

Practical information about your hospital admission

patiënteninformatie

We welcome you at the GZA hospitals. At the Sint-Augustinus and Sint-Vincentius campuses, there is an administrative intermediary who can give you information about what you have to do and which documents you need for your stay at the hospital.

In this leaflet, you can find information on what you have to do for your stay in one of our hospitals.

What do you need?

If you have one of the following documents before your admission to the hospital, you comply with the necessary requirements. It is very important to bring this document upon your admission to the hospital, so that we can settle everything directly with the Belgian health care insurance organization (mutualiteit), insurance company or other organization. If you do not have any of the following documents, you will have to pay a cost-effective advance. This is explained in detail under the heading “How much is the advance?”.

The hospital needs one of the following documents:

- A valid SIS-card.
- E112-form. This form is issued by the National Health Service in your country of origin and is required for a planned admission. The E112-form must be addressed to the hospital and specify the exact date of validity.
- Guarantee statement issued by the insurance company and addressed to the hospital. This document is issued by the insurance company in your country of origin and is valid for a planned admission.
- Medical guarantee granted by the Social Welfare Centre (OCMW).
- Demand from Fedasil.
- Letter Red Cross – Caritas - ... confirming that the hospital costs will be paid and that the invoice may be sent directly to them.
- European Health Insurance card. This card is only valid for an emergency admission.

You do not comply if you do not have any of the above-mentioned documents.

What do you have to bring?

If you have to stay at the hospital, you may not forget to bring the following documents:

- Identity card or passport
- One of the above-mentioned documents
- Money or bank card to pay the (cost-effective) advance for your hospital stay or medical examination.

How can you comply?

Registered in the population or aliens register

If you are registered in the population register or in the aliens register, you can join a Belgian health care insurance organization (mutualiteit). Go to the local office of the health care insurance provider of your choice and register. If you do this, the national health care insurance organization will pay part of the medical care accepted by the Belgian National Service for Medical and Disablement Insurance (RIZIV). You will have to pay an annual membership contribution to be entitled to reimbursement.

EU-citizen

In case of urgent admission, you only need a European Health Insurance card. For a planned admission, you need an E112-form or a guarantee statement addressed to the hospital. These documents are issued by the insurance company in your country of origin.

Non-EU citizen

If you are insured in your country of origin, you must ask your insurance company to issue a guarantee statement addressed to the hospital. If someone accepted responsibility for your stay in Belgium and the insurance organization fails to pay the hospital costs, this person will also be responsible for the payment of these costs.

Undocumented immigrant

You can apply for your registration in the aliens register of your town or city. This procedure can take a few months. Once you are registered, you can join a Belgian health care insurance organization. (see “Registered in the population or aliens register”). If you need urgent medical care, you can personally go to a local Social Welfare Centre (OCMW). It is very important that you go to the Social Welfare Centre yourself and take all your documents with you. The Social Welfare Centre will check whether they can help you to pay the hospital costs.

Warning! It is not sure that the Social Welfare Centre will intervene in the payment of your medical expenses when you present an application.

If you do not meet the requirements, you will have to pay a cost-effective advance at the hospital upon your admission. This advance amounts to €1000 for the first day and € 650 from the second day onwards.

How much is the advance?

Patients with a SIS-card

If the hospital only has the information of the Belgian health care insurance organization upon your admission, you will have to pay an advance. This advance depends on the choice of your hospital room, the number of days you will have to stay and your status with the Belgian health care insurance organization. This amount can be calculated in advance.

If the hospital can work directly with your hospital insurance, you do not have to pay an advance. For some insurers, however, you have to pay the exempt amount upon admission. Your insurance company will inform you.

If you have taken out a hospital insurance policy with a Belgian health care insurance organization, you will have to pay an advance because they do not work directly with the hospital for these additional insurance policies.

Warning! If you joined a Belgian health care insurance organization with a European Health Insurance card, this is not enough for a planned hospital admission. You will still need one of the above-mentioned documents or pay a cost-effective advance before you are admitted.

Patients with one of the above-mentioned documents

If you register at the hospital with one of the above-mentioned documents, you do not have to pay an advance for your stay at the hospital. You must always bring the necessary document upon your admission to the hospital. You can stay in a single room, a double room or a ward, according to the documents you presented.

Patients without the necessary documents

You must pay a cost-effective advance for your stay at the hospital. This cost-effective advance amounts to €1000 for the first day. From the second day onwards, you have to pay €650. At the intensive care ward, the advance amounts to €1000 for each day.

If you contact the administrative intermediary of the hospital before your admission, he or she can assess the hospital costs in consultation with your doctor. You will have to pay this amount to the admission office on the day of your admission. The administrative intermediary will inform the admission service in advance.

Administrative intermediary - Social service

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