

THE SPECIALIST

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

Always call your regular GP first. S/he knows you better than anyone. S/he may be able to start an initial treatment.

You normally have to wait a long time for an appointment with a specialist. It is quicker to go to the GP.

The regular GP will sometimes send you to a doctor at the hospital. (This doctor is called a specialist.) For example, for an examination or advice from the specialist.

HOW DO I MAKE AN APPOINTMENT WITH THE SPECIALIST?

The regular GP will write a note for the specialist. This is called a letter of referral. S/he gives me a telephone number for making an appointment.

I call the hospital and make an appointment with the specialist. I request an interpreter if necessary.

I take my ID card, barcode sticker, money or payment card, and the letter from the GP.

When I get to the hospital, I register at the reception desk.

I tell them the name of my regular GP. I explain if I have a contract with a local healthcare centre.

I go to the waiting room of the relevant service. I hand over the letter of referral to the specialist. The specialist examines me. S/he receives the result a few days later. The specialist sends it to the GP. The specialist tells me what I have to do. I may have to go back to the specialist or the GP.

I pay for the consultation at reception. I go home.

A few days later, I call the GP for the results. The GP keeps the results in my file. S/he tells me what I have to do.

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

Try to take an interpreter with you. This should be an adult and someone you trust. Is no-one able to come? Request an interpreter when you make an appointment. Most hospitals have an interpreting service. This is called the Interculturele Bemiddeling (ICB) (Inter-cultural Communication) service.

Is someone else making the appointment for you? Ask this person to request an interpreter.

HOW MUCH DO I PAY FOR THE DOCTOR AT THE HOSPITAL?

Every hospital or specialist has their own way of organising payment. Some specialists use the third party payment system.

Ask for more information from the social service at the hospital or your insurance fund.

You sometimes pay less for the specialist if you have a letter of referral from your GP. The insurance fund can give you more information about this.

Please note: Do you have to stay in hospital for a few days? A private room is more expensive than a room with several people. The insurance will not pay the difference.

Please note: Are you unable to make the appointment? Then inform the doctor. Some doctors may charge you if you fail to inform them accordingly. You will have to pay this charge the next time you go to the doctor.

WHY IS THE ASSISTANT ATTENDING TO ME AND NOT THE DOCTOR HIM/HERSELF?

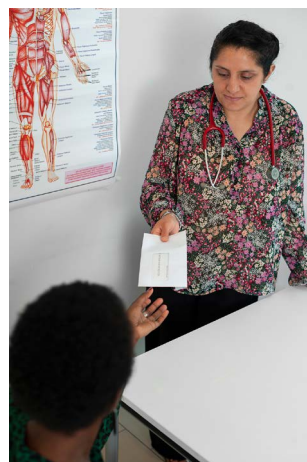
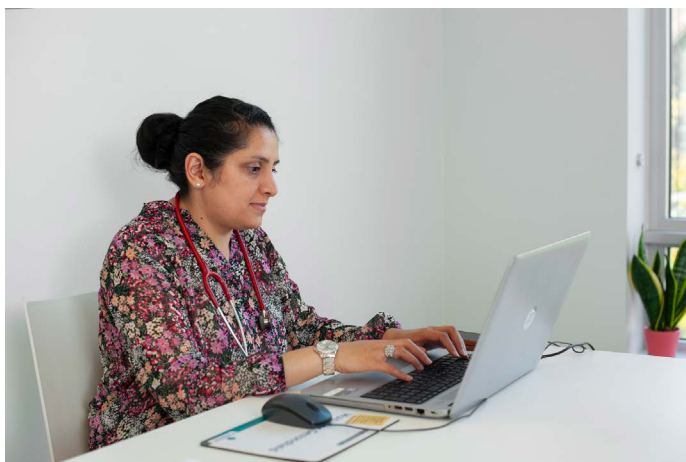
The doctor is often the head of the department. S/he can give certain tasks to the assistant, who then performs these tasks under the supervision of the doctor. Do you want to speak to the doctor him/herself? You will have to wait longer and sometimes pay more.

I'M GOING TO A DOCTOR AT THE HOSPITAL

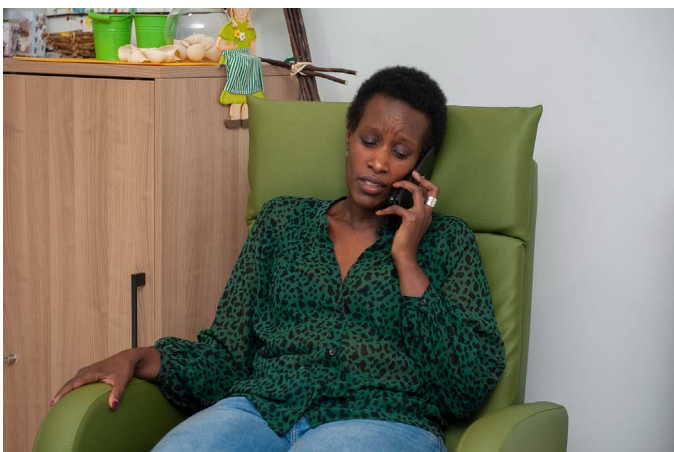
I'm sick. The GP refers me to the specialist.



The GP will write a note for the specialist.



I call the hospital and make an appointment.
I request an interpreter if I need one.



I bring:

- ID card
- cash or a payment card
- barcode sticker
- letter from the GP



MUTUALITEIT			
Familienaam Voornaam			
Straatnaam nr			
Postcode Woonplaats			
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I go to the hospital and check in.

- I tell them the name of my regular GP.
- I tell them if I am registered with a flat-rate practice.



I go to the waiting room of the relevant service.



**I hand over the letter to the specialist.
The specialist examines me.
The specialist tells me what I have to do.**



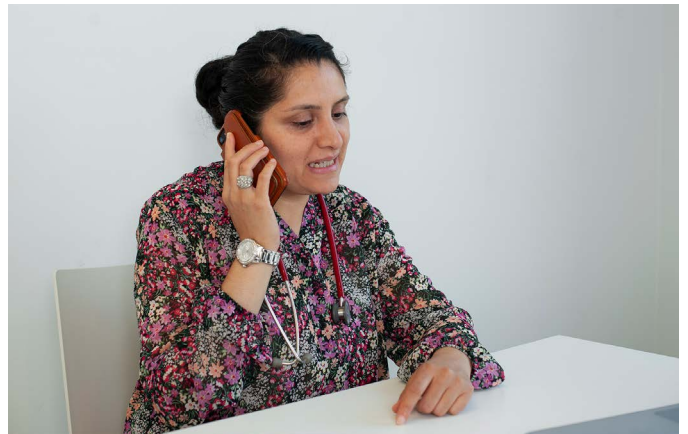
The specialist writes a letter for the GP and sends it.



I go to reception and pay for the consultation.



**I call my GP in a few days for the results.
The GP tells me what I have to do.**



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