

LABEL
STANDARD HOSPITALISATION

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Votre hôpital
est membre
du réseau de santé **ma/e**

Groupe santé CHC - bd Patience et Beaujonc 9 - 4000 Liège

1. Purpose of the declaration of admission: to enable you to make informed choices by providing information on the financial consequences of admission.

Every hospital stay involves costs. As a patient, you can make certain choices that have a considerable influence on the final cost of your stay in hospital. You make these choices by means of this admission form. It is therefore very important that you carefully read the explanatory document you receive at the same time before completing and signing it. If you have any question, please do not hesitate to contact **the Patient Administration Department, tel 04/355.78.60 from 9am to 12.30pm.**

2. Choice of room

My freedom to choose my doctor is in no way limited by the type of room I choose.

I want to be admitted and cared for:

without additional fees and without room supplement in :

☐ **common room**

☐ **in a single room**

with a room supplement of _____ euros per day

I am aware that in the event of admission to a single room, the attending doctors may charge **an additional fee of up to 250%** of the cost of the room.

3. Admission a child accompanied by a parent

☐ I would like my child, whom I am accompanying, to be admitted and cared for at the legal rate, **with no room supplement or additional fees. I am aware that my child will be admitted in a room with two beds or in a shared room.**

☐ I expressly request that my child, whom I am accompanying, be admitted and treated **in a single room, without any room supplement.** I am aware that in the event admission to a **single room**, the attending doctors may charge **an additional fee of up to 250%** of the statutory rate for medical services.

I will be responsible for the costs of my stay as an accompanying parent (including bed, meals, drinks, etc.) at the rate shown in the summary of prices for standard goods and services.

4. Deposit

☐ I am paying (*) euros as a deposit for my stay. (*) the amount received is shown on the attached receipt

This signed declaration of admission serves as a receipt for the deposit paid. The deposit will be deducted from the patient's total invoice when the final bill is drawn up.

5. Billing conditions

All hospital costs will be billed by the hospital. Never pay the doctor directly!

The general terms and conditions of payment applicable to the Groupe santé CHC are set out in the document "Additional information to the declaration of admission and undertaking to pay" appended hereto.

Every patient has the right obtain information about the financial consequences of hospitalisation and the type of room they have chosen. Every patient has the right to be informed by the doctor concerned of the costs he or she will have to pay for any medical treatment.

Attached to this declaration is an explanatory document showing the room and fee supplements. A summary of the prices of goods and services offered at the hospital can be consulted there. I am aware that not all charges are predictable.

Signed in duplicate at _____ on _____ for admission from _____ and valid from _____ hours

For the patient or their representative

first name, surname of patient or patient's representative (with National Register number)

For the hospital

first name, surname and position

This personal information is requested by the hospital management in order to process your file correctly and to invoice you your hospital stay. The Law of 08/12/1992 on the protection of privacy authorises you to consult and correct your data

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ADDITIONAL INFORMATION

- In the event of a stay in hospital, the Groupe santé CHC, if the patient is covered by a mutual insurance company, will invoice the mutual insurance company for a fixed amount per day and a fixed amount per admission, in accordance with the procedures laid down by the public authorities. The patient is responsible for paying the statutory personal contribution, the statutory admission charges and the room supplement.
- The fixed daily rate, the fixed rate per admission and the statutory personal contribution may be reviewed, but only in the light of a decision by the public authorities. These fixed hospital charges do not cover the cost of pharmaceutical specialities, certain items of equipment, generic drugs or doctors' or paramedical practitioners' fees. Expenses for personal use (TV, telephone) are at your own expense (equipment hire in a private room is included in the room supplement).
- Independently of the room supplement and any other supplement or INAMI package, the stay, even if it is partly in a shared or 2-bed room and partly in a single room, may give rise to an increase in doctors' fees (see admission declaration).
- A list of hospital doctors, whether or not they are under contract, giving their specialities and the maximum additional fees expressed as a percentage of the contract rates (see financial conditions on the admission form) is available from the clinic's reception desk. We advise you to ask your specialist(s) in advance about any supplements you can expect.
- If the insurer refuses pay, Groupe santé CHC will invoice the patient and/or the person signing this document for all costs relating to hospitalisation.
- The deposit requested on admission, as well as the provisions requested during the stay (requested every 7 days), will only be intended to cover the sums legally left to be paid by the patient.

LITIGATION

- If a patient remains in default of payment of one or more invoices for an amount equal to or greater than €125, despite having been sent reminders, a note is made on the patient's identification card when the file is transferred the disputed collection circuit (bailiff and/or lawyer). As soon as the debt has been paid in full, the note is removed from the patient's information sheet. This cannot be a reason for refusing treatment if it is necessary.

PROTECTION OF PERSONAL DATA

- The member institutions of the MOVE network, namely Groupe santé CHC, St. Nikolaus-Hospital Eupen and Klinik St. Josef in St. Vith, undertake to process your personal data relating to invoicing in compliance with the GDPR and the law of 30 July 2018. To this end, the Groupe santé CHC processes your personal data, namely:
 - Surname, first name, national registration number, address, telephone numbers, e-mail address, mutual data
 - Contact persons with telephone numbers
 - Billing data: Patient number, RIZIV code, invoice, amount, payment
- This personal data is necessary for the proper administrative management of your file and enables us to identify you unambiguously in order to ensure rigorous monitoring of the care for which you are invoiced.
- Your personal data is only accessible to duly authorised persons and will not be processed for any purpose other than that originally intended: patient administration.
- The processing carried out for this purpose is carried out in order to comply with a legal and contractual obligation between you and Groupe santé CHC.
- Your data is stored at the CHC data centre in Liège, in a database belonging to the MOVE network, which includes the Groupe santé CHC, St. Nikolaus-Hospital Eupen and Klinik St. Josef in St. Vith. All technical and organisational measures are taken to guarantee the confidentiality, integrity and availability of your data as far as possible.
- Your data is kept for a period that does not exceed the legal time limit, i.e. 10 years for accounting and billing data.
- Your medical data and contact details are kept for 30 years after your last medical appointment or after your death, as required by law.
- As a data subject, you can exercise your rights under Chapter 3 of the GDPR. If you have any question about your personal data, you can contact your hospital's data protection officer:
 - St Vith: dpo@klinik.st-vith.be
 - Eupen: dpo@hospital-eupen.be
 - Groupe santé CHC: dpo@chc.be

THE LEGAL RELATIONSHIP BETWEEN THE HOSPITAL AND ITS CARE PROVIDERS

- Doctors, dentists and physiotherapists are independent service providers for whom the Groupe santé CHC accepts no liability. If you would like information about an individual professional practitioner, please contact the Medical Department secretariat on 04 355 79 20 or dirmed@chc.be.

TERMS & CONDITIONS OF PAYMENT - COMPETENT COURTS

- All invoices are payable in cash to the head office of the Groupe santé CHC, Bd Patience et Beaujonc, 9 in Liège, or by payment to the following bank accounts: IBAN: BE52792587097909 and BIC: GKCCBEBB (Clinique CHC MontLégia, Clinique CHC Waremmes) or IBAN: BE43340027214501 and BIC: BBRUBEBB (Clinique CHC Hermalle, Clinique CHC Heusy) indicating the hospitalisation number and the name of the hospitalised patient (for married women: the maiden name).
- In the event of non-payment of an invoice in cash within 30 days of its date of issue, a first reminder will be sent without any charge being made.
- At the end of a period of 14 calendar days starting on the 3rd working day following the day on which the first reminder was sent, in the event of non-payment or partial payment, the amount still owing to the Groupe santé CHC will be increased by default interest calculated at the key rate plus eight percentage points referred to in article 5, paragraph 2, of the law of 2 August 2002 concerning the fight against late payment in commercial transactions and by a fixed indemnity equal to :
 - 20 if the outstanding amount is less than or equal to 150 euros;
 - 30 plus 10% of the amount due on the portion between €150.01 and €500 if the outstanding amount is between €150.01 and €500;
 - 65 plus 5% of the amount owed on the portion in excess of €500 up to a maximum of €2,000 if the outstanding amount is in excess of €500.
- In accordance with Chapter 6, Article VI.83.17 of the Code of Economic Law, the Groupe santé CHC will owe the patient(s) compensation equivalent to the amount claimed if it appears that the CHC has not itself fulfilled its obligations, with the onus on the patient(s) or their representative to demonstrate non-compliance with this clause.
- These terms and conditions of payment apply to any sum whatsoever, present and/or future, which the patient owes (or will owe) to the Groupe santé CHC following the provision of care services and/or the performance of a technical procedure, of whatever nature.
- Except in cases of force majeure, no claim against our invoices can be accepted unless it is made in writing within fifteen days of receipt.
- In the event of a dispute, the courts of Liège shall have sole jurisdiction.
- Any appointment not cancelled at least 48 working hours in advance will incur an administrative fee of at least €25.



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Groupe santé CHC
bd Patience et Beaujonc 9 - 4000 Liège

Hospitalisation label

PAYMENT COMMITMENT

I, the undersigned, patient

or..... born

at..... on /..... /....., residing at:

..... National Patient Representative Register:

☒ **hereby declare that I have read the additional information to the admission declaration and formally accept all the clauses thereof.**

☐ **give my undertaking as joint and indivisible guarantor for the patient named below, which means that I shall be obliged to pay the invoices plus compensation and contractual interest if he does not pay himself. (To be ticked if the signatory is not the patient)**

Date and signature: *(Please indicate read and approved, good for joint and indivisible guarantee)*

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☐ I expressly request that my child, whom I am accompanying, be admitted and treated **in a single room, without any room supplements.** I am aware that in the event admission to **a single room**, the doctors treating my child may charge **an additional fee of up to 250%** of the statutory rate for medical services.

I will be responsible for the costs of my stay as an accompanying parent (including bed, meals, drinks, etc.) at the rate shown in the summary of prices for standard goods and services.

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For the hospital

first name, surname and position

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- A list of hospital doctors, with or without a contract, giving their specialities and the maximum additional fees expressed as a percentage of the contractual rates (see financial conditions on the admission form) is available in the clinic reception area. We advise you to ask your specialist(s) in advance about any supplements you should expect.
- If the insurer refuses to pay, Groupe santé CHC will invoice the patient and/or the person signing this document for all costs relating to hospitalisation.
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- As a data subject, you can exercise your rights under Chapter 3 of the GDPR. If you have any question about your personal data, you can contact your hospital's data protection officer:
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 - 20 if the outstanding amount is less than or equal to 150 euros;
 - 30 plus 10% of the amount due on the portion between €150.01 and €500 if the outstanding amount is between €150.01 and €500;
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PAYMENT COMMITMENT

I, the undersigned, patient

or..... born

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☒ **hereby declare that I have read the additional information to the admission declaration and formally accept all its clauses.**

☐ **give my undertaking as joint and indivisible guarantor for the patient named below, which means that I shall be obliged to pay the invoices plus the indemnity and the contractual interest if he does not pay himself. (To be ticked if the signatory is not the patient)**

Date and signature: *(Please indicate read and approved, good for joint and indivisible guarantee)*

Explanation of the declaration of admission

As a patient, you can make certain choices that have a considerable influence on the final cost of your hospital stay. You make these choices on the admission form.

The purpose of this explanatory document is to give you information about the cost of your hospital stay, so that you can make an informed decision when completing your admission form.

The cost is determined by the following factors:

1. how you are insured;
2. the type of room you choose;
3. the length of your stay in hospital;
4. pharmaceutical costs;
5. fees invoiced by doctors and paramedics;
6. the cost any additional products and services.

The hospital will provide you with transparent, practical information on all the aspects that affect the cost of your stay.

Do you have any other questions about the costs of your medical treatment or hospital stay?

You should first contact the Patient Administration Department, tel 04/355.78.60 from 9am to 12.30pm or your GP.

You can also contact your mutual insurance company.

If necessary, our hospital's social services department and mediation service can help you (contact details are available in the hospital's website).

For more information on the costs associated with your stay and treatment, visit www.chc.be.

The law on patients' rights stipulates that each professional practitioner is obliged to clearly inform the patient about the treatment in question. This information also covers the financial consequences of the treatment.

1 Insurance

All residents of Belgium are obliged to join a mutual health insurance fund. Health insurance, through the mutual insurance company, pays part of the costs of your medical treatment and hospitalisation. As a patient, you must also bear part of these costs. This is your personal contribution (or ticket modérateur). Some people, depending on their income and/or family situation, may be entitled to a **higher contribution** from the mutual health insurance fund (also known as a preferential rate). In the event of hospitalisation, these people pay a lower personal share than an ordinary insured person. Don't hesitate to ask your mutual insurance company if you are entitled to the increased rate.

People who are **not covered** compulsory health insurance have to bear all the costs of their hospitalisation themselves. These costs can be considerable. It is therefore extremely important that your compulsory health insurance is in order. If you have any doubts or problems, contact your mutual insurance company as soon as possible.

Some operations (particularly those of a **purely cosmetic nature**) are not reimbursed by the mutual insurance company. If this is the case, you will have to pay the full cost of your hospitalisation (medical treatment and stay) yourself, even if you benefit from the enhanced procedure. Please contact your doctor or your mutual insurance company for information on the possibilities of reimbursement for certain operations.

If your hospitalisation is due to an accident at work, please mention this when you are admitted. If the Accidents at Work insurance recognises the accident, it will pay the hospital directly. Some costs are never reimbursed by the Accidents at Work insurance. This is the case, for example, for single room supplements: you must pay these supplements yourself.

If you have taken out **supplementary hospital insurance**, your insurance company may also contribute to the cost of your hospitalisation. Only your insurance company can tell you costs, if any, it will reimburse. Ask your insurer for details.

If you are not in one of the above situations (e.g. patient dependent on a CPAS, patient insured in another EU Member State, etc.), contact the *hospital's social services department* for more information about your rights.

2 Choice of room

The type of room you choose for your stay has a decisive influence on the cost of your hospital stay.

Your choice of room has no impact on the quality of care you receive or on your freedom to choose your doctor.

As a patient, you can opt for:

- a *shared bedroom*,
- a *twin room*,
- a *single room*.

If, in the event of hospitalisation with an overnight stay, you occupy a *shared room* or a *room with two beds*, you will not pay **any room supplement or additional fees**.

If you expressly opt for a single room (and if you actually stay there), the hospital may charge **you room supplements**, and the doctors may **extra fees**. A stay in a single room is therefore more expensive than a stay in a shared room or a room with two beds.

By choosing a certain type of room, you agree to associated financial conditions in terms of room supplement and additional fees.

- If, through no fault of your own, you choose to stay in a more expensive room type, the same financial conditions will apply as for the room type you have chosen (for example, if you choose a shared room but, as no shared room is available, you will be allocated a single room. The conditions for a shared room apply).
- If you choose to stay in a less type of room, the financial conditions linked to the type of room you actually occupy will apply (for example, if you choose a single room but, if there is no single room available, you will be allocated a shared room. The conditions of the shared room apply, even if you occupy this room alone).

3 Accomodation costs

1. Statutory personal contribution per day

Regardless of the type of room you choose, you pay a personal share, as stipulated by law, per day of hospital stay and treatment.

	Beneficiary with preferential rate	Child, dependant	Long-term unemployed (single or head of household) and their dependants	Beneficiary with dependants and their dependants	Other beneficiary
Day 1	7.94 euros/day	65.25 euros/day	65.25 euros/day	78.54 euros/day	78.54 euros/day
From day 2	7.94 euros/day	7.94 euros/day	7.94 euros/day	21.23 euros/day	21.23 euros/day
From the 91st day	7.94 euros/day	7.94 euros/day	7.94 euros/day	7.94 euros/day	21.23 euros/day

Our hospital charges €681.79, €475.89 for revalidation and €781.88 for palliative care per day of admission.

If you are not in good standing with your health insurer, you will have to pay the full cost yourself.

2. Room supplement per day

It is strictly forbidden to charge room supplement for a stay in a *shared* or *twin room*.

If you expressly opt for a single room and actually stay there, the hospital may charge you a room supplement. The room supplement in our hospital is:

- 62€ - (CHC Hermalle/Revalidation ; CHC Heusy/Geriatrics - Shared sanitary room)
- 86€ - (CHC Heusy/ Geriatrics; CHC Hermalle/ Revalidation, Palliative care, Geriatrics)
- 93€ - (CHC Heusy/Surgery, Medicine)
- 103€ - (CHC Hermalle/Surgery, Medicine)
- 113€ - (CHC Heusy/Maternité)

The law prohibits patients from being charged a room supplement in the following exceptional situations:

- If your doctor considers that admission to a single room is medically necessary;
- If, for organisational reasons, you are occupying a single room because the type of room you have chosen is not available;
- If you are admitted to or transferred to an intensive care unit or emergency department and remain in this unit for the duration of your stay;
- If the admission is for a child accompanied a parent.

4 Pharmaceutical costs

These costs include drugs, implants, prostheses, non-implantable medical devices, etc. These costs may be fully or partially payable by the patient, regardless of the type of room chosen.

For drugs covered by the health insurance scheme, you pay a fixed personal share of €0.62 per day (fixed price). This amount is deducted from your hospital bill. Hospital charges include a large number of medicines that are not billed separately. You will always have to pay this fixed amount, whether or not you use any medicines and whatever the medicines themselves.

Medicines that are not covered by the Mutualité are not included in this package and must be paid for in full. They are listed separately on the invoice.

You will also have to pay all or part of the cost of certain implants, prostheses, non-implantable medical devices, etc. This cost depends on the type of product supplied and the materials from which it is made. These materials and products are prescribed by your doctor. Do not hesitate to ask your doctor for information about the nature and cost of these products.

5 Doctors' fees

1. Legal rate

The official or legal rate refers to the fees that the doctor may charge the patient. These fees include:

- the amount reimbursed health insurance,
- the statutory personal share (= the amount you, as the patient, have to pay). Sometimes the service is reimbursed in full by health insurance scheme. In this case, personal share is due.

There are also services that are not covered by health insurance and for which doctors are free to set their own fees.

2. Personal legal share

Regardless of the type of room you choose, you will have to pay the statutory personal contribution (= ticket modérateur) for your (para)medical treatment. The legal personal contribution applies to all patients whose health insurance is in order. People whose health insurance is not in order must bear all the costs of their hospitalisation themselves (see point 1).

3. Additional fees

In addition to the statutory fee, hospital doctors may charge extra fees. These supplementary fees are entirely at the patient's expense, and are not covered by health insurance.

It is against the law to charge extra fees if, in the case of an overnight stay in hospital, you occupy a *shared room* or a *room with two beds*.

The maximum fee supplement charged in our hospital are stated on the admission and amounts to 250%.

If you expressly opt for a single room and actually stay there, all doctors can charge you extra fees.

- The amount that a doctor may charge as an additional fee in our hospital is equivalent to a maximum of 250% of the legal rate. Any doctor involved in your treatment (anaesthetist, surgeon, etc.) may charge additional fees.

Example: a doctor charges a fee supplement of up to 100%. For a procedure that legally costs 75 euros and is reimbursed at 50 euros by the mutual insurance company, you will pay 100 euros yourself (25 euros personal contribution and 75 euros additional fee).

The law prohibits the charging of additional fees to patients in the following exceptional situations:

- If your doctor considers that admission to a single room is medically necessary;
- If, for organisational reasons, you are occupying a single room because the type of room you have chosen is not available;
- If you are admitted to or transferred to an intensive care unit or emergency department and remain in this unit for the duration of your stay.

4. Admission a child accompanied by a parent

If a child is admitted accompanied by a parent, it possible to opt for the child to be hospitalised and treated at the legal rate, with no room supplement and no additional fees. In this case, a child accompanied by a parent will be admitted to a double room or a shared room.

If, in the event of hospitalisation of a child accompanied a parent and a single room is expressly chosen and if the child and the accompanying parent actually stay in such a room, the hospital may not **charge room supplements**. However, each doctor involved in the treatment may charge **an additional fee**.

5. Schematic overview of supplements for overnight admissions

	<i>Choice of shared room or twin room</i>	<i>Choice of a single room</i>
<u>Room supplement</u>	NO	<u>YES</u> NO, yes: <ul style="list-style-type: none">- your doctor decides that your state of health, your examinations, your treatment or your supervision require a single room;- you have opted for a <i>shared room</i> or a <i>twin room</i>, but neither is available;- you are admitted to the Intensive Care Unit or the Emergency Department;- admission is for a child accompanied by a parent.
<u>Additional fees</u>	NO	<u>YES</u> NO, yes: <ul style="list-style-type: none">- your doctor decides that your state of health, your examinations, your treatment or your supervision require a single room;- you have opted for a <i>shared room</i> or a <i>twin room</i>, but neither is available;- you are admitted to the Intensive Care Unit or the Emergency Department;

6. Billing

Any extra fees will be billed by the hospital.

Never pay them directly to the doctor.

Don't hesitate to ask your GP for information about his or her additional fees.

6 Other miscellaneous expenses

During your stay hospital, you may be able to use a certain number of products and services (e.g. telephone, water, internet, etc.) for medical reasons and/or for comfort.

The accommodation costs (bed linen, meals, etc.) of a companion who has not been admitted as a patient and who remains at your bedside will also be billed as "miscellaneous costs".

You will be entirely responsible for these costs, regardless of the type of room you choose.

A summary of the prices of these products and services can be consulted in the admissions department and on the hospital website.

Here are a few examples of services and products that are very much in demand:

- Room comforts: *telephone, fridge, television and internet connection*;
- meals and drinks: additional meals, snacks and drinks;
- hygiene products: basic toiletries (soap, toothpaste, cologne, etc.) and toiletries (comb, toothbrush, shaving kit, tissues, etc.);
- laundry (personal linen);
- accompanying person: occupancy of a room or bed, meals and drinks;
- other miscellaneous goods and services: other goods in high demand (feeding bottles, dummies, breast pumps, crutches, ear plugs, small office equipment, etc.) and services in high demand (manicure, pedicure, hairdresser, etc.), etc.

7 Down payments

The hospital may ask for a deposit per stay. The amount of the deposit is governed by regulations

	Beneficiary with rate preferential	Children as persons dependent	Other beneficiary
Shared room	42 euros	75 euros	150 euros
Single room (62 euros)	484 euros	509 euros	584 euros
Single room (86 euros)	652 euros	677 euros	752 euros
Single room (93 euros)	701 euros	726 euros	801 euros
Single room (103 euros)	771 euros	796 euros	871 euros
Single room (113 euros)	841 euros	866 euros	941 euros

If the hospital is informed that you are entitled to the maximum chargeable amount, a deposit can only be requested for a stay in a single room, and not for a stay in a semi-private or shared room.

8 Miscellaneous

All amounts mentioned in this document are subject to indexation and may therefore be modified during the period of hospitalisation. These amounts apply to patients whose compulsory health insurance is in order (see point 1).

Do you have any other question about the costs of your medical treatment or hospital stay?

You should first contact the Patient Administration Department, tel 04/355.78.60 from 9am to 12.30pm or your GP.

You can also contact your mutual insurance company.

If necessary, our hospital's social services and mediation department will also be happy to help (*their contact details are available in the welcome brochure for inpatients*).

For more information on the costs associated with your stay and treatment, visit www.chc.be.

The law on patients' rights stipulates that each professional practitioner is obliged to clearly inform the patient about the treatment in question. This information also covers the financial consequences of the treatment.