

THE REGULAR GENERAL PRACTITIONER

I'M SICK, WHICH DOCTOR SHOULD I GO TO?

In Belgium, people have a regular GP (general practitioner). You should always go to this doctor first. The GP works in your neighbourhood. Sometimes it's just 1 doctor, sometimes it's 2, 3 or more doctors who operate a group practice.

Your regular GP will have a file about you. This will contain information on when you are sick, which specialists you visit, which medicine you take... This improves the care you receive and is more cost-effective.

The GP is very familiar with the healthcare system and with you. S/he knows the best way for you to receive care. S/he knows when you should go to the hospital and when you shouldn't.

HOW MUCH DOES THE GP COST?

The GP is paid per consultation (the visit). The insurance fund will reimburse you 75% to 90% of these costs. You pay the remaining amount yourself - this is called the patient contribution. The reimbursement is conducted via the so-called Hulpkas or the insurance fund. This is a health insurance institution. Registration with an insurance fund is mandatory in Belgium.

Example:

The doctor charges € 25.

The insurance fund will reimburse € 20. You pay a patient contribution of € 5.

The GP chooses whether s/he works in accordance with the rates stipulated by the insurance fund (an agreed rate). An agreed rate is a fixed rate: you know straight away

how much the insurance fund will reimburse and how much you will pay.

If a doctor does not work according to these agreed rates, you pay a larger patient contribution. The insurance fund will not reimburse the extra patient contribution. Ask the doctor whether s/he works with such agreed rates or look it up yourself at <https://ondpanon.riziv.fgov.be/SilverPages/nl>.

GPs are not given any extra money or gifts.

HOW DO I FIND A REGULAR GP IN BRUSSELS?

Via the website www.doctorbrussels.be or call 02 216 79 44.

I DON'T SPEAK DUTCH OR FRENCH, WHAT NOW?

Ask someone to accompany you who can speak your language and Dutch, French or English: an interpreter.

The interpreter is an adult (18+), not a child. You should trust the interpreter because the information being discussed is personal.

You don't know anyone who can interpret? Contact the Interculturele Bemiddeling (ICB) (Intercultural Communication) service from Foyer vzw via www.foyer.be/news/icb-biedt-zijn-diensten-aan/ or 02 411 74 95.

HOW DO I MAKE AN APPOINTMENT?

- I search for the telephone number of a doctor, preferably one in the neighbourhood that I can reach on foot. I look on www.doctorbrussels.be.
- I call the doctor's surgery and make an appointment.
- I explain my problem.
- The doctor may say the following:
 - Come on this day at this time.
 - Come during consultation hours: that's ...day from ... to ... (you have to wait until the doctor has time.)
 - It's urgent, go to the emergency department (= the hospital where no appointment is necessary).
 - Stay at home, I'm making a house call. (This is predominantly for seriously ill people or people who cannot walk well.)

I'M SICK AND NEED A DOCTOR: I'M NOT REGISTERED WITH A GP, MY REGULAR GP CAN'T SEE ME, OR I HAVE NO ACCESS TO HEALTHCARE IN BELGIUM.

Centrum Athena can provide one-off assistance. They offer daytime medical consultations in the centre of Brussels. No appointment is necessary. They also provide information about the healthcare system in Belgium.

Practical information:

- Monday to Friday: 9 am - 5 pm
- Jos de Brouchovenstraat 2, 1000 Brussels
- 0494 18 90 24
- accueil@athenabrussels.be
- www.athenabrussels.be

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

- I arrive on time.
- I bring:
 - my ID card or another identity document if you do not have an ID card
 - money or a bank card
 - a small barcode sticker from the insurance fund
- I explain how I'm feeling, what aches and pains I have.
- The doctor examines me.
- The doctor tells me what I have to do.
- I pay the doctor for the consultation.
- The doctor provides a medical certificate or note:
 - for the insurance fund: proof that I have paid.
 - for the pharmacy: proof of the prescription of medication.
 - for work or school: a certification of sickness or incapacity to work.

I can trust the doctor. The doctor is not permitted to pass on any information to others.

WHY DO I NEED MY ID CARD?

The doctor scans your ID card. S/he sees information on the insurance fund or pharmacist. This makes it easier for them to work together.

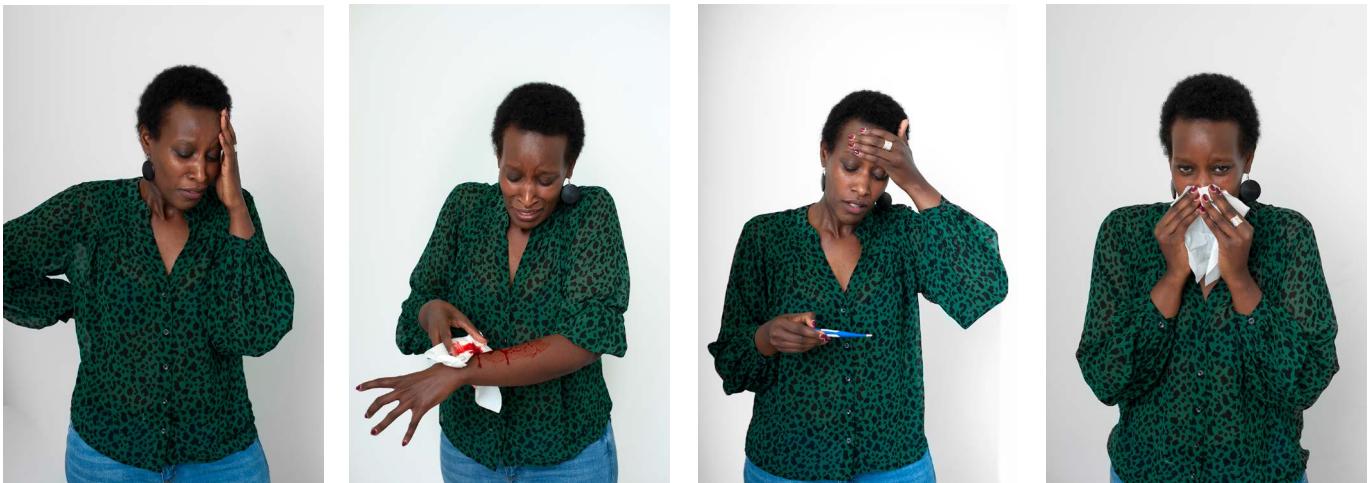
I'M SICK DURING THE NIGHT, AT THE WEEKEND OR ON A PUBLIC HOLIDAY. WHAT DO I DO?

There are GPs who also work nights, weekends and on public holidays. This is the 'on-call service'. (See 'I'm sick out of office hours – on-call service')

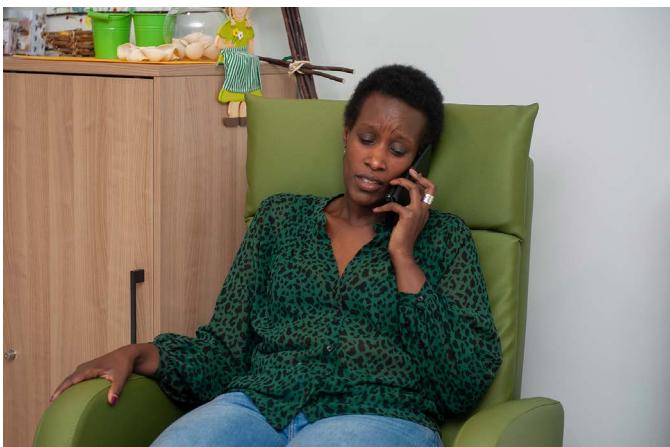


I'M SICK, WHAT SHALL I DO?

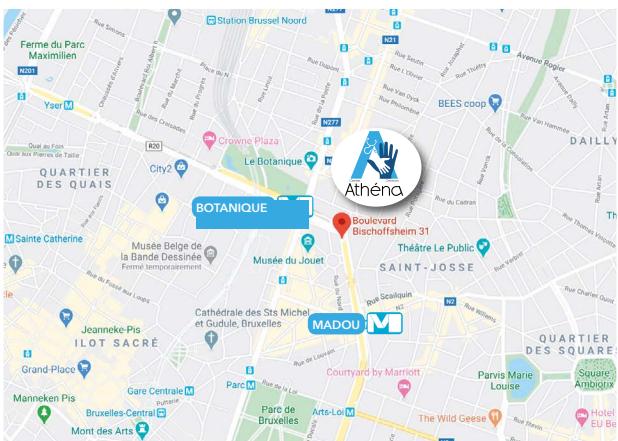
I'm sick or pregnant.



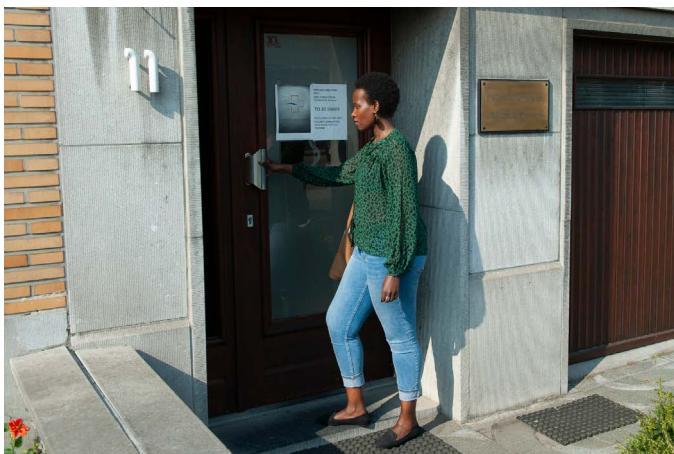
I make an appointment with the GP.



I'm not registered with a GP or I can't get an appointment with my GP.
I have no access to Belgian healthcare.
I contact Centrum Athena for one-off assistance.



**In Belgium, people have a regular GP (general practitioner).
The GP works in the neighbourhood.
I go to the GP after having made an appointment.**



I bring:

- **ID card**
- **small barcode sticker from the insurance fund**
- **money or a bank card**



MUTUALITEIT	XXX
Familienaam Voornaam	
Straat, nummer	
Postcode Woonplaats	
XX1 XXX	XXXXXX XXX XX



I write down what I want to ask the doctor.



I explain my problems:



The GP examines me and tells me what I have to do.



**My GP maintains my Global Medical Record (Globaal Medisch Dossier, GMD).
That's the file that contains all my confidential information.
It ensures that my GP knows me well.**



I pay the GP (not at a local health centre).

**I pay for the consultation, which is between € 20 and € 30.
I get the majority of this back from the insurance fund.**



The GP gives me some documents:



- Proof that I have paid, for the insurance fund (not at a local health centre)
 - Proof of prescription for medication, for the pharmacy
 - A certification of sickness, for work or school

 0.000000.00.00	Naam en voornaam van de voorschrijver
DOOR DE VOORSCHRIJVER IN TE VULLEN: Naam en voornaam van de rechthebbende:	
Voorbehouden aan het verpakkingsvignet	R/
Stempel van de voorschrijver	Datum en handtekening van de voorschrijver
	Einddatum van de uitvoerbaarheid:

Verklaring van arbeidsonderbreking

Ondergetekende, Dokter in de Geneeskunde, verklaart heden persoonlijk te hebben ondervraagd en onderzocht:

M.
.....

en hem (haar) onbekwaam bevonden om:

- arbeid te verrichten
- de lessen te volgen
- aan de turnlessen deel te nemen
- aan de zwemlessen deel te nemen
- zware krachtdrukspanning te leveren
- te werken wegens noodzakelijke aanwezigheid bij zijn (haar) ziek kind

van tot/met 20 inbegrepen

wegens:

- ziekte
- een ongeval hem (haar) overkomen op
- een heelkundige ingreep
- verlenging
- wegens consultatie en/of onderzoek
- naaldpleging
- zwangerschapsverlof

Zich buitenhuis begeven:

- toegestaan
- verboden

behoudens verwijkingen kunnen bezigheden hervat worden

op 20 voor %

op 20 voor 100 %

Datum:

Handtekening

