

# THE DENTIST

## I HAVE TOOTHACHE, WHAT SHALL I DO?

You look to see which dentist you can go to. You can find a list of all the dentists in your neighbourhood on the 'sociaal Brussel' website ([sociaal.brussels](http://sociaal.brussels)) or the RIZIV ((National Institute for Health and Disability Insurance) website ([ondpanon.riziv.fgov.be/SilverPages/nl](http://ondpanon.riziv.fgov.be/SilverPages/nl)).

You call the dentist.  
The first time you call, you can ask whether:

- the dentist works with agreed flat-rates.
- the dentist uses the third party payment system.

You explain your problem.  
The dentist tells you the day and the time you can come for an appointment.

## WHAT DO I DO WHEN IT'S TIME FOR THE APPOINTMENT?

You should definitely take the following to the dentist:

- Your ID card or urgent medical care card or ISI+ card.
- Money: cash or your bank card if electric payments are possible at your dentist.
- A letter from the insurance fund (for children).

You explain your problem to the dentist.  
The dentist examines your mouth and teeth, and treats your problem.

## WHAT DO I DO IF I CAN'T MAKE THE APPOINTMENT?

If you cannot go to your appointment, you should call 24 hours in advance to let them know!

By doing so, you can avoid the risk of being charged for failing to go to the appointment.

## WHAT DO I PAY AT THE DENTIST?

You pay for the consultation. The dentist gives you a certificate for the assistance provided - this is proof that s/he provided help and you paid for it.

You get the majority of this back from your insurance fund. To do so, take the certificate to the insurance fund.  
With some dentists, this is done electronically. Your dentist sends your certificate directly to your insurance fund.

The dentist decides whether s/he is prepared to work with agreed flat-rates.

- Dentists who have entered fully into a flat-rate agreement always apply these rates.
- Dentists who have only partially entered into such an agreement or those who haven't at all can demand more for treatments, but this is not always the case. Ask in advance!

In the case of dentists who use agreed flat-rates, the insurance fund fully reimburses visits and treatments for minors. If the dentist utilises the third party payment system, you don't pay anything.

If you use a dentist that applies the third party payment system, you only have to pay the patient contribution:

- if you are entitled to higher reimbursement rates,
- or you are officially recognised as suffering from a chronic illness.

The insurance fund will not reimburse certain treatments. First ask your dentist for a quote.

## MORE TIPS FOR KEEPING DENTIST COSTS DOWN

Take good care of your teeth: brush twice a day, in the morning and at night. Your teeth will also stay in better condition by eating fewer sweets and avoiding sweetened drinks.

Go to the dentist for a check-up at least once a year - the insurance fund will then reimburse most of the costs.  
An annual check-up is not only good for your teeth, it is also more cost-effective.

## DO YOU HAVE AN URGENT PROBLEM WITH YOUR TEETH IN THE EVENING OR ON THE WEEKEND?

On the weekend and public holidays the on-call service for dentists is only available for emergency cases or if you have had an accident with your teeth (dental trauma).

Call the on-call service on 02 426 10 26.

- Weekends, public holidays, bridge days: from 9 am to 5 pm
- During the week: from 7 pm to 11 pm

The on-call service will give you the number of an on-call dentist.

You call the on-call dentist and s/he will tell you when you can come or if you should go to the emergency department.

## WHAT DO I TAKE TO THE ON-CALL DENTIST?

- My ID card
- List of medication

## TIPS IN THE EVENT OF TRAUMA OR INJURY

(See: [gezondemonid.be/wp-content/uploads/traumakaart\\_nieuw.pdf](https://gezondemonid.be/wp-content/uploads/traumakaart_nieuw.pdf))

- Your tooth has moved or is broken: go to the dentist on the same day.
- Your tooth has fallen out: every minute counts! Put the tooth back or keep it in a small bowl of milk (don't dry it off!). Go immediately to the nearest dentist.

# I'M GOING TO THE DENTIST

I have toothache.

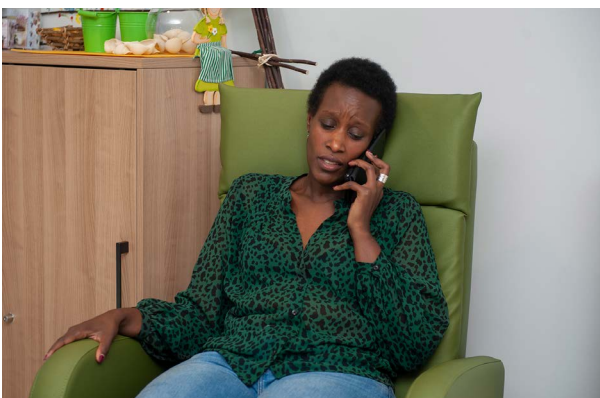


I look to see which dentist I can go to in Brussels:

- Sociaal Brussel ([sociaal.brussels](https://sociaal.brussels))
- the RIZIV (National Institute for Health and Disability Insurance) ([ondpanon.riziv.fgov.be/SilverPages/nl](https://ondpanon.riziv.fgov.be/SilverPages/nl))

I call to make an appointment with a dentist. I ask whether the dentist:

- works with agreed flat-rates,
- uses the third party payment scheme.



I bring:

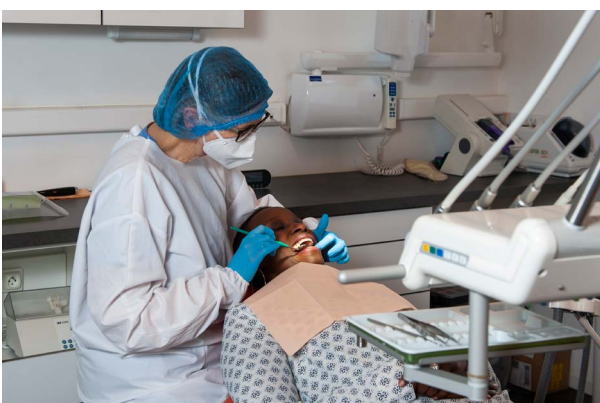
- ID card
- money (cash or a bank card)



I explain my problem.



The dentist examines my teeth and treats the problem.



**I pay for the consultation.**

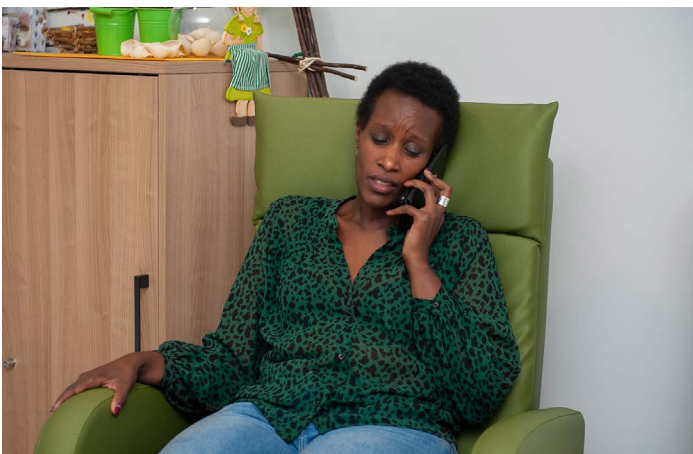


**Toothache in the evening, on the weekend or a public holiday? An accident resulting in dental trauma?**

**I call the on-call service for dentists: 02 426 10 26.**

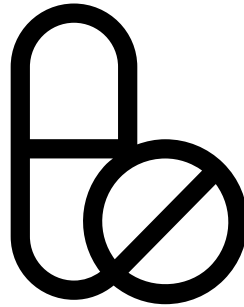
- **During the week: from 7 pm to 11 pm**
- **On the weekend: from 9 am to 5 pm.**

**The on-call service will give me the number of the on-call dentist.  
This dentist tells me when I can come, or that I have to go to the emergency department.**



## What do I take to the on-call dentist?

- ID card
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