

LABEL
DAY HOSPITALISATION

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

Your mutual insurer can also explain the content and scope of this document, as well as your personal insurability situation.

1. Purpose of the declaration of admission: the right to make choices about the financial consequences of admission

All day hospitalisation 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 on this admission form. It is therefore very important that before completing and signing it, you carefully read the explanatory document you receive at the same time. If you have any question, please do not hesitate to contact the **Patient Administration Department**, tel 04/355.78.60 from 9 a.m. to 12.30 p.m.

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 supplements in :

common room

in a single room with a supplement of 86 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 statutory rate for medical services.

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 supplements 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 supplements**. 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 (see amount on receipt) euros as a deposit for my stay.

The deposit will be deducted from the patient's total bill when the final invoice is issued.

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.

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

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 and ending on
on .

I have been informed that I may change my choice of room at any time. If necessary, a new admission form must be signed.

For the patient or their representative	For the hospital
first name, surname of patient or patient's representative (with National Register number)	first name, surname and position

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

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 legal personal contribution, the legal 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 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, with or without a fee agreement, 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 the clinic reception area. We advise you to ask your specialist(s) in advance about any supplements you should expect.
- If the insurer refuses pay, the 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 the 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 the 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 Beaujondc, 9 in Liège, or by payment to the following bank accounts: IBAN: BE52792587097909 and BIC: GKCCBEBB (Clinique CHC MontLégia, Clinique CHC Waremme) 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.



Votre hôpital
est membre
du réseau de santé

Groupe santé CHC
bd Patience et Beaujondc 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 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 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, the undersigned, patient

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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)*

Explanations concerning the declaration admission for admission to a day hospital

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 on the admission form.

The purpose of this explanatory document is to give you information about the cost of your hospital stay, 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 of any additional products and services.

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

Do you have any other question about the cost 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 are also available (contact details available in the welcome book for hospital patients).

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. The health insurance scheme, through the mutualist, pays part of the costs of your medical treatment and day 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 by compulsory health insurance have to bear **all** costs of their day hospitalisation themselves. These costs can be considerable. It is therefore extremely important that your compulsory health insurance is in order. If you have any problems, contact your mutual insurance company as soon as possible.

Some operations are not reimbursed by the mutual insurance company. In this case, you will have to pay the full cost of your day hospitalisation yourself (medical treatment and stay + possibly 21% VAT, e.g. in the case operations/treatments for purely cosmetic purposes), even if you benefit from the increased intervention. Please contact your doctor or your health insurance fund for information on the reimbursement of certain procedures.

If your day hospitalisation is due to an **accident at work**, please indicate 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 industrial accident 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 costs of your day hospitalisation. Only your insurance can tell you what costs, if any, it will reimburse. Ask your insurer for details.

If you are not in one of the above situations (e.g. a patient dependent on a CPAS, a patient insured in another 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 in a day hospital has a decisive influence on the cost your hospitalisation.

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, the case of day hospitalisation, you occupy a shared room or a room with two beds, you will not pay **room supplements or additional fees**. Care provided in a treatment room without admission to a patient's room is treated in the same way as admission to a shared room or a room with two beds; in this case, no supplements may be charged.

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 **charge extra fees**. A stay in a single room is therefore more expensive than a stay in a shared or twin room.

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

- If, through no fault of your own, you stay in a more expensive type of room, the financial conditions associated with the type of room you had chosen will apply (for example, you opt for a shared room but, because no shared room is available, you are given a single room. The conditions for the shared room apply).
- If, through no fault of your own, you stay in a less expensive type of room, the financial conditions linked to the type of room you are actually occupying will apply (for example, you opt for a single room but, as no single room is available, you are given a shared room. The conditions for the shared room apply).

For day hospital therapy, where care is given to you in a day hospital on a regular basis for the treatment of the same pathology (e.g. kidney dialysis, oncology treatment), all you need to do is sign the declaration of admission for the duration of the therapy.

You can always change your choice of room by signing a new admission form.

3. Accommodation costs

Room supplement per day

For a stay in a shared room or a room with two beds, the law prohibits the charging of room supplements.

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

- **86 euros/day**

In the following exceptional situations, it is legally forbidden to charge the patient a room supplement:

- *If your doctor considers that admission to a single room is medically necessary ;*
- *If, for organisational reasons, you are staying in 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.*
- *When a child is admitted accompanied a parent.*

4. Pharmacy costs

These costs include drugs, implants, prostheses, non-implantable medical devices, etc. Regardless of the type of room, these costs may be partially or wholly borne by the patient.

Medicines for which there is no health insurance contribution are paid in full by you. They are listed separately on the invoice.

The cost of certain implants, prostheses, non-implantable medical devices, etc. may also be partially or totally at your expense. Their cost depends on the type and material from they are made. These materials and products are prescribed by your doctor. Ask your doctor for information about their nature and price.

5. Doctors' fees

1 Legal rate

By official or legal fees, we mean the fees that the doctor can charge the patient. These fees comprise two parts:

- the amount reimbursed health insurance,
- the statutory personal share (= the amount you, as a patient, have to pay). Sometimes the service is reimbursed in full by the health insurance scheme. In this case, no personal share is due.

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

2. Personal legal share

Regardless of the type of room you choose, you must 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** 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 not covered by health insurance.

The law prohibits the charging of extra fees if, in the case of day hospitalisation, you occupy a shared room or a room with two beds.

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

The maximum extra charge for a single room in our hospital is stated on the admission form and amounts to 250%.

The amount that a doctor may charge as a fee supplement 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.

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

The law prohibits additional fees being charged 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 staying in 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 duration of your stay.

4. Admission a child accompanied by a parent

If a child is admitted accompanied by a parent, it is 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 is admitted to a shared room or a room with two beds.

If, in the event of hospitalisation of a child accompanied by a parent, 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 day hospital admissions

	Choice of a shared or twin room	Choice of a single room
Room supplement	NO	YES NO , if: your doctor decides that your state of health, your examinations, your treatment or your supervision require a single room; you have opted for a shared room or for a twin room, but none are available; you are admitted to the intensive care unit or the emergency department; admission is for a child accompanied by a parent.
	Choice of a shared or twin room	Choice of a single room
Additional fees	NO	YES NO , if: your doctor decides that your state of health, your examinations, your treatment or your supervision require a single room; you have opted for a shared room or for a twin room, but none are available; you are admitted to the intensive care unit or emergency department.

6. Billing

All fees and surcharges 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 popular products and services:

- room comforts: telephone, fridge, television and internet connection
- meals and drinks: meals, snacks and additional 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, earplugs, small office equipment,...) and services in high demand (manicure, pedicure, hairdresser, etc.).

7. Down payments

If you opt for a single room, the hospital may charge a deposit of up to the amount of the supplement for a single room.

If you opt for a shared room or a room with two beds, the hospital cannot charge a deposit.

However, uninsured persons may be asked to pay a deposit for a stay in a twin or shared room.

The deposit will be deducted from the patient's total bill when the final bill is settled.

8. Miscellaneous

All the 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 cost 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.

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.