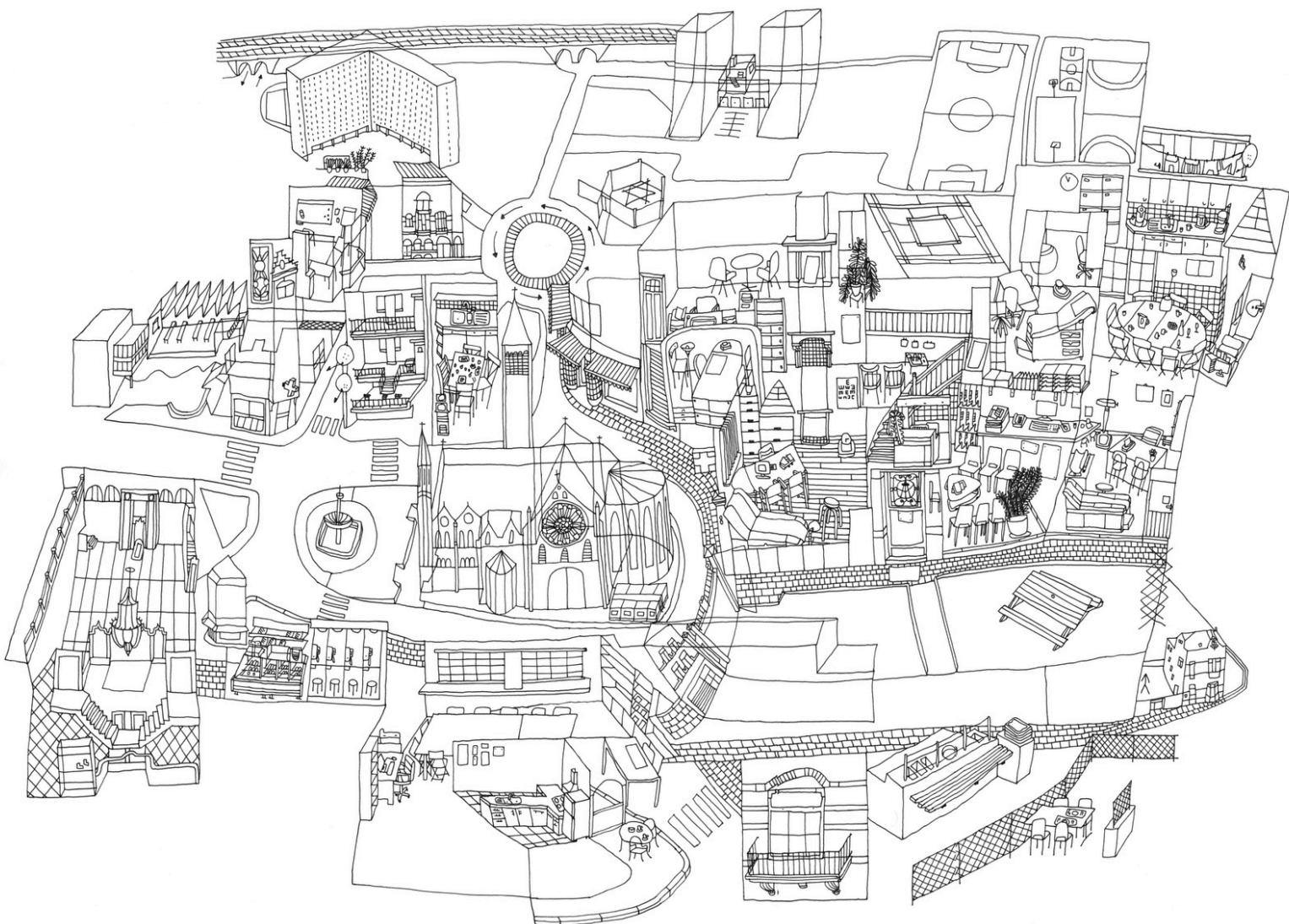




# wijkgezondheidscentrum **Medikuregem** VZW



Rue Joseph Dujardinstraat 8 - 12

1070 Anderlecht

Phone **02 522 32 87**

**[www.medikuregem.be](http://www.medikuregem.be)**

# WELKOM

## **opening hours**

Monday 8:10 - 12:00 am 1:45 - 7:00 pm

Tuesday 8:10 - 12:00 am 1:45 - 7:00 pm

Wednesday 8:10 - 12:00 am 1:45 - 7:00 pm

Thursday 8:10 - 12:00 am 3:00 - 7:00 pm

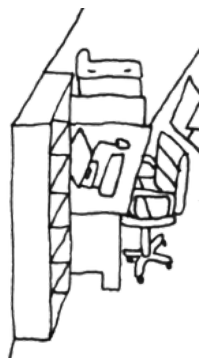
Friday 8:10 - 12:00 am 1:45 - 7:00 pm

## **Medikuregem is a medical center**

In this medical center, general practitioners (GP), nurses, and other healthcare providers work together. This entire team collaborates to take care of your health. A medical center operates with a flat-rate payment system: the "Forfait" system. This means the patient does not pay the general practitioner or other care providers directly; the health insurance fund the medical center.

If you want to become a patient at a medical center, you must register.

Registration is free. By registering, you agree to the Forfait system.



### **Registration at Medikuregem**

You may register at the Medikuregem Medical Center:

- if you live in the Veterinarian neighborhood: we operate within a specific neighborhood
- and your health insurance membership is in order

## **How to register**

You can stop by the reception or call them at: 02 522 32 87. They will schedule an appointment during which they will explain how Medikuregem works. Registration is valid only from the first day of the following month. Once you are registered, you do not pay for consultations or home visits by our general practitioners, nor for other healthcare services provided by our medical center.

You are required to visit us for all care provided by our doctors and nurses. If you consult elsewhere, you will have to pay for the consultation yourself, and there will be no refunds from the health insurance fund or from Medikuregem.

After your registration, Medikuregem will contact you for an introductory consultation to complete your medical file. If you have any reports or/and medical files from your former general practitioner or from specialist consultations, ask them to send them to Medikuregem or bring them with you.

Please arrive at the reception 5 minutes before your appointment with your eID card. Reception will scan your eID card. By doing this, you consent to having your medical data stored at Medikuregem.

All Medikuregem staff are bound by professional confidentiality.

After your registration at Medikuregem, you will have to choose a GP. You will then always be required the visit same doctor. If your GP is absent or no appointments are available that day, you may exceptionally book an appointment with another doctor at our medical center.

## **How Medikuregem works:**

### **Making an appointment with a doctor**

Consultations are by appointment only. You can make an appointment for a consultation at the reception or by calling 02 522 32 87 during opening hours. All consultations will take place at our center. You must arrive 5 minutes before your appointment. If you cannot attend your appointment, please call at least 1 hour in advance to cancel if possible.

### **Making an appointment with another healthcare provider**

If you want to make a first appointment with a psychologist, dietitian, or sports coach, you must first get authorization from your GP. After this approval, you can make an appointment with them at the reception. You may book an appointment with the social worker directly.

### **Certificate, referral letter, prescription**

Certificates or referral letters must be requested at least 24 hours in advance. (Note: Requests made on Friday must be picked up on Monday.) Reception will consult your GP. As soon as they are ready, you can collect them during opening hours at the reception. If you haven't had an appointment in over three months, you cannot request a prescription at the reception. In that case, a consultation with the doctor is in order. If Covid measures are in place, the time limit since your last appointment is extended to 6 months.

### **Evening and weekend on-call service**

Outside Medikuregem's opening hours: If you call on weekdays after 8 pm, or Fridays after 7 pm, during the weekend, or on a public holiday, you will automatically be connected to the on-duty doctor. You may also contact the Brussels On-Call Service (GBBW) directly: **02 201 22 22**

### **Consultations outside of Medikuregem**

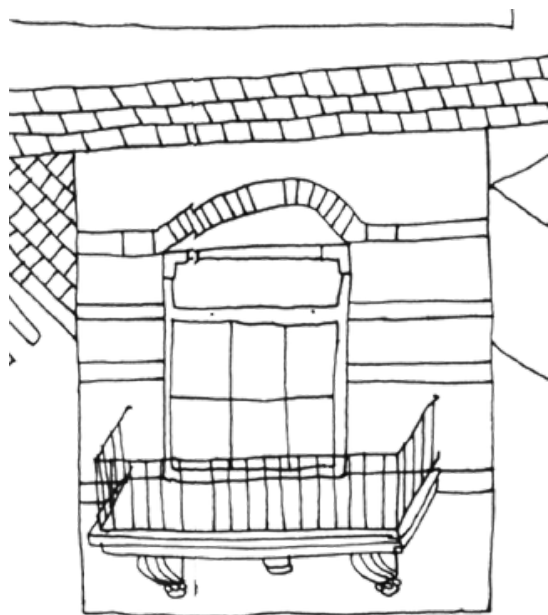
Before heading to the emergency, contact Medikuregem: a doctor may be able to help you. If you need to go to the emergency, you will receive a referral letter. With this letter, you won't have to wait, and Medikuregem will reimburse you if you are seen by a general practitioner at the emergency. If you are seen by a specialist, your health insurance fund will reimburse you instead. You are free to consult specialists. After payment you receive a certificate of care. Your health insurance will refund you. We recommend that you first consult your general practitioner. They will give you a referral letter with all necessary information from your file for proper treatment. Don't forget to ask the specialist to send a report to your general practitioner. This keeps your file up to date and your doctor informed. If you require home nursing care, contact Medikuregem.

**If you require a doctor while on vacation in Belgium**, call Medikuregem first. Then, you may visit a doctor however you'll be required to pay them. Ask the doctor for a certificate of care, write your bank account number on the form, and bring it to Medikuregem. You will be refunded within one month to your account.

**Medical care during holidays abroad**, is your responsibility and is not handled by us.

## **Unsubscribing**

When you move out of Cureghem, you'll be required to unsubscribe from Medikuregem. To do this, contact the reception.



## **Helena Care**

The general practitioners at Medikuregem offer you the option to register on Helena Care. Helena.care is a website that allows you to view your medical records directly from your computer or phone. You can access your medical history, vaccinations, and medication schedule. This allows you to request prescriptions, certificates, or other documents from your doctor, manage them independently, and access them at any time.

For example, you may read or print your lab results directly from your computer. You may even present a prescription on your phone at the pharmacy and pick up your medication that way. This website is accessible to you only. You'll require a code to access it.

Your general practitioner can register you on Helena.care. The program is easy and quick to set up on helena.care:

- using your identity data (eID or Itsme®)
- or with a code that you receive from your GP

## **The Values of Medikuregem**

At Medikuregem, your health is important - but so are you as a person, your family, and your life in the neighborhood.

Here, everyone works together to provide you with the best care.

At Medikuregem, general practitioners do their internships, and other healthcare providers also receive training here. This gives many young professionals the opportunity to learn their trade.

## **Also important at Medikuregem**

At Medikuregem, you don't just make appointments with your GP. You can also participate in many fun and engaging activities. For example, there's a weekly walking group you can join. You can learn to cook delicious and healthy meals. Or sing together?

If you want to know more, check the website or ask for information at the center.

At Medikuregem, your opinion matters. That's why we listen to you - including your feedback or complaints.

## **For more information, please visit our website:**

**[www.medikuregem.be](http://www.medikuregem.be)**

There you'll find everything about:

- The Medikuregem team, including photos
- The schedules of each doctor and healthcare provider
- The history of Medikuregem
- Activities at Medikuregem
- Advice from our doctors and healthcare providers
- The latest news from Medikuregem

