

Explanation of the admission statement

As a patient, you can make some choices that have an important impact on the final cost of your hospitalisation. You can make those choices by filling in the admission statement.

This explanatory document is meant to inform you about the cost of your hospitalisation so that you can make well-considered choices when filling in the admission statement.

The cost will be determined by the following factors:

1. your insurance policy
2. your choice of room
3. the duration of your hospitalisation
4. pharmaceutical costs
5. fees charged by physicians and paramedics
6. the costs of any additional products or services.

Do you have further questions about the costs relating to your medical treatment or your hospitalisation?

Please contact Admissions by phone on 02 764 15 51 or email at admission@saintluc.uclouvain.be or your treating physician first.

Your sickness fund will also be able to help you.

If necessary¹, you can also contact our hospital's social service (phone 02 764 15 82; seso-saintluc@uclouvain.be) and mediation service (phone 02 764 16 05, email mediateur-saintluc@saintluc.uclouvain.be).

More information about the costs relating to your hospitalisation and your treatment can be found on www.saintluc.be.

Within the framework of the Patient Rights Act, every professional must clearly inform his patient about the intended treatment. This information also relates to the financial consequences of the treatment².

In most cases, you will receive your hospitalisation invoice³ within six to ten weeks. If you have any questions about this invoice, please contact the Patient Contact Service on 02 764 15 70.

1. Insurance

Every Belgian resident must be covered by a sickness fund. The health insurance scheme will pay part of your costs of your medical treatment and hospitalisation through the sickness fund. As a patient, you will have to pay part of those costs yourself. That is your patient contribution or the non-refundable part of your medical costs. Some people benefit from **increased reimbursement rates** (also called preferential tariff rates), for example based on their income and/or family situation. The patient contribution of those people will be lower when hospitalised than that of ordinary insurance contributors. You can ask your sickness fund whether you benefit from that tariff.

People **who are not in compliance** with the requirements with regard to compulsory health insurance will have to pay **all** costs related to their hospitalisation themselves. Those costs can be significant. It is therefore essential that you are in compliance with the requirements with regard to compulsory health insurance. In case of a problem, you should contact your sickness fund as soon as possible.

Some interventions (because of their **exclusively cosmetic nature** for example) will not be reimbursed by the sickness fund. In that case, you will have to pay all hospitalisation costs (both medical treatment and stay) yourself, even if you benefit from increased reimbursement rates. Your physician or sickness fund will be able to provide you more information about the refundability of some interventions.

¹ <http://www.saintluc.be/services/administratifs/index.php>. The social service is there to help you with your social security matters (bringing your health insurance cover in order, requesting assistance at a CPAS/OCM)

² The doctor who has scheduled the hospitalisation will be able to give you the INAMI codes so the medical insurer can estimate the costs of your hospital stay and tell you about any INAMI actions without code payable by you.

³ We endeavour to send a single hospitalisation invoice, but additional invoices may follow.

If you need to be hospitalised as a result of an **accident at work**, you must inform the hospital when you are admitted. If the occupational injuries insurance recognises the accident, it will pay the costs directly to the hospital. Some costs, e.g. additional charges for an individual room, are never reimbursed by the occupational injuries insurance. You will have to bear those costs yourself.

If you have also taken out **hospitalisation insurance**, your insurance company may reimburse an additional part of your hospitalisation costs. Only your insurance company can inform you about the costs it will or will not reimburse. So, do not hesitate to contact your insurance company to ask for more information.

If your situation is not mentioned above (e.g. patient receiving income support from a public social assistance centre (OCMW/CPAS), patient insured in another member state of the European Union, ...), please contact the Admission to receive more information about your rights.

Patients residing out of the European Union, Lichtenstein, Iceland, Switzerland or Norway and part of the employees of the embassies of these countries are informed that certain information, particularly financial information, included in the admission documents don't apply to them and are asked to contact the International Patients Unit for more information (02 764.16.93, mail: international-saintluc@uclouvain.be).

2. Choice of room

The type of room you choose for your hospitalisation will determine the cost of your hospitalisation. This choice of room will not affect the quality of care provided nor will it limit your free choice of physician.

As a patient, you can choose between:

- A shared two-bed room
- A private room which can be a single-bed room or a privatised two-bed-room (a room where the 2nd bed is reserved for an accompanying person)

Most rooms have a shower but some rooms (shared as well as private) do not. It is not possible to give that information before the day of admission.

If you choose a two-patients room for an overnight hospital stay, you will pay **no extra fees or additional room charges**. If you explicitly choose to stay in an individual room (and actually stay in such a room) the hospital is entitled to invoice **additional room charges** and the physicians are entitled to charge **extra fees**. Staying in an individual room is therefore more expensive than staying in a shared or a two-patient room.

When choosing a type of room you agree to accept the consequential financial conditions with regard to additional room charges and extra fees.

- If, for reasons beyond your control, you are allocated a type of room that is more expensive than the type you have chosen, the financial conditions of the type of room you have chosen apply (e.g. when you choose a shared room and you are allocated an individual room because there are no shared rooms available, the conditions of shared rooms apply).
- If, for reasons beyond your control, you are allocated a type of room that is less expensive than the type you have chosen, the financial conditions of the type of room you are actually staying in apply (e.g. when you choose an individual room and you are allocated a shared room because there are no individual rooms available, the conditions of shared rooms apply, even if you are the only patient staying in this shared room).

3. Hospitalisation costs

1. Legally fixed patient contribution per day

Regardless of your choice of room, you will pay a legally fixed patient contribution for each day you stay and are cared for in hospital.

	Beneficiary receiving increased reimbursement rates	Child, dependant	Long-term unemployed person (single or head of the family) and the dependant (s)he is liable for	Beneficiary with a dependant and their dependants	Other beneficiary
1 st day	9.50 euro/day	64.83 euro/day	64.83 euro/day	77.35 euro/day	77.35 euro/day
From the 2 nd day	7.52 euro/day	7.52 euro/day	7.52 euro/day	20.04 euro/day	20.04 euro/day
From the 91 th day	7.52 euro/day	7.52 euro/day	7.52 euro/day	7.52 euro/day	20.04 euro/day
+ Fixed expenses	2.6	30.66	30.66	30.66	30.66

Our hospital charges **1015.26 euro** per hospitalisation day. If you are not in compliance with the requirements set by your sickness fund, you will have to pay all those charges yourself.

2. Additional room charges per day

If you stay in a shared room or a two-patient room, it is legally forbidden for a hospital to invoice additional room charges.

If you explicitly choose to stay in an individual room and actually stay in such a room, the hospital is entitled to invoice additional room charges. The additional room charges in our hospital amounts to 193.92 euros/day.

In the following exceptional circumstances it is legally forbidden to invoice additional room charges to the patient:

- when your treating physician judges hospitalisation in an individual room a medical necessity;
- when you are cared for in an individual room for organisational reasons because the type of room you have chosen is not available;
- when you are admitted in or transferred to an intensive care unit or the emergency unit, as long as you stay in that unit;
- when a child is admitted accompanied by a parent.

4. Pharmaceutical costs

These costs include costs related to medication, implants, prostheses, non-implantable medical devices, etc. Regardless of your choice of room, these costs can be charged, in part or in full, to the patient.

A fixed patient contribution of 0.62 euro per day will be charged for medication that is reimbursed by the health insurance. On your hospital bill, this amount will be included in the hospitalisation costs. Those costs include a large number of medicines, which will not be charged separately. You always have to pay this fixed contribution, regardless of the medicines you really take.

Medicines that are not reimbursed by the health insurance are not included in this fixed contribution and will be listed separately on your hospital bill. You will have to pay the full costs of those medicines yourself.

In addition, you will have to pay the costs of some implants, prostheses, non-implantable medical devices, etc., in part or in full, yourself. Those costs depend on the type and on the material they are made of. Those materials and products are prescribed by your physician, who will be able to inform you about their nature and price.

5. Fees charged by physicians

1. Legal rate

The official or legal rate is the fee that a physician may charge to a patient. This fee consists of two parts:

- the amount reimbursed by the health insurance
- the legally fixed patient contribution (= the amount you have to pay yourself as a patient). Sometimes, the medical service is fully reimbursed by the health insurance and no patient contribution is due.

Some medical services are not reimbursed by the health insurance and the fees charged for those services can be freely determined by the physician.

2. Legally fixed patient contribution

Regardless of your choice of room, you have to pay a legally fixed patient contribution for your (para)medical treatment (= the non-refundable part of your medical costs). The legally fixed patient contribution is applied to all patients who are in compliance with the requirements set by their health insurance. People who are not in compliance with the requirements with regard to compulsory health insurance will have to pay all costs related to their hospitalisation themselves (cf. point 1).

3. Extra fees

Hospital physicians are entitled to charge extra fees on top of the legal rates. Those extra fees are not reimbursed by the health insurance and shall be paid entirely by the patient.

If you stay in in a shared room with two or more beds during an overnight stay, it is legally forbidden for physicians to charge extra fees.

The maximum fees charged in our hospital can be found in the admission statement and amount to 300 %.

If you explicitly choose to stay in an individual room and actually stay in such a room, all physicians are entitled to charge you extra fees.

- The maximum extra fees that a physician in our hospital is entitled to charge amount to 300 % of the legally fixed rates. Every physician involved in your treatment (anaesthetist, surgeon, ...) is entitled to charge you extra fees.

For example: the maximum extra fees charged by a physician amount to 100%. For an intervention that legally costs 75 euro and of which the sickness fund reimburses 50 euro, you will have to pay 100 euro yourself (a patient contribution of 25 euro and extra fees amounting to 75 euro).

In the following exceptional circumstances it is legally forbidden to charge extra fees to the patient:

- when your treating physician judges hospitalisation in an individual room a medical necessity;
- when you are cared for in an individual room for organisational reasons because the type of room you have chosen is not available;
- when you are admitted in or transferred to an intensive care unit or the emergency unit, as long as you stay in that unit.

4. Admission of a child accompanied by a parent

When your child is accompanied by a parent when admitted, you can choose to have your child admitted and cared for at the legally fixed rates without paying extra fees or additional room charges. Your child accompanied by a parent will then be admitted in a two-patient room or a shared room.

If you explicitly choose to have your child admitted in an individual room while it is accompanied by a parent and you actually stay in such a room, the hospital is **not allowed to invoice additional room charges**. However, every physician involved in your child's treatment is entitled to **charge you extra fees**.

5. Schematic overview of the extra costs in case of overnight hospitalisation

	<i>When you choose a shared or a two-patient room</i>	<i>When you choose an individual room</i>
<u>Additional room charges</u>	<u>NO</u>	<u>YES</u> NO if: - your physician decides that your state of health requires examination, treatment or supervision in an individual room; - you have chosen to stay in a <i>shared or a two-patient room</i> and there is no such room available; - you are staying in an intensive care unit or in an emergency unit; - a child is admitted while accompanied by a parent.
<u>Extra fees</u>	<u>NO</u>	<u>YES</u> NO if: - your physician decides that your state of health requires examination, treatment or supervision in an individual room; - you have chosen to stay in a shared or a two-patient room and there is no such room available; - you are staying in an intensive care unit or in an emergency unit.

6. Billing conditions

All extra fees will be invoiced by the hospital.
Never pay your physician directly.
Feel free to ask your treating physician for information about the extra fees (s)he charges.

7. Various other costs

During your hospitalisation, you can use some products and services for medical and/or comfort reasons (e.g. telephone, water, internet, etc.).

The costs for the accommodation of an accompanying person who has not been admitted as a patient but who is staying in your room (bed linen, meals, etc.) will be invoiced as “various costs”.

Regardless of your choice of room, you will have to bear those costs in full.

A price list of those products and services is available at Admissions in the central hall, on the page 6 of this document and can also be consulted on the website of the hospital.

Some examples of services and products that are often requested:

- room comfort: phone (payable), refrigerator (free - not in all rooms), TV and internet connection (free, headset charged in shared rooms)
- food and drinks: extra meals, refreshments, snacks and drinks;
- hygiene products: basic toiletry products (soap, toothpaste, cologne, ...) and basic toiletry tools (comb, toothbrush, shaving tackle, tissues, ...);
- laundry (personal laundry);
- accompanying person: occupation of room or bed, meals and drinks;
- other various products and services: other often requested products (feeding bottles, teats, breast pump, crutches, earplugs, small stationery, ...) and often requested services (manicure, pedicure, hairdresser, ...), ...

8. Advances

The hospital may ask for an advance payment per hospitalisation period of 7 days. The maximum amounts of the advances are legally fixed.

	Beneficiary receiving increased reimbursement rates	Children as dependants	Other beneficiary
Shared or two-patient room	50 euros	75 euros	150 euros
Individual room	1000 euros	1100 euros	1200 euros

If the hospital has been informed that you benefit from the advantage of the maximum bill, an advance may only be asked when you stay in an individual room and no advances may be asked when you stay in a two-patient room or a shared room.

9. Miscellaneous

All amounts mentioned in this document can be indexed and can therefore be modified while you are hospitalised. The amounts apply to patients who are in compliance with the requirements with regard to compulsory health insurance (cf. point 1).

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If necessary⁴, you can also contact our hospital's social service (phone 02 764 15 82; seso-saintluc.be@uclouvain.be) and mediation service (phone 02 764 16 05, email mediateur-saintluc@saintluc.uclouvain.be)

More information about the costs relating to your hospitalisation and your treatment can be found on www.saintluc.be. Within the framework of the Patient Rights Act, every professional must clearly inform his patient about the intended treatment. This information also relates to the financial consequences of the treatment⁵.

You will receive your hospitalisation invoice⁶ within six to ten weeks. If you have any questions about this invoice, please contact the Patient Contact Service on 02 764 15 70.

⁴ <http://www.saintluc.be/services/administratifs/index.php>. The social service is there to help you with your social security matters (bringing your health insurance cover in order, requesting assistance at a CPAS/OCMW)

⁵ The doctor who has scheduled the hospitalisation will be able to give you the INAMI codes so the medical insurer can estimate the costs of your hospital stay and tell you about any INAMI actions without code payable by you.

⁶ We endeavour to send a single hospitalisation invoice, but additional invoices may follow.

LIST OF THE PRICES OF THE MOST FREQUENTLY REQUESTED PRODUCTS AND SERVICES**Phone calls from the room – flat fee 0.40 EUR/call + time. Billing is per minute**

Domestic calls to landlines	€0.10 per minute	Zone 1: Neighbouring countries, Italy, Spain, USA, Canada	€1.00 per minute
Domestic calls to mobile numbers	€1.00 per minute	Zone 2: Rest of Europe	€1.50 per minute
		Zone 3: Rest of World	€5 per minute

Costs for accompanying person

Per day (private) adult In addition: breakfast: €4.39 - lunch: €14.52 - dinner: €9.57	€49.22
Bottle of water (1L): €1.20	
US 81, 82, 85, 91 and 92 Person accompanying a child in a private room (including breakfast voucher)	€53.77
US 81, 82, 85, 91 and 92 from day 1 to day 7 Person accompanying a child in a shared room (including breakfast voucher)	€20.68
US 81, 82, 85, 91 and 92 from day 8 Person accompanying a child in a shared room (including breakfast voucher)	€13.68
US 81, 82, 85, 91 and 92 from day 31 Person accompanying a child in a shared room (not including breakfast voucher)	-

Hygiene products

- Paper handkerchiefs 1WB	1,93	- Babysoap 1JX	3,47
- Bar of soap 1WE01	0,96	- Toothbrush 1WK	3,08
- Comb 1WJ	4,21	- Shampoo 1WL	2,30
- Sanitary towel: 1WC	4,21	- Razorblades 1WA	1,14
- Cup 1KE	2,40	- Water spray 1HA	6,98
- Face flannel 1WW	2,68		

Other (to take home)

- Thermometer:	8.69	- Feeding bottle 1WY :	3,62
- Slippers :	2.30	- Cold / hot pack 1HC :	7,64
- Anti-skid socks	1.49	- Cane 1CC :	37,83
- Baby's dummy	1.14	- Urination device	3,05
- Special Baby's dummy :	7.08	- Leg bag	2,87
- Box of nappies (according to size)		- Headset for TV :	4,01
- Size -3 1PP01	16.71		
- Size -2 1PP02	16.22		
- Size -1 1PP03	6.96		
- Size 0 1PP04	3.06		
- Size +1 1PP05	4.55		
- Size +3 1PP06	8.71		
- Size +4 1PP07	8.35		
- Size +5 1PP08	8.02		

Hairdressing service – pay the hairdresser directly**No haircut for patient in medical isolation**

- Hair cut for men: €17	- Hair cut for men + Shampoo: €25
- Shampoo – dry: €15	- Hair cut for children: €15
- Set – care – lotion – hair spray: €29	- Styling – cut – lotion – hair spray: €25
- Set – cut – care – lotion- hair spray: €44	- Styling – cut – lotion – hair spray: €40

The price of other products or services the patient may ask for are available on request.

Useful information - subject to covid19 measures

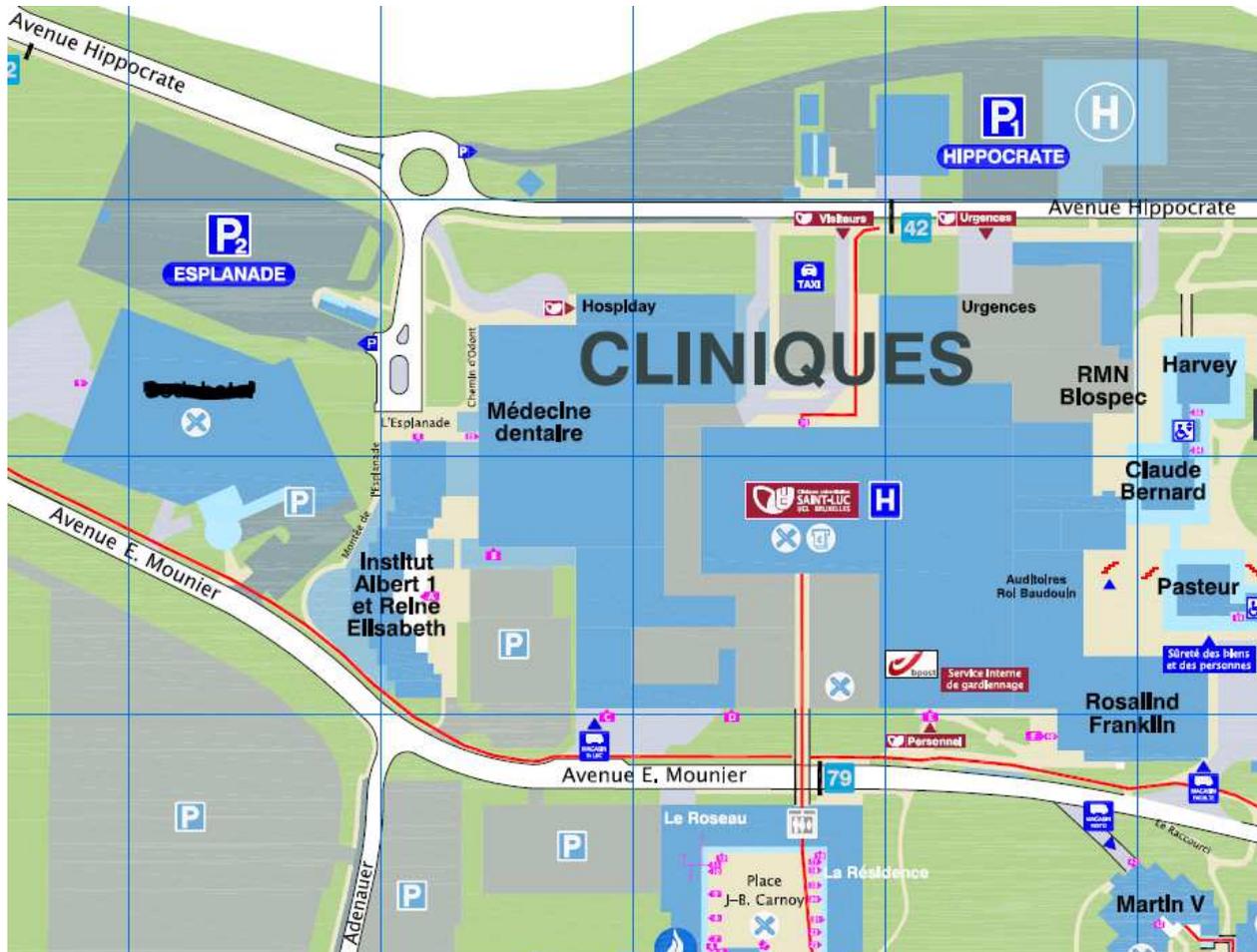
On the day of your departure, you will release the room before 11am. Do not forget to tell a team member when you leave care unit

Site Map

Admission

Or by the main entrance 10 Hippocrate avenue in front of the Hippocrate parking (Assurcard terminal) from 6h45 to 17h30

Or by the Albert 1er and Queen Elisabeth Institute entrance in front of the Esplanade parking (Assurcard terminal) from 7h30 to 16h



Visiting timetable

Every day from 1h pm to 3 pm and 7h30 pm to 9h pm.

Warning! Intensive care, maternity and pediatrics have special visiting timetables, displayed at the entrances to those units.

Restoration

Chou vert et vert chou

Located on the ground floor, the Auberge offers a variety of snacks, pastries (morning), hot snacks and sandwiches (lunch) and various hot and cold beverages.

The Auberge is open Monday to Friday from 7:00 to 16:15 and Saturday and Sunday from 9:00 to 16:15.

Payment by credit card. Telephone 02 764 15 03

The restaurant Le Médoc

Located in front of the hostel, on the ground floor, the Medoc offers a menu of dishes in a cozy atmosphere. In the afternoon, the team offers especially pastries.

A Take away Service allows you to carry all the dishes from the carte and cold plates "homemade".

The Médoc is open Monday to Friday from 11:30 to 20:00.

Card payments are accepted.

Phone: 02 764 12 45

Lucullus

The staff restaurant, Lucullus is accessible to patients and visitors from 11h30 am to 2h15 pm.

It is located on level -3.

Payments by cash and credit card accepted.

Patients' rights and obligations in hospital

Your health and wellbeing are our main concerns. Quality, in all its aspects, is always our goal.

For us, respect for patients means

- Meeting you with courtesy and warmth, on admission and throughout your stay in hospital.
- Respecting your social, cultural and religious preferences.
- Introducing ourselves to you clearly as who we are.
- Keeping you suitably informed and answering your questions, in your native language wherever possible or in an international language.
- Listening to you carefully and discreetly, and guaranteeing confidentiality.
- Respecting your privacy and intimacy.
- Respect for human dignity and looking to adopt the right behaviour are values to which we pay particular attention.

In terms of care quality, we undertake to

- Give high-quality care at the forefront of medical technology, using techniques that we endeavour to develop through our teaching missions.
- Ensure that you receive global care in all medical disciplines, and continuity of care in both human and social terms.
- Ensure that your medical file remains completely confidential.
- Ask you for your consent, informed where necessary, for further treatment and care offered to you, or, if you cannot give your consent, inform your representative equally thoroughly.
- Make a point of working with your GP, keeping him/her involved of any major change in your state of health if you wish.
- Follow up as soon as possible any request from you for your file to be transferred to your GP or any other establishment or doctor you may mention to us.
- Through these points, we undertake to respect the law of 22 August 2002 concerning patients' rights.

Thank you for participating in

- Our teaching mission: for welcoming students and trainees in various medical, nursing and paramedical disciplines.
- Our research mission: if a doctor offers you an opportunity to participate, he will give you all the information necessary to make your decision in complete freedom and knowledge and in accordance with the Law of 7 May 2004 concerning experiments on human beings.
- The generosity between citizens, by agreeing to organs or tissue being taken from your body after death with transplantation in mind.

We ask for respect from you

- For everyone working in Cliniques Universitaires Saint-Luc, regardless of capacity or qualifications. By respecting our work, you will help us make the most of our professional capacity for listening and sharing. Your courtesy will help us understand your requests and take any corrective action needed.
- For other patients, who also wish to benefit from a high-quality environment, support from relatives and moments of rest and relaxation.
- For institution that has welcomed you, its equipment and installations, and its organisational requirements.
- We thank you for keeping appointments and for providing information useful for your treatment and for our administrative departments.
- We thank you for respecting visiting hours. These hours have been decided on and limited according to the specific nature of the department, and with your peace and that of other patients in mind.

All Cliniques staff members make every effort to give you a stay of optimum quality. If however you have any remarks, suggestions or complaints concerning your stay, please contact the Cliniques Mediator.