something to read! Magazines and books can help you relax during your stay.
- **When caregivers enter the room, we expect visitors to spontaneously leave the room for the sake of the patient's privacy.**
- It is forbidden to take photos or make sound recordings when doctors, nurses or other caregivers are present. Please also respect their privacy.



## GOING HOME

The doctor will decide when you may leave the hospital. A nurse will make arrangements for your discharge with you. We will try to keep your stay as short as possible. You can continue your recovery at home, in your familiar surroundings. We do make sure that you are well prepared and have all the information you need before you set off home.

### PLEASE NOTE!

If you leave the hospital without your doctor's approval, then you are acting on your own responsibility and you will be asked to sign a statement that this is your own decision.

In this case, your GP will be informed so that the continuity of your care can be ensured.

## DISCHARGE FOLDER

When you leave, the nurse will give you a discharge folder. This contains all the information and forms you will need during your recovery and follow-up, including:

- a letter for your GP, who will also receive a copy by email.
- possible instructions for medication or home care (e.g. physiotherapy)
- documents which you will be asked for, e.g. certificates for insurance, incapacity to work, etc.

## KISS & RIDE

Is a friend or family member coming to pick you up? The person collecting you can then drive towards the kiss & ride parking site, on the inside courtyard next to building O. We do ask you not to park there for more than 15 minutes.

Before leaving your room, please check that you have not left anything behind in the cupboards, bedside table, bathroom or fridge.

If we do find something, we will contact you. Any items left behind are kept for three months.



## THE FINANCIAL ASPECT

A stay in hospital has a price tag. If you wish to look up the costs before you are admitted, then go to our website and ask for an estimate at [www.hhleuven.be/kostenraming](http://www.hhleuven.be/kostenraming), or contact our financial services.

You will receive a bill by post at the end of the month, following your discharge from the hospital. We would ask you to pay the bill within two weeks of the send date. To do so, use the information on the bank transfer form and **remember to fill in the "structured message"**.

**The costs shown on the bill will depend on a number of things, and on the choices you made.** Your health insurance fund will cover a partial reimbursement but, even with hospital stay insurance, there will be certain items that may or may not be covered. The final price will also depend on the length of your stay, the type of operation or treatment, pharmacy costs, etc.

**Do you have any questions about your bill, do you want an estimate or are you having difficulty paying it?** Our financial services can assist you. They can be reached between 8.30am and 12.30pm each day, on 016 20 93 12 or via email: [facturatie@hhleuven.be](mailto:facturatie@hhleuven.be). If necessary, you can make an appointment for a private meeting.

### DO YOU HAVE A HOSPITAL CARE INSURANCE?

Find out which extra costs are covered before you are admitted



### WHAT TO DO IN CASE OF...

#### ... An accident that takes place during sports, at school or in traffic?

In the case of a sports, school or traffic accident, you will be billed for the costs. You must pay this bill upfront. You can then submit a claim to your mutual health insurance provider for the reimbursement of medical costs. The remaining costs must be reimbursed by the insurance of the sports or school institution, or by the counterparty's insurance, if there is one. You will need to contact the relevant authorities to arrange this yourself.

#### ... An occupational accident

The statutory rate for consultations, tests or any medical procedures will be communicated directly to your employer's occupational accident insurer. Supplementary honoraria and any additional charges based on the type of room will be billed to you, as the patient.

### ADVANCE PAYMENT

In some cases, you will be asked to pay a deposit in advance. This can be done in cash, or using a debit or credit card.

- If you have a treatment that is not accepted by the national sickness insurance fund (RIZIV); e.g. cosmetic surgery or provide a guarantee statement from a (private) insurer.
- If you are unable to provide a (valid) proof of membership of a health insurance fund or an insurance policy.

### YOUR BILL

The structure of your bill follows a legally defined format. It is also sent automatically to your health insurance fund who will pay most of the costs of your stay. The personal portion, in other words, the amount you need to pay yourself, is legally defined (co-payment).

You therefore pay the bill for the co-payment (the personal contribution by the patient) and the other costs which are not covered by the health insurance fund.

#### PLEASE NOTE!

Make sure that you are up-to-date with your **health insurance fund**. If not, you will then have to pay the full cost of your stay yourself.

## HERE IS AN OVERVIEW OF THE ITEMS THAT YOU NEED TO PAY YOURSELF

#### Part of the daily room rate

Your share of the daily room rate is defined legally. These costs have nothing to do with your choice of room.

#### Room supplement

If you opted for a single room and actually stayed in one, then a room supplement will be charged.

In that case, you will pay the following room supplement:

- For a single room: € 70 per day
- Except for maternity: € 95 per day

If you chose a shared or two-person room, then you do not have any room supplement to pay.

#### Supplement to the doctors' fees

The fees are the amounts which doctors charge for their services. For each service, there is a fixed base price or collective tariff agreed between the doctors and the health insurance funds.

In addition, there are fee supplements. These are, as the name suggests, supplements which the care provider can charge on top of the fees. The rules concerning these are clear. A doctor can only charge a supplement to their fees if the patient is staying in a single room at their own request.

#### Flat-rate medical and technical services

When you are admitted, you pay a number of fixed rate charges. These are defined by the authorities. The hospital always has to bill these flat rate charges, even if you do not actually receive any such service. There are flat-rates for:

- medication that qualifies for reimbursement (per day in the hospital)
- clinical biology
- medical imaging
- technical services

#### Pharmaceutical costs

This category includes:

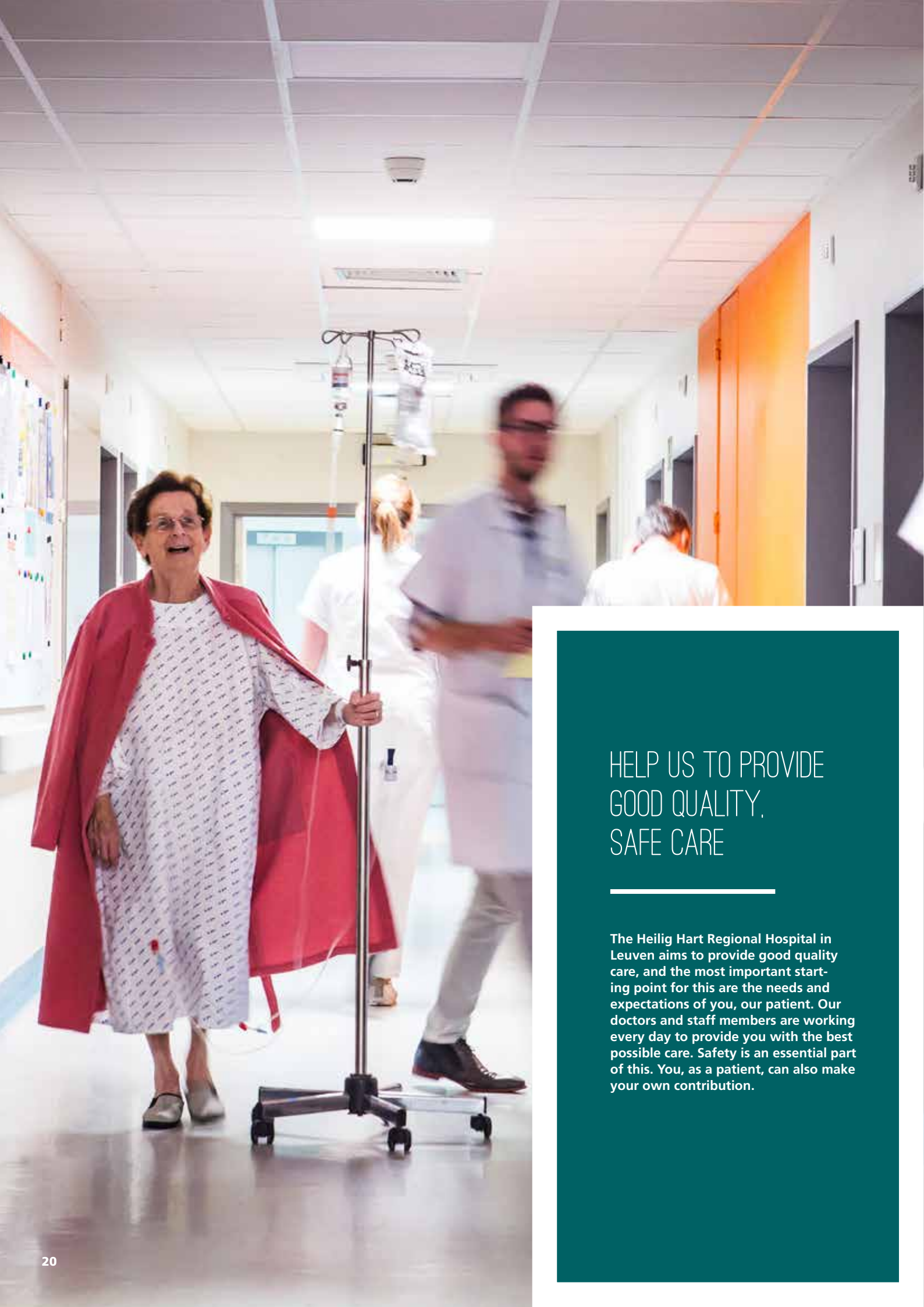
- pharmaceutical medication: depending on their type, these may qualify fully, partly, or not at all, for reimbursement.
- para-pharmaceutical medication. These are things like a thermometer, cold-pack, lotions, etc.
- implants, prostheses and non-implanted medical supports such as hip and knee joints, plates, screws. Certain implants and prostheses can be reimbursed.

#### Personal costs

Personal costs are costs which you incurred at the hospital during your stay for things such as telephone calls, hygiene products, overnight stays by an additional person to accompany you, etc.

**DO YOU HAVE ANY QUESTIONS ABOUT THE PRICE OF YOUR TREATMENT? FEEL FREE TO ASK THE DOCTOR WHO IS TREATING YOU**





## HELP US TO PROVIDE GOOD QUALITY, SAFE CARE

The Heilig Hart Regional Hospital in Leuven aims to provide good quality care, and the most important starting point for this are the needs and expectations of you, our patient. Our doctors and staff members are working every day to provide you with the best possible care. Safety is an essential part of this. You, as a patient, can also make your own contribution.

### ALWAYS WEAR YOUR IDENTIFICATION WRISTBAND

This wristband contains important information and is used by our staff members to work accurately and to avoid errors.

Have you lost your wristband? Inform one of the nurses. You will be given a new one as soon as possible.

We will also regularly ask you your surname, first name and date of birth. This is an extra check.

### PREVENT INFECTIONS BY KEEPING YOUR HANDS CLEAN

Infections are often transmitted through hand contact, so it goes without saying that cleaning your hands regularly is essential. Try to remember to wash your hands before and after meals, every time you use the toilet, or after blowing your nose.

By keeping your nails short, you can also prevent any micro-organisms taking up "residence" under your nails.

We expect all our staff members to be very thorough in cleaning their hands to prevent the transfer of micro-organisms from one patient to another. As a patient, you may discuss this with your caregiver.



### BE AWARE OF YOUR OWN MEDICATION

Find out from the nursing staff or doctor what medication you are receiving and what this medication is for. Also ask questions if you have any doubts about the colour, shape or quantity of a medication which you are being given.

Medication is always stored in the locked nurses' office, never with the patient. During a medication round, the nursing staff will give you your medication. Do you take food supplements at home? You then need to supply these yourself during your stay in hospital if you wish to continue taking them.

### PILLS OVER NEEDLES

We try to give medication orally rather than by injection. A number of injectable medications also come in pill version and have the same level of effectiveness. Whenever possible, we prefer to give you medicine to swallow instead of injecting you.

### TALK TO US

During your admission to the hospital, you receive a questionnaire in which we request a number of important details: allergies? Do you take medication at home? Do you suffer from any chronic illnesses? Do you need help for day-to-day things? Help us make your admission into hospital as smooth as possible by providing us with as much information as you can during your admission meeting and by completing this questionnaire entirely. This is the only way we can adapt our treatment properly for you.

### PREVENT A HARD LANDING

Each year, one in three persons over the age of 65 is the victim of a fall. However, even at a younger age, you can hit the floor with a bump. For this reason, we advise the following to reduce the risk of a fall:

- Request help if you are unable to get in and out of bed or walk around on your own. Make sure that your call bell is always within reach.
- Make sure there is enough light. If you have to get up during the night, always switch on the light.

### ASK QUESTIONS IF YOU DO NOT UNDERSTAND SOMETHING

If you have questions about the progress of your treatment, tests or operation, then ask the attending doctor or nurses for information. Strictly follow the instructions and advice you are given, both during your stay and afterwards. Ask what you may or may not do. If you sense you are getting contradictory advice, then don't hesitate to ask the doctor or nurse for clarification.



- Don't leave anything lying around where you may trip over.
- Stand up slowly to avoid dizziness. Inform a nurse if you do feel dizzy.
- Don't walk around in bare feet or socks. Always wear closed shoes or slippers. Make sure that your clothing is not trailing on the floor.
- If necessary, use an aid, such as crutches or a walking frame, when you are walking around.
- Report any obstacles or slippery floors to the hospital staff.

### PAIN? TELL US

During your stay in hospital, it is likely that you will have to deal with some pain. We will ask you to rate the pain on a painometer so we can take the appropriate steps to try and provide the right treatment for your pain.



## YOUR PATIENT RECORDS AND YOUR PRIVACY

In this hospital, we work using a single central record for each patient. This record makes communication simpler between the various care providers who are looking after you. This way, the patient records help us provide safe, high-quality and efficient care, and comply with the law covering patients' rights.



### YOUR PATIENT RECORD IS PART OF A MEDICAL COLLABORATION BETWEEN HOSPITALS IN FLANDERS

The Heilig Hart Regional Hospital in Leuven is part of a medical collaborative association (Nexuzhealth) with a number of other Flemish hospitals. Thanks to this collaboration, your patient record is shared with the care providers of the member hospitals, if your treatment requires it (for referrals). This approach is an essential part of the joint strategy of the hospitals for providing safe and high-quality patient care. The list of partners involved is growing. You can find an up-to-date list of member hospitals at [www.nexuzhealth.be](http://www.nexuzhealth.be).

### USE OF AND ACCESS TO YOUR PATIENT RECORD

Doctors, nursing staff and paramedics from all these hospitals can consult your record securely, but only if they are involved directly in your treatment, and only for as long as they remain involved in your treatment. Administrative staff also have access to a part of your record for administrative processing. In addition, internal safety audits are organised at the Heilig Hart Hospital at regular intervals, with the aim of measuring and improving the quality of care. Audits are organised by external accreditation organisations which the hospital works with, such as NIAZ. Your patient record could also be viewed during one of these safety audits. All of these people are strictly bound by professional secrecy and/or a duty of discretion. The way they log in to get access to your record includes a check that they are entitled to do so. Any abuse that is detected results in sanctions.

### YOUR PATIENT RECORD WITH YOUR GP

Thanks to the use of secure web applications, your GP or the medical caregiver who referred you (specialist, clinical biologist, dentist, etc.) can access your electronic patient record in a Nexuzhealth hospital from their own practice. The referrer stays informed and involved in the care process, and can therefore anticipate to the needs of the patient and their family. Your GP automatically has access to your Nexuzhealth records. If you do not wish this, you can inform the registration desk at the hospital.

### CONSULT YOUR PATIENT FILE YOURSELF

As a patient, you are also allowed to access your patient file via mynexuzhealth, a secure web solution and app for patients at nexuzhealth hospitals. Specifically, you can view your own medical file and an overview of the appointments you have booked. It is also possible to view validated final reports. To log in, surf to [www.mynexuzhealth.be](http://www.mynexuzhealth.be). You can log in with your nexuzhealth code card, your electronic ID card or via the itsme® app. You can also request a code card on [www.mynexuzhealth.be](http://www.mynexuzhealth.be).

### WHAT ARE THE BENEFITS FOR YOU AS A PATIENT?

Because these Nexuzhealth hospitals work with shared patient records, you never need to repeat in one hospital what you already did in another. The doctor who is treating you also has a full picture of your state of health at all times. This helps to provide high-quality care and treatment, avoids duplicate tests and makes referrals easier.

**The General Data Protection Regulation (GDPR) is the new European privacy legislation that took effect on 25 May 2018. The purpose of the law is to better protect personal data and to harmonise this protection across the entire EU.**

**All organisations, including hospitals, must clearly state why they collect personal data, and how it is used and stored. All information about how we handle personal data is available on our website [www.hhleuven.be/GDPR](http://www.hhleuven.be/GDPR)**

### WHAT DOES THIS MEAN FOR YOUR PRIVACY?

Using strict access controls, each hospital records who accessed which part of your record when, or if they added and/or amended information. You cannot stop the care providers who are treating you from having access to your record, as this record is an essential part of a multi-disciplinary, integrated, secure and high-quality treatment. If the details in your record need to be shared with healthcare providers in another hospital as part of your treatment, there is strict security. Only the healthcare providers who are involved in your treatment have access to your record, for the period of your treatment. This means that if you are not being treated in hospital X, your details cannot be viewed from there. Only when you are treated by one of the Nexuzhealth partners will your record be accessible to the healthcare providers in that hospital.

### WHAT TO DO IN CASE OF QUESTIONS?

If you have questions about your rights as a patient or more specifically about your right to privacy, you can always ask for a list of the people who have viewed your record and why. For this, you should contact the hospital's **ombudsman's office** on 016 20 92 08 or via [ombudsdienst@hhleuven.be](mailto:ombudsdienst@hhleuven.be)

If you have general questions about the use and administration of your record in this hospital, or at the hospitals that are members of Nexuzhealth, then you can contact 016 20 90 19 during office hours.











## USEFUL PHONE NUMBERS AND CONTACT DETAILS

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### YOU CAN REACH US HERE:

Naamsestraat 105  
3000 Leuven.

**Reception / Information**  
016 20 92 11  
info@hhleuven.be

**Appointments (consultations)**  
016 20 92 09  
onthaal@hhleuven.be

**Admissions service**  
016 20 92 43  
016 20 92 53  
opnameplanner@hhleuven.be

**Emergency services**  
016 20 92 80  
spoedgevallen@hhleuven.be

**Ombudsman**  
016 20 92 08  
ombudsdienst@hhleuven.be

**Social services**  
016 20 96 47  
medewerkerssocialiedienst@hhleuven.be

**Financial services**  
016 20 93 12  
facturatie@hhleuven.be

[www.hhleuven.be/en](http://www.hhleuven.be/en)

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**All patient brochures can be  
found on our website:**

**[WWW.HHLEUVEN.BE/BROCHURES](http://WWW.HHLEUVEN.BE/BROCHURES)**







Regionaal ziekenhuis  
Heilig Hart Leuven

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Naamsestraat 105, 3000 Leuven