

Welcome brochure for patients





Contact

campus Rumst

's Herenbaan 172
2840 Rumst
03 880 90 11
info.rumst@azr.be

campus Bornem

Kasteelstraat 23
2880 Bornem
03 890 16 11
info.bornem@azr.be

campus Willebroek

Tisseltsesteenweg 27
2830 Willebroek
03 890 16 11
info.bornem@azr.be



Cette brochure est également
disponible en **Français** sur notre site.

Deze brochure is ook beschikbaar in het
Nederlands op onze website.

www.azrivierenland.be



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Welcome to AZ Rivierenland!

A hospitalisation undoubtedly raises a lot of questions. This welcome brochure is intended to inform you about the functioning of our hospital. We will give you the necessary information to ensure your stay in AZ Rivierenland runs smoothly.

In addition to this general brochure, AZ Rivierenland has numerous brochures with specific information on your illness, treatment and stay in the department. You can find these brochures in the departments or on our website www.azrivierenland.be.

You are also welcome to contact one of our employees with all your questions. Talk to them: they are here to help you!

We wish you a pleasant stay and a speedy recovery!



Mission
and vision



Values



Mission (#primazorg)

As a dynamic hospital, AZ Rivierenland is your partner in care close to home. In dialogue with a network of healthcare providers, our employees guarantee high-quality, innovative and safe care for every patient.

Vision



-  AZ Rivierenland involves the **patient as a full partner** in the care process.
-  AZ Rivierenland guarantees **high-quality care** tailored to the needs of the patient. In this respect we strive for continuous improvement. We create a safe, warm and innovative environment.
-  AZ Rivierenland is managed through ongoing **dialogue** with employees, doctors and external partners.
-  AZ Rivierenland communicates in a **clear, constructive and respectful manner**.
-  AZ Rivierenland coaches its employees to further develop their knowledge and talents. We create an **inspiring and stimulating working environment** where our employees put our values into effect with pleasure each day.
-  AZ Rivierenland is a strong link in a network of care.





Admission

You are being admitted to AZ Rivierenland.

Now what?

1



What should you bring along?

2



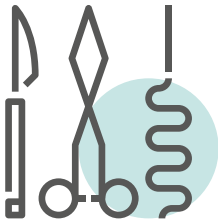
Accessibility

3



Reporting to the reception

4



Preparation for a procedure or an examination

5



Your stay in the hospital

6



Going home



1

WHAT SHOULD YOU BRING ALONG?

Inform your health insurance fund, hospitalisation insurance or, in the event of an accident at work, your employer of your hospitalisation in time, preferably before your admission.

For the admission department

- Your identity card (e-ID) or ISI+ card (for children under 12 years of age).**
- The hospitalisation request or referral letter from your doctor (dentist) or specialist.
- The welcome folder or the patient booklet for the (surgical/medical) patient, read through and completed in full.
- The details of your hospitalisation insurance.
- The phone number of a person we can easily reach if necessary and your personal e-mail address.
- Your general practitioner's details.
- The form 'incapacity for work salaried employee confidential' of your health insurance fund.
- In the event of an accident at work: the name and address of your employer, its insurance details and its policy number.
- If you are a foreign patient, please bring an S2 form (if it is a planned admission) or a European insurance card (if it is an emergency admission).



For the nursing department

The hospital is not liable for loss or theft of personal belongings. So do not bring any valuables and make sure to leave jewellery (including wedding ring) at home.

The use of your own electrical appliances (electric kettle, toaster, etc.) in the hospital **is forbidden** due to fire risks. If you have any questions about this, please discuss them with the nurse of the department.

- Your blood group card.
- Your allergy card.
- Your home medication in its original packaging (more information can be found on page 14).
- Results of the lab, ECG, RX, etc. if these examinations are done at the general practitioner's consulting rooms

For yourself

- Loose-fitting daywear and nightwear.
- Flat, closed, slip-resistant shoes or slippers.
- Toiletries: enough washcloths, towels, soap, shampoo, shower gel, hairbrush, toothbrush, toothpaste and electric shaver.
- If necessary:** aids that you use at home: glasses, lenses, hearing aid, crutches, walking stick, walker, etc.
- If necessary:** your own compression stockings if you still have them from a previous admission.
- Stationery and perhaps some reading material.



The background of the page is decorated with various medical icons. There are several syringes with different colored caps (teal, red, orange), several pills (red oval, grey round with a cross, teal oval), and vials. The icons are rendered in a clean, modern style with soft shadows.

Home medication

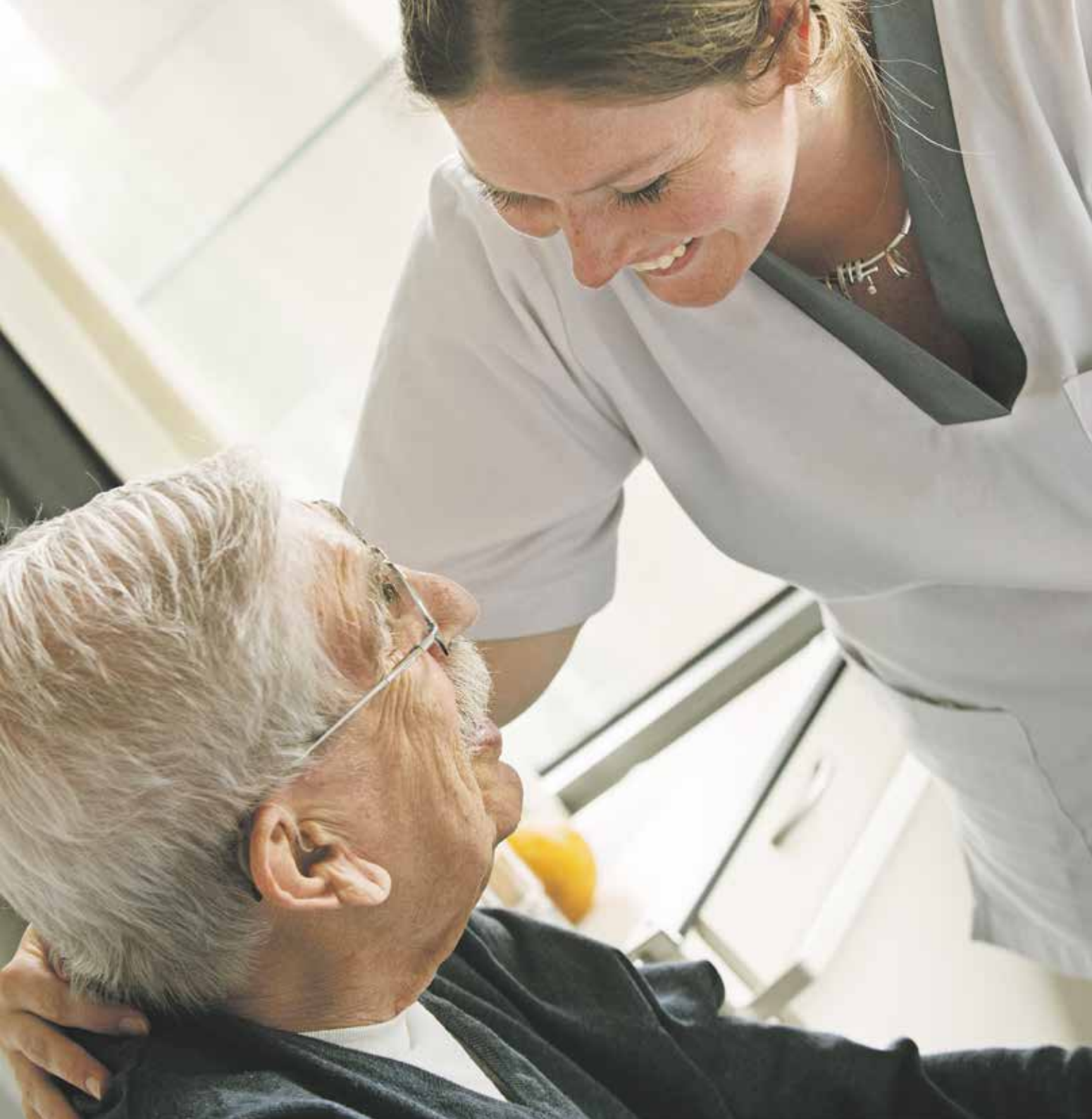
Before you were admitted, you received a welcome folder containing the patient booklet for the surgical/medical patient or the form 'home medication'. The patient booklet and the home medication form can also be found on our website www.azrivierenland.be → [ik word opgenomen](#) → [wat breng ik mee?](#)

Complete the medication list as completely as possible. Do not forget that medication you only take once a week or once a month is also important. Also remember insulin, inhalers, medication plasters, eye drops, injections, etc. If you are unsure, get help from a family member, your general practitioner, pharmacist or home nurse.

After all, for optimal care it is important that the attending team is aware of the medication you are taking at home.

Bring all your home medication (including medication that you can obtain without a prescription) to the hospital in its original packaging. Hand over your home medication for safekeeping to a nurse of the nursing department.

On discharge you will get this back.





2

ACCESSIBILITY

How to get to our hospital?

CAMPUS RUMST

1

By car - parking

The hospital is located next to the A12 motorway (Boomsesteenweg) Antwerp-Brussels. The hospital's spacious car park is paying. The payment terminals are located outside, on the left side of the entrance hall.

The terminals accept both cash and bank cards (no VISA). For the disabled, there are plenty of spaces close to the entrance hall.

By public transport

You want to take the bus to go to the hospital (or to leave it)? That's possible! The bus timetable can be found via De Lijn's route planner.





CAMPUS BORNEM



By car - parking

You can park for free at the municipal car park in the Achterweidestraat. Next to the campus, on the right side, you will find a paying car park. There are designated spaces for the disabled.

By public transport

You want to take the bus to go to the hospital (or to leave it)? That's possible! The bus timetable can be found via De Lijn's route planner.

Arriving by train?

Bornem station is situated on the Mechelen - Sint-Niklaas railway line with Willebroek, Puurs, Bornem and Temse as intermediate stops. Generally, there is one train per hour, during peak hours there are two. Timetable information can be found at www.belgianrail.be. The walking distance from Bornem station to the hospital in the Kasteelstraat is about 650 metres.

CAMPUS WILLEBROEK



By car - parking

The hospital is easily accessible by car. Campus Willebroek has a public car park next to and behind the building. It is free of charge for patients and visitors.

By public transport

You want to take the bus to go to the hospital (or to leave it)? That's possible! The bus timetable can be found via De Lijn's route planner.



3

REPORTING



A concrete example: if a procedure or treatment costs 200 euros (amount that is largely borne by the health insurance fund) and you stay in this type of room, you have to pay a supplement of 400 euros. If your hospitalisation insurance allows admission to a single room, this supplement will be paid in full by your insurance company. You can clearly find this permission in your insurance policy, under 'choice of room'. Some insurers only allow supplements up to 100%: it is important to be well informed prior to the procedure. You can also discuss this restriction on supplements with your attending doctor.

Welcome at the reception

For a planned admission, you have to report to the admission department on the date and time agreed with your attending doctor. The employee of the admission department will register you. You will be asked about your **room choice**. You can choose from:

- a common room (2 or 4 persons);
- a single room;
- a luxury room (maternity, campus Bornem).



As far as possible, we will try to meet your request.

The type of room you choose for your stay in the hospital can influence the fees charged by the doctors.

For hospitalisation in a single or luxury room, the specialist may charge fee supplements up to a maximum of 200%. Please note: supplements are usually reimbursed by the hospitalisation insurances. To make sure your insurance covers these supplements, it is best to check your policy or check with your insurer. If you have specific questions about this, please contact our billing department or your attending doctor.

IMPORTANT:

If, for any reason, you are unable to keep your appointment, please notify the hospital at least 24 hours in advance at 03 890 16 11 (campus Bornem and Willebroek) or 03 880 90 11 (campus Rumst).



Identification wristband

On the basis of your identity card and details of your hospitalisation insurance, an employee of the reception department will take care of your admission. You will receive a copy of your registration forms. The employee of the admission department will put a wristband with your identification details on your arm.

Check that all the information on the wristband is correct (surname, first name and date of birth). **Keep this wristband on your wrist throughout your stay!** If the identification wristband is removed or you lose it, please ask for a new one immediately!

We want to strongly emphasize that in all rooms (common rooms, single rooms and luxury rooms), the medical and nursing care, as well as other services (meals, cleaning, etc.) are absolutely the same.

Finding your way inside AZ Rivierenland

Use the **route numbers**. The system is simple: you only need to know the route number of the department you want to go to. Upon registration you will receive a strip with your route number on it. Follow this number via the orientation signs throughout the hospital. These grey signs are fixed to the ceilings or walls. A black arrival sign at the end of your route indicates that you have arrived at the correct destination.

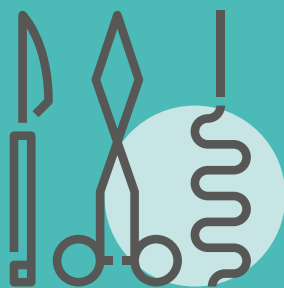
Telephony



Would you like to be able to make a phone call with the fixed telephone in the room? Please also report this to the reception, so that they can activate a code for you.



More financial information can be found on our website www.azrivierenland.be.



4

PREPARATION

for a procedure or an examination

Your doctor will have informed you in advance if you need to **fast** for the procedure or examination. This means that you **can't eat, drink or smoke any more after a certain period of time.**



What can you eat/drink?

ADULTS

up to 6 hours before the procedure

- a light meal:
2 rusks with jam or lean sandwich filling
- (sparkling) water and non-clear liquids: milk, coffee/tea with milk, fruit juices, etc.

up to 2 hours before the procedure (max. of 1 glass or 1 cup per hour)

- clear liquids: coffee and tea (without milk!), still water, still water with grenadine, clear apple juice without pulp, sports drinks (Aquarius, AA Drink, Isostar, Extran)

BABIES

up to 6 hours before the procedure

- older than 3 months:
bottle-feeding

up to 4 hours before the procedure

- younger than 3 months:
bottle-feeding, breast-feeding

up to 2 hours before the procedure (maximum of 1 glass per hour)

- sugar water

These arrangements apply to a total anaesthesia, an epidural or a local anaesthesia.

If you have nevertheless eaten or drunk after the abovementioned times, you should definitely report this to the nurse of the department. It is possible that the operation will then be postponed for a while.

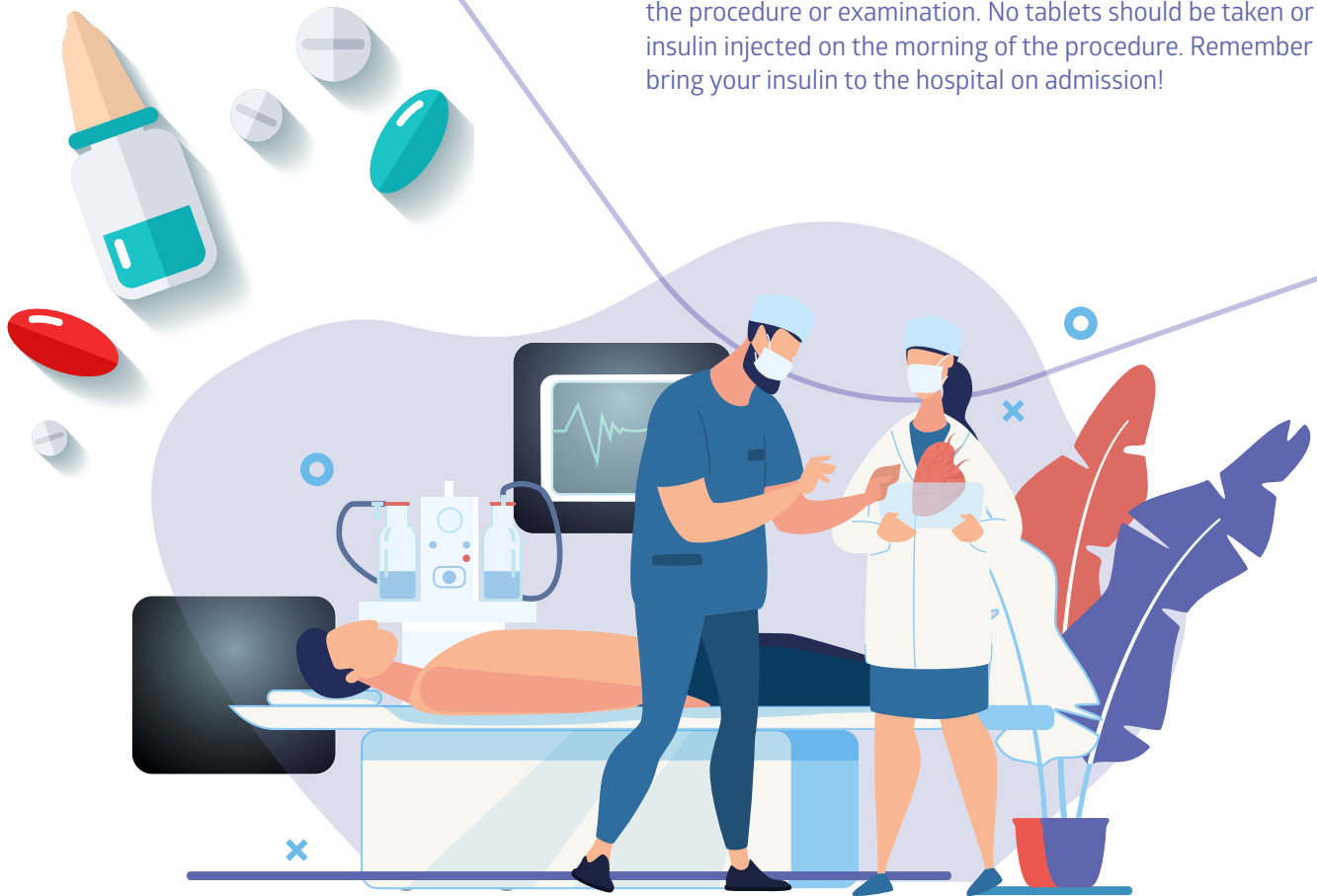
UNSURE ABOUT SOMETHING?

Please contact the department where you will be staying, your attending doctor or the general practitioner.



Certain medications must also be temporarily stopped if they affect coagulation, such as analgesics, antirheumatics and anticoagulants. Please discuss this with your attending doctor. He will give you detailed instructions when you need to stop certain medications and when you can take them again after the procedure or examination.

If you have diabetes, you should definitely report this to your doctor and contact the diabetes convention centre before the procedure or examination. No tablets should be taken or insulin injected on the morning of the procedure. Remember to bring your insulin to the hospital on admission!





5

YOUR STAY

Will you be staying in the hospital?

When you arrive in the nursing department, report to the desk. A nurse will escort you to your room. You will first be given some time to put away your personal belongings in the designated closets. Then the nurse will return to complete your admission to the department.



We will ask you to confirm your name and date of birth. During your stay, each healthcare provider will ask this question regularly and check your wristband. This may seem a little odd, but it is done for your safety.

The nurse will review the welcome folder or the patient booklet with you. Please provide all medical information about yourself during this interview.

Here we are thinking about allergies, previous hospitalisations, operations you underwent, specific diets and previous illnesses. Also, make sure you provide a clear overview of all the medicines you are taking.

The nurse will also give you the necessary practical information about the call bell, the radio, the television and the general course of your stay.

Ask questions!

If there is something you do not understand or if you have any questions, tell the nurse about them. He will answer your questions in the best possible way. All hospital employees are bound by **professional secrecy**.



An overview of the care services we offer, our licences and accreditations can be found on our website

www.azrivierenland.be

Meals

Our kitchen opts for quality!

The kitchen staff prepares healthy and varied meals with the greatest care every day.

The staff serves the meals on a **trolley** in the morning and evening. This has the advantage that you can directly choose what you want to eat at that moment. In this way, we tailor our offer to your wishes and dietary needs.

It is **not** necessary to bring your own food. However, if you do, please remember:

- not to bring food that could easily spoil, such as meat, fish or dairy products;
- to adhere to the storage instructions and the expiration dates;
- to bear in mind that the nursing department may not keep the food you brought with you to be presented at a later date; the consumption of the food you bring along is on your own responsibility;
- to stick to the prescribed diet as a patient.

A varied and healthy diet promotes the healing process.



You may be given nutritional restrictions during your stay. If family members or visitors bring food or something to drink, they must discuss this with the nurses beforehand. Our hospital chooses to follow the prescribed dietary guidelines strictly. This promotes your recovery and is good for your health.

You can be hospitalised with a diet you already followed at home or you can start a diet during your hospitalisation. If you wish, you may consult a dietician. He will answer all your questions about your diet and can adjust it if necessary.

It is important to drink enough fluids during your stay. We offer free coffee, tea and water during your hospitalisation.

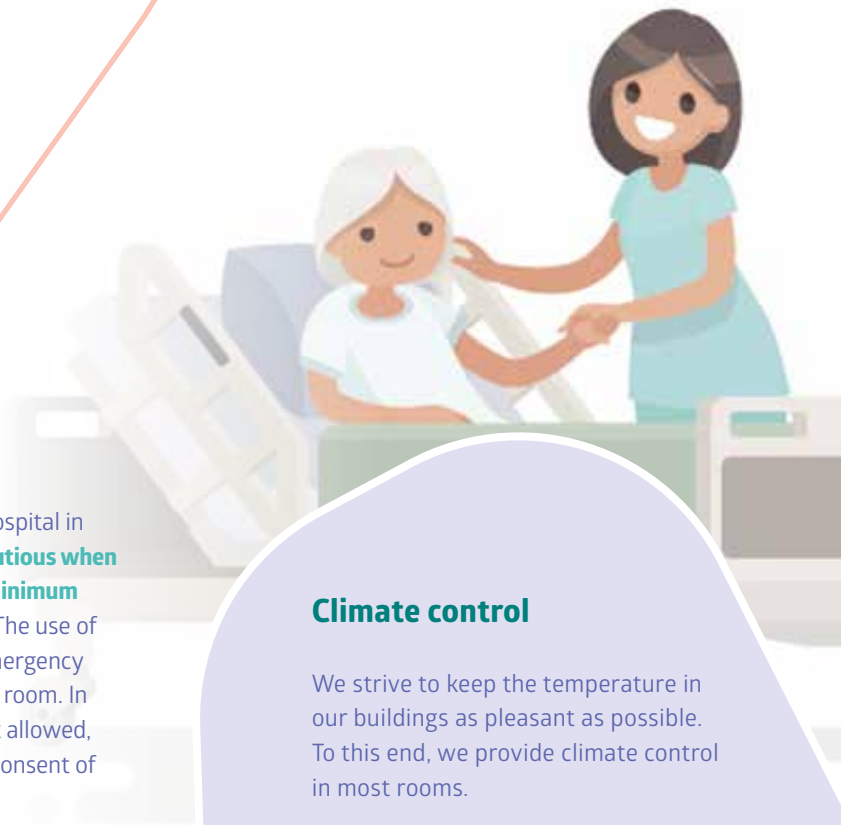


Times

breakfast:	08:00
luncheon:	12:00
dinner:	17:00



Facilities in the room



Telephony

The use of one's own mobile phone is allowed in the hospital in the regular nursing departments. **However, remain cautious when using the mobile phone near medical devices: keep a minimum distance of 1 metre to avoid disrupting these devices.** The use of mobile phones is not permitted in medical imaging, emergency treatment rooms, operating theatres and the recovery room. In intensive care departments, a mobile phone is also not allowed, except under certain conditions and with the express consent of the nurse.

If you wish to use a fixed telephone in your room, you can request a personal telephone code and telephone number from the admission department. You need this code to create an outside line. International calls are not possible.

However, your family members or acquaintances can always call you from outside the hospital, even without this telephone code. They can ask for the direct telephone number at the reception.

Climate control

We strive to keep the temperature in our buildings as pleasant as possible. To this end, we provide climate control in most rooms.

The sunblinds form an integral part of the building's temperature control: therefore, these sunblinds go up or down automatically based on daylight and in function of the heating and cooling systems in our hospital. Please keep the windows closed at outside temperatures in excess of 25 degrees and in strong storms or winds.



Correspondence

You can also receive **mail** while in the hospital. It is distributed to the departments on a daily basis. Letters that you want to send yourself can be handed over, sufficiently stamped, to a nurse.

Internet

In our hospital, you can use free internet via your own laptop, smartphone or tablet. The open network **Free Internet** is accessible to everyone and therefore not secure. Please keep this in mind.

Newspapers and magazines

The cafeteria offers a limited selection of newspapers and magazines. If you have a subscription at home, you can have your newspaper or magazine delivered to the hospital and we will deliver it to your room.

Library

On campus Bornem, volunteers come by with a book trolley every Monday or Tuesday (depending on the department where you are staying). We collaborate with the library of Bornem for the supply of these books. The available books are regularly changed.

Hairdresser

If you wish to have your hair taken care of during your stay in our hospital, you can call on the hairdresser in the hospital. She is present every Tuesday afternoon (campus Rumst) and every Tuesday and Thursday morning (campus Bornem) to wash, cut, colour or curl your hair.

Pedicure

If you wish to receive foot care during your stay in our hospital, you can call in the pedicure, who comes by every week.

If you would like an appointment, both with the hairdresser and the pedicure, please inform the nurse of the department in good time. Payment of your hairdresser's or pedicure's visit is made via the hospital invoice (under the heading 'miscellaneous expenses').



Please note!

We respect your privacy, so we expect the same from you as a patient and from your visitors.

We therefore expressly ask you **not to photograph or film other patients and healthcare providers without their consent**. Such practices may also have criminal consequences. However, selfies and photos in which no other persons are to be seen do not pose a problem. For this we refer to the portrait law and the privacy law.

Where to go with your personal belongings?

Please note

Do not leave valuables unattended in the room (money, mobile phone). The hospital is not liable in case of theft.

Safe-deposit boxes

Bring as little money as possible to the hospital and leave jewellery at home. Most rooms are equipped with safe-deposit boxes: personal belongings can be stored in them. Some departments have lockers next to the nursing post.

Tip: arrange with any roommates to keep an eye on each other's belongings when you leave the room.

Notice anything suspicious? Be sure to report this to an employee! It is best to leave your car at home during your stay in the hospital. A car that never 'moves' in the car park is an invitation to thieves.

Have you lost something? Then first contact the department where you were staying.



Nice, visitors!

Something to look forward to

Visiting hours

Most patients like to have visitors. Still, visits can be quite tiring. Therefore, please respect the visiting hours in order to guarantee the peace and quiet of the patients and to ensure that patient care takes place in a proper manner. Only in exceptional instances after consultation with the head nurse of the department can we deviate from visiting times.

Geriatric, medicine, surgery and SP departments

- from 14:00 to 20:00;
- from 10:00 to 20:00 (for the carer, after consultation with the head nurse).

Intensive care department

- from 15:00 to 15:30 and;
- from 19:00 to 19:30.

Very strict visiting hours are observed for the intensive care department. In view of the seriousness of the state of health of the patients staying here, no deviations from visiting hours are allowed.

Read more about this in the brochure 'Een opname op intensieve zorgen' ('admission to intensive care', only available in Dutch). Flowers and plants are not allowed in intensive care. In case a visitor does bring flowers, we can leave them in the room to which the patient will be admitted after his stay in intensive care.

Maternity department

- from 14:00 to 16:30 and;
- from 18:30 to 20:00.

Having a baby is a joyful event, yet mother and baby need enough rest. Partners are of course welcome day and night at the maternity department: there is also the possibility to stay overnight if you wish.

Neonatology department (N* unit)

- from 14:00 to 16:30 and;
- from 18:30 to 20:00.

In the incubator department, parents are always welcome to see and care for their baby. To make sure everything runs smoothly, we like to know when you want to drop by. Visits from family and friends are allowed during the above visiting hours under supervision of at least 1 parent and in consultation with the nurse.

Delivery unit

No visitors are allowed in the delivery rooms. Only 1 trusted person (partner or close relative) may be present during childbirth.

Patient counselling

We have a soft spot for our patients!

Your attending doctor and the (head) nurses are the point of contact for your stay and recovery. If you have any questions or wishes, feel free to ask them: we are here to help you! There are various support services you can call upon.



Social service

The social service employees will assist you in solving problems of a material, financial, personal or family nature. Their help can be sought both by yourself and your family members. You can ask them to come by via the (head) nurse. If you foresee any problems after your discharge, please contact them as soon as possible, so that they can find an appropriate solution before the end of your stay.

Contact:

- campus Rumst: socialedienst.rumst@azr.be
- campus Bornem: socialedienst.bornem@azr.be
- campus Willebroek: socialedienst.bornem@azr.be

Nutrition team

If there are problems with nutrition, you can request the help of the nutrition team. These employees, including dietitians, nurses, speech therapists, etc., will look for the appropriate solution to your problem. The goal is to get your nutritional condition back to the best possible level, so that your healing process can take place in ideal conditions.

Internal liaison geriatrics

This service is part of the geriatric care programme and consists of various disciplines, all specialised in geriatric care.

Every patient over 75 years of age is screened: if extra support is needed, the internal liaison officer visits him. In this way, these hospitalised patients, who do not necessarily stay in a geriatric department, can still be followed up and specific problems can be identified in good time.



Like to know more?

Please read our brochure 'Wij ondersteunen wie kanker heeft' ('we support those who have cancer', only available in Dutch).



Oncological support team (OST or 'Oncologisch support team')

The oncological support team can assist people who have to deal with cancer and their families. In addition to medical care, the OST also offers help with psychological, relational and financial problems, as well as with the social consequences of the disease. The team consists of doctors, an 'oncocoach', oncological nurses, clinical psychologists, social workers, dieticians and a hospital pastor.

Contact:

- campus Rumst: 03 880 90 94
 - campus Bornem: 03 890 18 64
 - campus Willebroek: 03 890 18 64
- on weekdays between 09:00 and 16:00.

Palliative support team (PST or 'Palliatief support team')

When healing is no longer possible, a palliative approach can be used to search for the best possible quality of life. The PST offers guidance and support to palliative patients and their families. In addition, the PST supports and advises the attending doctors and nursing teams in the various departments of the hospital on providing appropriate care. It also cooperates with the general practitioners, home care agencies and organisations outside the hospital active in the field of palliative care. The team consists of doctors, palliative nurses, a social worker, a dietician and a hospital pastor.

Contact:

- campus Rumst: 03 880 90 94 or pst.rumst@azr.be
 - campus Bornem: 03 890 17 37 or pst.bornem@azr.be
- on weekdays between 09:00 and 16:00.



Like to know more?

Please read our brochure "Wanneer genezen niet meer mogelijk is" ("when healing is no longer possible", only available in Dutch).



Volunteers

The hospital can call upon an enthusiastic team of volunteers. They take on different tasks. In this way, they may visit you for a reading, a chat, etc.

Religious, moral or philosophical counselling

When people are confronted with an illness or a disability, existential questions sometimes arise. For all questions of a spiritual, moral or religious nature, you can also call upon our hospital pastor. In a conversation or through Christian rituals, they will answer any of your questions.

In addition, there is the opportunity to receive communion or participate in the Eucharist in the quiet room (campus Rumst: route 75, campus Bornem: route 140) every Sunday.

The ethics committee

The ethics committee of AZ Rivierenland advises, supports and assists in decisions concerning the end of life and clinical studies.

Contact: ethisch.comite@azr.be



Smoking and vaping

Smoking is harmful, not only for your own health, but also for the health of our staff members and patients. As a member of the Belgian Network Smokefree Hospitals, there is **a general ban on smoking for employees, patients and visitors** (Royal Decree of 31.03.1987 and Royal Decree of 12.02.2005).

Our hospital encourages a healthy lifestyle, but realises that a complete smoking ban on the entire hospital grounds is not feasible. To allow smokers this opportunity, we provide a limited smoking area for patients and visitors. By giving smokers their own space, we want to avoid smoking at the entrances of AZ Rivierenland, so that non-smokers do not suffer from odour nuisance when entering the hospital.

- **campus Rumst:** smoking area via route 103.
- **campus Bornem:** smoking terrace via route 13.
- **campus Willebroek:** terrace at the back of the hospital.

Did you know that
to quit smoking the chances of success are 3 to 4 times higher when someone is professionally supervised by a tobaccologist?

AZ Rivierenland provides counselling if you wish to quit smoking. For more information, you can contact Eva De Bisschop via 03 890 16 11 or eva.de.bisschop@azr.be.



6

GOING HOME,
ALWAYS GOOD!



In the interest of your health, it is imperative that you strictly follow your doctor's advice!

Please note

Make sure you have packed all your personal belongings. Be sure to check your closets, bedside table, safe-deposit box and bathroom! The items that belong to the hospital (such as pillows, linen, etc.) are left in the room.

You have forgotten something after all?

Then contact the nursing department where you were staying or the ombudsman service (**pagina 55**).

Together with the doctor, you decide on your discharge

The hospital doctor will work with you towards the day of discharge. We try to keep your hospital stay as short as possible, but of course, you must have recovered sufficiently to be able to return home. If you leave the hospital without the explicit approval of the doctor, you do so at your own responsibility and we will ask you to sign a document in this regard.

In principle, the doctor will inform you in advance about the day of discharge. Do you foresee any problems? **In that case, ask for an interview with the social service via the nurses in good time.**

When you are discharged, the specialist will provide your general practitioner with all the necessary information about your hospitalisation and the aftercare you may need at home.

What do you need to arrange before you go home?

- ❑ Inform your family members and/or close relatives.
- ❑ Arrange transportation. If you have had a procedure or an examination under anaesthesia, you are not allowed to drive a vehicle for 24 hours. So arrange for transportation and someone to accompany you in advance. If, for medical reasons, you have to be transported lying down, the nurse will arrange for an ambulance to take you home.
- ❑ Arrange for home care. We recommend not to be at home alone for the first 24 hours after the procedure.
- ❑ Inform your health insurance fund. If you remain incapacitated for some time after your hospital stay, inform your health insurance fund. Ask your doctor to fill in the necessary documents (such as documents for the hospitalisation insurance) before your departure.
- ❑ Inform your employer in good time. Ask your attending doctor for the necessary doctor's certificates and/or insurance documents.

The nurse will discuss with you in detail the conditions under which you are allowed to go home and will go over the following important matters:

- a checkup appointment with the specialist (if necessary);
- instructions for aftercare at home;
- your medication schedule.

And then the moment finally arrives...

First go to the nursing post where the nurse will give you the necessary documents (hospitalisation report, certificates, medication sheet, etc.).

Make sure that you take home your home medication, which you handed in when you were admitted. Your attending doctor will take care of the necessary prescriptions. For urgent medication, a 24-hour bridging period is provided, so that you have time to consult your general practitioner and pharmacist.

Leave the hospital well informed

On the day of your discharge, you probably want nothing more than to go home as soon as possible. Nevertheless, it is important that you are well informed about the further course of your treatment. Therefore, ask for sufficient explanation:

- Do you still need therapy and for how long?
- What medication should you take and for how long?
- Are there any particular symptoms or signs you should be aware of?
- Who can you contact if there is a problem?
- When can you resume your normal activities?
- Do you need to come in for a checkup?
- ...



Invoice



Any hospitalisation entails costs. As a patient, you can make a number of choices that have an important influence on the final cost.

The cost of your stay in the hospital is determined by a number of parameters:

- € the way you are insured;
- € the type of room you choose;
- € the duration of hospitalisation;
- € the costs for the pharmacy;
- € the fees charged by doctors and paramedics;
- € the cost of any additional services and products.

We will inform you thoroughly about these parameters via the form '**admission statement and explanatory document**' that you will receive when you register at the reception, so that you can make a well-considered choice.

az Rivierenland

Verzenddatum	07/10/2019	Totaal Btz.:	3
Factuur nr.	0123456789		
Datum factuur:	07/10/2019		
Contact Nr.	9876543210	Dossier	1111111
Naam	FICTIEVE PATIENT		
RZTV-nr	9999999999	KBO nr.:	888888888
Telefoonnummer	03 890 16 11		
Betaling factuur	03 890 16 14		

Verzamelaar	01012019		
Mutualiteit	00000		
Inscr. nr.	0000000000000000		
Fact. periode	26/08/2019 tot 27/08/2019		
Opname van	26/08/2019 om 10:17		
Tot	27/08/2019 om 14:45		

PATIENTENFACTUUR SAMENVATTING VAN DE KOSTEN euros

1. verblijfskosten	
Uw aandeel voor het ziekenhuisverblijf	43,52
Kamersupplement omdat u koos voor een eenpersoonskamer	80,00
2. forfaitair aangerekende kosten (2)	31,28
3. apotheek - geneesmiddelen, parafarmacie, implantaten, medische hulpmiddelen	94,52
4. honoraria van zorgverleners (artsen en andere verstrekkers)	
Uw aandeel voor honoraria	0,00
Supplementen omdat u koos voor een eenpersoonskamer	1339,70
Totaal van de kost ten laste van de patiënt	1589,02
Aan uw ziekenfonds wordt 1623,86 euro aangerekend.	
Te storten op rekening van het ziekenhuis: BE90417704866132 BIC: KREDBEBB	1589,02

Maatschappelijke zetel: vzw AZ Rivierenland | 's Herenbaan 172 | 2840 Rumst | vzw RPR 0416 851 659 | Erkenningsnummer 104

Handtekening(en) **OVERSCHRIJVINGSDRACHT**

Bij invulling met de hand, één HOOFDLETTER of cijfer in zwart (of blauw) per vakje

Geen overschrijvingsopdracht in de toeziening

Storting EUR 1589,02 CENT 02

Rekening opdrachtgever (IBAN)

Naam en adres opdrachtgever

Rekening begunstigde (IBAN) BE90417704866132

BIC begunstigde KREDBEBB

Naam en adres begunstigde AZ RIVIERENLAND
SHERENBAAN 172
2840 RUMST

Mededeling

On the first page you will find the amount to be paid and possibly the advance you had paid. This amount will be deducted from the total amount you have to pay.

What about the hospital invoice?

Approximately 8 weeks after your admission, you will receive an invoice from the hospital. The invoice states the amount you pay yourself and the amount your health insurance fund will cover.

The invoice contains **8 legally defined sections**. Only the sections that apply to you are listed. It is therefore possible that not all sections are listed on your invoice.

The type of room you choose for your stay in the hospital can influence the fees charged by the doctors. Read more about this on page 18.



- 1. Accommodation costs**
Costs for your stay, such as the use of room and bed, meals and nursing assistance. You only pay a small personal share of the costs for spending a day in the hospital if your health insurance is in order. But if you chose a single room, you are also charged a room supplement fee.
- 2. Fixed amount costs**
For each hospitalisation, the hospital may charge part of the costs at a fixed amount..
- 3. Pharmacy**
Costs charged by the hospital pharmacy, e.g. for medicines, implants and medical devices.
- 4. Fees**
Fees for doctors and other healthcare providers for which you have to pay a personal share or supplement. The supplement may only be charged if you chose a single room.
Fees are not always fully reimbursed by the health insurance fund. The copayment remains charged to the patient.
- 5. Other supplies**
Supplies of blood, blood plasma, blood derivatives, plaster casts and other plaster materials. Some costs are charged entirely to the patient, while others can be partially reimbursed.
- 6. Patient transport**
For transport costs borne by the patient, you usually receive an invoice from the transport company, with or without the intervention of the health insurance fund.
- 7. Miscellaneous expenses**
These expenses are consumption costs that have nothing to do with medical or nursing care and for which no intervention is provided by the health insurance fund (e.g. shampoo, toothpaste, etc.). An overview list of these costs can be found in the admission statement that you will receive when you are admitted.
- 8. VAT on aesthetic procedures**
VAT for aesthetic (plastic) services, such as breast augmentation.

1. Kosten van de patiënt			
Code	omschrijving	bedrag	toelichting
1.1	Wettelijke aansprakelijkheid	0,00	
1.2	Wettelijke aansprakelijkheid	0,00	
1.3	Wettelijke aansprakelijkheid	0,00	
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Campus Rivierland
Herengracht 172
2840 Rumst

Campus Bornem
Kortrijksesteenweg 27
2880 Bornem

Campus Wilbroek
Trompsdreef 27
2830 Wilbroek

Maatschappelijke zetel: vzw AZ Rivierenland | Herengracht 172 | 2840 Rumst | vzw RFR 0496 851 659 | Erkenningsnummer 154

A hospitalisation as a result of an accident at work is reimbursed by the employer's insurance company. It only reimburses the rate of a common room. Room and fee supplements, as well as personal costs are charged to the patient.

In addition, on the first page, you will find the amount to be paid and any advance that you have already paid. This advance will be deducted from the total amount you have to pay.

On the second page, you will find the detailed invoice, likewise, divided into sections. Again, only the sections that apply to you are listed here. The costs are divided into three columns:

1. Costs charged to the health insurance fund

Amounts that are charged directly to the health insurance fund.

2. Costs charged to the patient

Personal share for reimbursed and non-reimbursed services and supplies.

3. Supplements

Supplements charged if you chose a single room. You can avoid these charges by choosing a double or common room.

2. Kosten van de patiënt			
Code	omschrijving	bedrag	toelichting
2.1	Wettelijke aansprakelijkheid	0,00	
2.2	Wettelijke aansprakelijkheid	0,00	
2.3	Wettelijke aansprakelijkheid	0,00	
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2.99	Wettelijke aansprakelijkheid	0,00	
2.100	Wettelijke aansprakelijkheid	0,00	

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Maatschappelijke zetel: vzw AZ Rivierenland | Herengracht 172 | 2840 Rumst | vzw RFR 0496 851 659 | Erkenningsnummer 154



Do you have questions about your invoice?

You can contact the billing department by e-mail or telephone (during office hours):

campus Rumst


03 880 94 55

facturatie.rumst@azr.be

campus Bornem

03 890 16 14

facturatie.bornem@azr.be



For more information about the costs for (day) hospitalisation, please refer to our website

www.azrivierenland.be

→ ik word opgenomen

→ wat kost mijn opname?



Safe and
high-quality care

Safe and high-quality care

Your contribution to a safer stay

Our hospital employees strive to provide safe and high-quality care on a daily basis. As a patient, you can also contribute to safe care!

Shared responsibility

Guaranteeing safe care, we do that together.

As a patient or family, you play an important role in preventing unwanted incidents. Your questions or concerns are a good source of information about possible risks or safety issues. So please speak to an employee if something is not clear or if you notice anything unusual.

Patient participation

In AZ Rivierenland, we always strive to provide safe and high-quality care and services. We find it important to involve our patients in this continuous improvement process. We accomplish this by means of the patient evaluations and the six-monthly patient panel, among other things. We plan further initiatives to involve our patients in improving our care and services in future.

Internal controls

Providing safe and high-quality care is an absolute priority for our hospital. That is why we regularly carry out our own inspections. However, external parties also come to inspect the quality and safety. It is possible that (external) employees ask you a few questions during your stay. **Please answer as honestly and completely as possible. This is the only way to get good insight into the course of the care and the points for improvement.**

Processing of this data is, of course, **anonymous**. It is also possible that your patient file may be checked. This is always done together with the attending doctor.

If you do not wish to allow this, you may mention it to the doctor, who will write it down in your file. We thank you for your cooperation!



Your satisfaction, our concern

In our hospital, we always strive for quality care and service. As a patient, you can help us with this, by sharing your experiences with us. Surf to www.azrivierenland.be/tevredenheid.

Do you have a suggestion or did something go wrong?

Please let us know.

Every day, we renew our efforts to improve the care to make it better and safer. On our website and in the entrance hall of each campus, you can find a form to enter suggestions, complaints or other remarks. As a patient, you often view the hospital from a different angle. Help us use that perspective to improve quality!





Fall accidents
are common in
hospitals. Help
avoid them.

Falling

Fall accidents are common in hospitals. Help avoid them and follow these guidelines:

- do not get out of bed unaccompanied the first time after your procedure;
- never lock the room door;
- put your bed in the lowest position;
- make sure the call bell is within reach;
- wear safe footwear (with anti-slip);
- do not leave anything lying around on the ground.

Hand and cough hygiene

Our healthcare providers use hand alcohol to disinfect the hands, and this at least before and after each patient contact. Furthermore, they do not wear nail polish, artificial nails, rings, bracelets, watches or long sleeves and they have short and well-groomed nails. These are the basic conditions for good hand hygiene. Please inform our healthcare providers if you should notice that they forgot to apply hand hygiene or if they do not adhere to the basic conditions.

You can also combat the spread of bacteria and prevent infections by regularly washing or disinfecting your hands. Wash your hands especially before dinner and after every visit to the toilet.

If a visitor has a cold or is ill, it is best to ask him to postpone his visit. Also ensure good cough hygiene yourself: when sneezing or coughing, cover your mouth with a paper handkerchief, which you can then immediately throw in the trash can.

Don't forget to wash your hands after this.



Medication use in the hospital



Any questions?



Do you have any questions about your medication? Please consult the nurse or attending doctor about this.

During your stay, the hospital pharmacy will provide all medication in your treatment, both home medication and newly started medication, except in exceptional cases.

It is possible that you do not recognise certain medications you use at home.

Because the hospital pharmacy cannot have all the medicines of all brands in house, a selection is made. Your home medication will be replaced by similar medicines with the same effect, although colour and shape may differ. When you return home, you may switch back to your familiar medication if these medicines remain part of your therapy. Your doctor will inform you about this.

Some medicines should not be taken together or may interfere with examinations and operations. **Therefore, never take medicines without your doctor's permission, even if they appear harmless.**

Swallow or prick?

In the past, intravenous medicinal therapy (administering medication through the veins) was often preferred in hospitals. But this is not always necessary. In recent years, there have been more and more oral medications (administering medication by mouth) with good comparable efficacy on the market.

So, under certain circumstances, this allows you to switch from intravenous therapy to oral therapy or even to start on it, without affecting the therapeutic effect. Moreover, the risks of infection are lower and patient comfort is increased.

The vision of our hospital is therefore to only administer medication via an infusion if it is medically necessary and if an equivalent medicine in oral form is not available.

Additional information from family can be very important in this regard. You may not be in pain at the time of questioning. However, notify the nurse when you later experience pain after all.

Pain management

Promoting rapid recovery

We make every effort to make your stay as pleasant as possible. That includes paying the necessary attention to any pain you may have.

Despite our care, some treatments, operations, etc. can cause pain and discomfort. Pain management forms part of quality care. By measuring pain and acting upon it, we can better fight pain. In this way, recovery is faster. Good pain management also reduces the risk of developing permanent pain.

During a hospitalisation, questions about pain are regularly asked. After all, you, as a patient, are the only one who knows/feels how much pain you are experiencing. This means that you are the only one who can answer the question: "How much pain do you have on a scale of 0 to 10, where 0 means 'no pain' and 10 means 'the worst pain you can imagine'?"

When you find it difficult to use a number to rate your pain, the nurse will score your pain using an observation scale.

Controlling pain well results in faster recovery! During your stay in the hospital, the nurse will regularly ask you to express your pain as a number from 0 to 10.

0 means **NO PAIN** and **10** is the **WORST PAIN IMAGINABLE**

The doctors and nurses will adjust your pain medication and treatment on the basis of this number.

TAKE ACTION →

0 1 2 3 4 5 6 7 8 9 10

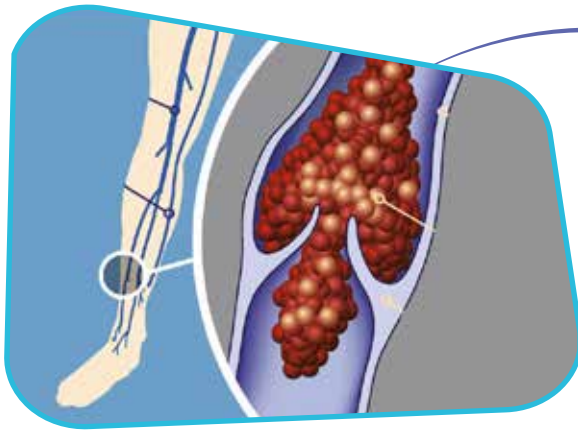
It is possible that, at the time of questioning, you're suffering little or no pain. However, do not hesitate to notify the nurse if you do experience pain later. **Talk about your pain!**

az Rivierenland

5000844 (B) 01/03/2018 (R) 2018/02/03/01 - Author: AZ Rivierenland vzw

Prevent venous thromboembolism (VTE)

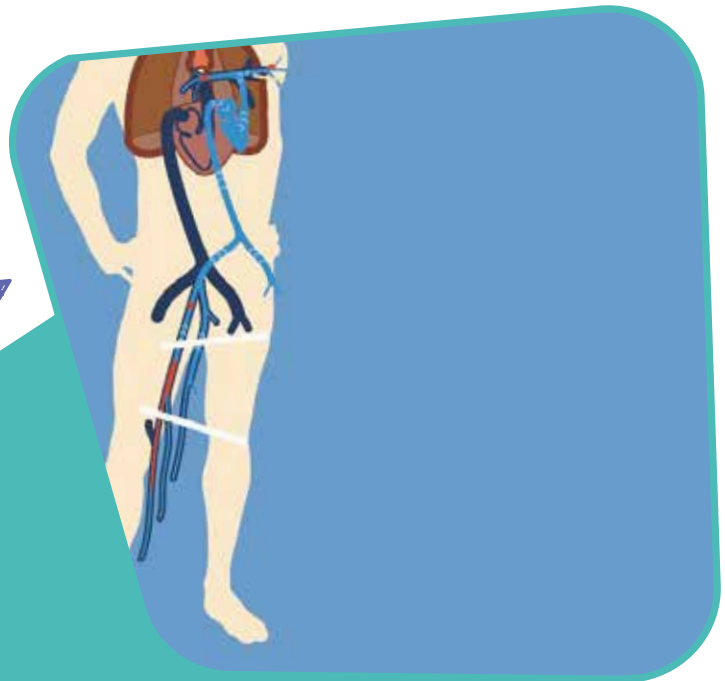
A venous thromboembolism is caused by damage to the wall of a vein, thereby forming a blood clot. A blood clot is usually the result of abnormalities in the blood flow after surgery or prolonged immobilisation due to an acute disorder or trauma. We make a distinction between deep vein thrombosis and pulmonary embolism.



Formation of a clot in a vein in the leg

A deep vein thrombosis develops in the deep veins of the legs. When a fragment of the clot detaches, it can be dragged along by the blood stream and cause a pulmonary embolism.

Deep vein thrombosis and pulmonary embolism



Wat zijn de risicofactoren?



HIGH RISK

- long hospital stay
- an operation (especially hip, knee and cancer surgery)
- not moving for a long time (e.g. because of bed rest or a long journey)



MEDIUM HIGH RISK

- age > 60 years
- personal or family history of blood clots
- cancer/chemotherapy
- medication based on oestrogens (e.g. oral contraceptives)



OTHER FACTORS

- obesity
- pregnancy or recent childbirth
- tobacco
- alcohol

During the period that you are at risk of developing a venous thrombosis (such as after an operation), the attending doctor decides which medicinal or non-medicinal preventive measures are applied or prescribed.



What can you do yourself?

Keep moving

Immobility increases the risk of forming a blood clot in a leg. If you stay in the chair for a long time, you will need to get up once in a while, stretch your legs and walk around a bit. This is important for a healthy blood flow.

Exercises for healthy veins



Lift 1 leg slightly and make circular movements with the foot in the air.
30 seconds with each leg!



Tap alternately with the tip of the foot and with the heel on the ground. **20 times a leg!**



Lift your legs and pedal alternately with your feet, as if you were keeping a foot pedal in motion.
Repeat 20 times!



Step on the spot, pull your knees up high and let your arms swing along with you in a relaxed way.
For 1 minute!



Raise 1 leg, stretch the toes and pull them back towards you. Alternate this.
20 times with each foot!



Stand on your toes with your legs against each other and then lower your heels again.
Repeat 15 times!

Decubitus prevention

How can you avoid pressure ulcers?

What is a pressure ulcer (decubitus wound)?

If you sit on a couch or stay in bed for a long time and do not move much, you may sometimes feel that your skin feels uncomfortable or painful after a while. In some situations, adjusting your posture is sufficient to remedy or prevent this discomfort. However, there are times when it is more difficult: times of prolonged illness, after an operation or during another disorder.

In such a situation, there is high pressure on the skin and the underlying tissue. Because of this pressure, the blood supply to the skin and the underlying tissues is insufficient. If this happens at the bottom or the heels for example, the skin can become damaged and wounds can occur. These wounds are called **pressure ulcers** or **decubitus wounds**.

A number of additional factors play a role in the development of pressure ulcers, such as:

- your general physical condition;
- the effect of certain medications;
- insufficient or poorly formulated nutrition;
- advanced age;
- the hydration state of the skin;
- body temperature.

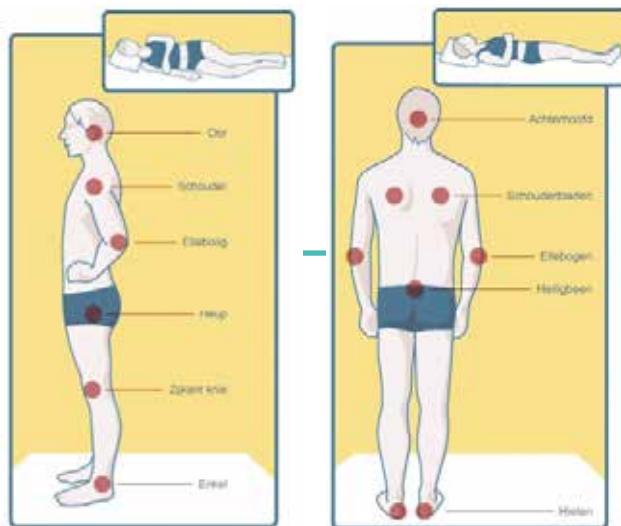
Are some people more vulnerable than others?

Yes, vulnerable people, regardless of age, include:

- persons who no longer move;
- persons who do not eat or drink enough;
- incontinent persons (loss of urine or stools);
- persons suffering from certain diseases affecting the general condition.

What signs should attract attention?

A first sign is often when the site subject to pressure turns red. Blistering is also possible.



How can you avoid pressure ulcers?

Prevention is very important, since a pressure ulcer is painful, causes a lot of discomfort and prolongs hospital stay. Prevention is always better than cure. Moreover, prevention takes less time than treatment.

Movement and posture

- Move regularly, even if you have to stay in bed or are in a wheelchair.
- Change your posture frequently (preferably every two hours) by raising (and not by moving) yourself.
- Tell the nursing staff immediately if you feel any pain or notice redness on the skin. It is important that they take appropriate measures quickly.
- Keep the bed and chair dry and clean: after all, creases and crumbs break the skin more quickly.
- Keep the skin healthy: use a moisturising cream regularly.
- If you are incontinent to urine and bowel movements, clean the skin regularly and apply a protective cream. If necessary, ask the nursing staff for more information.
- Eat and drink enough to keep your skin healthy. You need to drink 1.5 litre of water every day to drink enough.
- Ask for help if you are unable to move well by yourself. There are special cushions and/or mattresses that provide pressure relief.

What to do if pressure ulcers do occur?

If you develop a pressure ulcer, you will receive appropriate treatment.





Other
information

Ombudsman service

A stay in the hospital can have drastic effects on your situation. This experience can trigger positive and/or less positive reactions. The hospital's employees try to offer humane, committed and expert counselling and guidance.

However, it is possible that certain things go differently from what you or the healthcare providers expected.

Talk to the relevant healthcare provider about this and, if necessary, try to find a solution together with the head nurse or doctor. In each department there is a picture with the name of the manager at the desk, so that you know who best to address.

However, if you are still dissatisfied with the course of events, you can contact our ombudsman service. The employees will deal with your complaint according to a set procedure, so that a solution can be found together with you. In addition to dealing with complaints, you can also contact them for general questions or advice.



The ombudsman service can be reached via:

- campus Rumst: 03 880 92 09 or ombudsdienst.rumst@azr.be
- campus Bornem: 03 890 17 92 or ombudsdienst.bornem@azr.be
- campus Willebroek: 03 890 17 92 or ombudsdienst.bornem@azr.be

You can also send a letter to the ombudsman service, complete a complaint form at the reception desk in the central entrance hall or fill in a document online via our website.

I want to report an incident (a near-incident)

During your stay in the hospital, you may have noticed an unsafe situation or an incident (a near-incident). We speak of an 'incident' (a 'near-incident') when an unintentional event has occurred (or nearly occurred) during the care of the patient and caused or could have caused damage to the patient. In AZ Rivierenland, we are making considerable efforts to reduce these (near-)incidents to a minimum and we are making both our employees and our patients more sensitive to reporting unsafe situations.

It is **important** to know that we maintain a 'NO BLAME' culture: employees are not penalised in the event of incidents, but rather encouraged to report them. Each report is discussed on a monthly basis and at the same time, we search for solutions to make the care for patients as safe as possible.

Your rights and obligations as a patient

Your rights

Since 2002, patients' rights have been clearly defined by legislation. These regulations promote trust in the relationship between the patient and the healthcare provider and enhance the quality of this relationship.

An overview:

- quality service;
- free choice of professional;
- information needed to understand your state of health;
- information about and free consent to any intervention;
- a carefully maintained and securely kept patient file;
- protection of privacy;
- appropriate care to prevent, treat and alleviate pain.

Satisfied?

Please let us know!

We sincerely value your opinion!

We would like to hear how you experienced your visit to the hospital. If, during your stay or visit to the hospital, you notice things that can help us make the care even safer and better, please do not hesitate to pass this on to your healthcare providers. If you have a compliment, you can of course report it to the ombudsman service too. We will gladly pass it on to the healthcare provider concerned!



What does the hospital expect from you?

Patients' rights are about trust, transparency, cooperation and good communication. These elements also contribute to a better quality of care. The hospital expects the following from you as a patient:

- you will provide accurate information about your identity;
- you should always provide full cooperation;
- you should inform yourself about the financial consequences of the procedure and/or the stay prior to treatment; this can be done both with the own health insurance fund and with the private insurer; we expect you, as a patient, to be familiar with the terms of your own insurance policy;
- you will pay the costs for your treatment on time;
- you should treat materials with care, respect the privacy of others and comply with the house rules;
- you should only smoke in the smoking zone provided for this purpose;
- you should show respect for the healthcare providers;
- you should show respect for the hospital's rules on filming and photography;
- as a patient, you are yourself responsible for your personal belongings: so it is best not to bring valuables with you.

If you, as a patient, do not fulfil your obligations, it could be a reason to discontinue treatment. If, for any valid reason, you are unable to comply with your obligations, please report this to our staff immediately. They will do everything in their power to find a solution. You may always contact the ombudsman service with your questions, problems or complaints.

Informed consent for medical interventions

As part of providing quality care, it is important that you are informed about your state of health in a language you understand. The following information must be communicated to you by the attending doctor: possible treatments, advantages and disadvantages of the treatment, risks associated with the treatment, alternatives, possible recovery problems/complications and the consequences if the treatment is not applied.

For surgical procedures, blood transfusions, anaesthesia, endoscopic procedures, cathlab, radiological procedures with puncture/intervention, chemotherapy, radiotherapy/nuclear therapy and high-risk procedures, an **informed consent (consent form)** must always be drawn up and signed by the attending doctor and the patient.

Informed consent for the exchange of data

Your medical data may be exchanged via a secure network and are only accessible to healthcare providers (general practitioner or specialists) who have a therapeutic relationship with you.

As a patient, you have to give your consent before these health data may be exchanged. The employees of the admission department can register your consent on condition that you first give your informed consent via the admission statement. You can also do this yourself via the website www.ehealth.fgov.be of the government or in consultation with your general practitioner who can give you additional information immediately. You can revoke this consent at any time or exclude certain healthcare providers via that website.

Access to the patient file

We carefully keep your file up to date. You can ask your attending doctor to take a look at your file with you. For a copy of your file, you can send a request to the ombudsman service of the hospital.



Privacy law

As a hospital, we are obliged to create a file for each patient. This file contains the necessary nursing and medical data to arrange optimal care and treatment. Of course, this patient file is strictly confidential. All staff members and self-employed persons working in AZ Rivierenland are bound by professional secrecy and must therefore exercise the greatest discretion.

Only the doctors, nurses and paramedics involved in your care have access to your patient file. In addition, some predefined staff members can consult your file for the registration of clinical data and for quality control.

If you feel that your privacy has been violated, you should report the matter to the ombudsman service.

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werkenbij.azrivierenland.be

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Are you active on **LinkedIn**?

Surf to www.linkedin.com/company/azrivierenland and click on 'Follow'.



Are you active on **Instagram**?

Surf to www.instagram.com/azrivierenland and click on 'Follow'.



Are you active on **Twitter**?

Surf to www.twitter.com/azrivierenland and click on 'Follow'.

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