

Welcome!

All **practical information** about
your admission and the care
provided at Jan Yperman Hospital



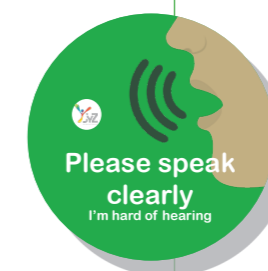
Welcome to Jan Yperman Hospital



Welcome to our hospital. We do everything we can to offer you the very best care, with responsibility, fairness, and respect, and to make your stay as comfortable as possible.

We wish to guide you with this welcome brochure. It is a compilation of all the practical information about your admission and our care provision. If you have any questions, please don't hesitate to talk to a staff member.

Get well soon!



Would you like us to speak a little louder?

Let us know and ask for a button when registering.



What can
you find
in this
welcome
brochure?

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About JYZ

JYZ is an expanding and innovative hospital. We offer a high-quality range of multidisciplinary specialist medicine.

In this section, you will discover our mission and values.

You will also find information for visitors and on how to reach the hospital.

Our values

JYZ is a fusion of the three former hospitals in the region: Kliniek Zwarte Zusters and OLV Hospital in Ypres and the Maria Hospital in Poperinge. The increase in scale as a result of the merger allowed us to focus on further specialisation and expansion of medical disciplines and services. By expanding the medical and paramedical offer, the services are more in line with your needs.

Your care is in our care

JYZ provides high-quality, medical specialist, high-technology, multidisciplinary healthcare with a warm heart for everyone.

The mission is founded on these values:



Respect for the individual



Sense of responsibility



Loyalty: a correct and constructive attitude



Openness and fairness

How to reach JYZ?

By bicycle

There are free bicycle parking facilities in front of the hospital.

By public transport

JYZ is easily accessible by De Lijn buses on both weekdays and weekends. There is a bus stop right in front of the hospital, near the shop. With the new lines 90, 91 and 92, you can take a bus to the centre of Ypres every 15 minutes - or every 30 minutes on Sundays. Bus 92 connects the main campus in Ypres with Poli Poperinge and the Diksmuide Medical Centre. Consult timetables of De Lijn here



Consult timetables of De Lijn here:
www.delijn.be/en/routeplanner

By car

There is a spacious car park in front of the hospital. Take a car park ticket at the barrier.

Pay at the machines in the entrance hall when you leave (cashless: bank card or smartphone). Or outside in the care passage - the pathway that gives access to the hospital entrance (cashless).

Parking fees

- First half hour: free of charge
- Full day: €3
- Weekly pass: €7 (for sale at reception)

People with disabilities can park for free. No space in the car park provided? You will receive a free car park ticket at reception on presentation of your parking card for people with disabilities.



Reduced mobility?

There is a drop-off zone where patients can be dropped off right in front of the hospital entrance. Please note: you are only allowed to park there for a short time! Wheelchairs are available outside under the shelter and inside the entrance hall.

Information for visitors

**General visiting hours:
3 to 7:30 p.m.**

Please note: the number of visitors and visit duration may be limited in the patient's interest.

A few agreements:



Strictly observe the visiting hours.



Respect the quietness of the hospital.



Leave the room when the doctor or nurse is seeing the patient.



Treat healthcare staff, nurses, and other employees with respect.



Only smoke outside in the designated areas.



Visiting hours by ward

Intensive Care Unit

- From 2.30 to 3 p.m. and from 7 to 7:30 p.m.
- Short visiting times of approximately 10 minutes.
- Limited number of visitors.

Stroke care

- **Rooms 680 to 685:** from 3 to 7:30 p.m.
- **Room 682:** 2 visitors from 3 to 3:30 p.m. and from 7 to 7:30 p.m.

Paediatrics

- From 3 to 7:30 p.m.
- Unlimited visits for parents. Notify the nursing ward of your visit.

Maternity

- Unlimited visits for partners.
- General visiting hours for other visitors.

PAAZ

- Monday, Tuesday, Thursday, and Friday from 4 to 7:30 p.m.
- Wednesday, Saturday, and Sunday from 3 to 7:30 p.m.

Other wards sometimes allow exceptions to the traditional visiting hours.

Bistro

Both visitors and patients can eat in the hospital's bistro. There is also a range of snacks, pastries, and beverages on offer.

Consult the opening hours at bistro.yperman.net



Menu
Scan the QR code

Shop

You can buy a gift at the shop in the JYZ care passage (the pathway that gives access to the hospital entrance).

You will find a wide range that includes books, newspapers, magazines, baby items and toys, greeting cards, flowers, snacks, beverages, etc.

Consult the opening hours at shop2be.yperman.net



Admission

JYZ has a modern infrastructure. Our rooms are also designed to the highest quality standards. You can choose between a single or double room. You pay extra for the added privacy and comfort of a single room. Naturally, this choice has no influence on the quality of our care, treatments, and meals.

Choose your room for a pleasant stay

It is best to inform the doctor who is planning your admission about the type of room you prefer. Have you not done this? Before your admission, please inform Admissions of your choice by telephoning **+32(0)57 35 65 25**.

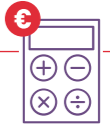
Single room charges

You pay a room supplement for a single room and the doctor can charge a supplementary fee. The price will depend on the procedure. Ask your doctor beforehand how much the supplementary fee will cost.



Estimate of your invoice

You can use this tool to calculate the estimated cost of an examination, procedure, or treatment.



Room supplement and supplementary fees

You will find all current rates and supplements on our separate price list. If you stay in a single room, all doctors who treat you can charge extra fees or a supplement. This supplement can be up to 150%. If you pay 100% in a double room, then you pay 250% of the cost in a single room. Room supplements and supplementary fees are not reimbursed by the health insurance fund. Do you have healthcare insurance? Be sure to ask whether these supplements are covered.

For more information, please contact the **Billing Department**:

 **+32(0)57 35 65 36**

 facturatie@yperman.net

Or visit the financial info point. Open every working day from 8:30 a.m. to 12 p.m. and 1 p.m. to 4 p.m. No appointment is needed.



Would you like a landline telephone in the room?

Request a telephone during your registration. Upon admission, you will receive a green application card. You will give the green card to the nurse when you are in the room. Then you will receive the telephone. Telephone calls from hospital are more expensive than from home. Telephone costs will be charged on the invoice after your discharge.

Wi-Fi

You can use the hospital's Wi-Fi network free of charge. Select **jyz_guest** and tick 'I agree' in the pop-up window. Then click/tap 'sign in' and you are connected.

Meals

There is a wide choice of dishes for breakfast, lunch, and dinner. An employee will visit the room to note your meal choice.

Adequate nutrition

A dietitian will ensure that your meals are prepared according to the diet prescribed by your doctor. They will visit you regularly to find out how you like the meals, and will give you information and suggestions for continuing the diet at home.

Meal times

starting at 7:30 a.m.	breakfast
starting at 11:30 a.m.	lunch
starting at 2 p.m.	coffee and snacks
starting at 5:30 p.m.	dinner

CHECKLIST: What to bring with you for your stay

To ensure that your stay goes smoothly, you should definitely take a number of items with you to hospital. Below, you will find an overview of all items and documents that you should not forget.

Medication and medical documents

It is important for the doctors to know exactly what **medication** you are taking. So bring all your medicines with you, possibly in the 'home medication bag'. Bring these documents with you as well:

- Referral letter from your GP
- Blood group card
- Allergy card
- Vaccination card

Administrative

- Identity card
- Details for your first contact person (the point of contact for the family)
- Documents of your healthcare insurance
- Accident at work documents (if applicable)

Only for maternity and if applicable:

- Marriage booklet
- Recognition form

Personal care

- Toiletries
- Shaving kit
- Nightwear
- Underwear
- Robe
- Closed slippers
- If you have them: your own compression stockings for phlebitis

What is a home medication bag?

The home medication bag is a paper bag that you receive when you visit the doctor or before you are admitted to the pre-op ward. Have you not received a home medication bag? Ask for it at the pre-op ward (route 79).

How do you use the home medication bag?

Write down all the medicines you take at home on the back of the bag, and put a small amount of each in the bag. Full instructions can be found on the bag itself. Take the home medication bag with you for your stay.



Valuables

It is best to leave valuable items (e.g. jewellery, watch) at home. As a patient, you do get a personal safe in your room. You can keep whatever you want to take with you in this safe.





Hospital stay

To give you the very best medical care, we rigorously follow a number of processes. As a patient, you can also do your bit by respecting these agreements. In this section, you will find information about our treatment in hospital: from your identification as a patient to the procedure during an operation.

Our approach to your medical treatment

When you are admitted to hospital, it is important to be fully informed. Do you have any specific questions about your treatment? Then do not hesitate to ask your doctor or the nursing staff. Write down any questions you have on p. 30 and keep them close at hand until the doctor comes by. Our nursing staff makes every effort to provide you as regularly as possible with the best information about:

- your health condition and your treatment
- the diagnosis
- the medication prescribed for you and possible side effects
- the risks of your treatment
- your discharge from hospital
- the aftercare

Medication

The nurse will inform you about the medication that is prescribed for you. Feel free to ask any questions. It is important that you understand why, for how long, and when you should take medication.

The medicines we administer can have an effect on the medicines you take at home. That is why it is important that you bring your home medication bag, or an overview of all the medicines you take at home. It is also best to bring herbal and over-the-counter medicines with you or mention that you are taking them.

Identification

When you are admitted to hospital, Admissions will ask for your name and date of birth. You will then receive an **identification wristband** with your details. If you are admitted for surgery, you will be given a wristband on both arms.

Healthcare providers regularly consult the information on your wristband to ensure correct care. So wear your identification wristband until you leave the hospital.

Always check that the information on your identification wristband is correct and complete. Report this immediately if it is not. If your wristband is removed, you will always be given a new one.

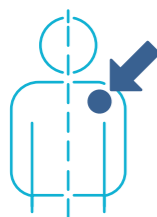


Before surgery: step-by-step plan

A number of strict agreements apply to ensure that every procedure is carried out safely. This is what we do before surgery:



Step 1. In order to inform you as fully as possible, the surgeon will go through the procedure and the pros and cons with you. They will then present you with a form stating that you are well-informed and that you consent to the procedure. The procedure can only take place once you have signed this document.



Step 2. Together with the anaesthetist, the surgeon will ensure that they have a complete picture of your condition. Before the procedure, the nurse will indicate whether the procedure should be performed on the right or left by putting a blue sticker on your body. Together with you, the surgeon will indicate the correct location and mark it with an arrow.



Step 3. Just before the procedure, a 'time-out' takes place to check all surgery data again. You will regularly be asked to indicate your level of pain based on a pain score.

Fall prevention

Your safety is a priority, which is why fall prevention is of great importance. Here is what you can do to prevent a fall:

1. Watch out for obstacles that could cause a fall (e.g. your bed, a chair, a device, or a slippery floor).
2. If you feel unwell or weak, do not attempt to stand or walk alone. Ask for help from family or healthcare providers.
3. Some medicines can affect your balance. Ask your doctor if this is the case.
4. Wear footwear that is snug around your foot, such as closed slippers.

If you are unsure about walking without support, **ask for help** from the care staff. A wheeled walker is available at the hospital. Ask a nurse for this.



Do you want to know more?

Scan the QR code and watch the fall prevention video with helpful tips and exercises.

Hand hygiene

Every healthcare provider disinfects their hands before and after every patient contact. This way, we prevent germs from being passed on from patient to patient.

Our healthcare providers follow these guidelines to ensure optimal hand hygiene:

- no long nails or false nails
- no nail polish
- no rings, watches or bracelets
- no long sleeves

The patient support service supports you during your stay

In addition to medical and nursing care, we pay attention to your social and psychological well-being and giving meaning to life. An extensive team of psychosocial staff is on hand for you and your loved ones. Together, they form the patient support service.

How to reach the patient support service

Social service	+32 (0)57 35 35 35
Psychological service	+32 (0)57 35 67 20
Breast (and Pelvic Floor) Clinic	+32 (0)57 35 67 30
Geriatric Support Team	+32 (0)57 35 67 41
DIO Lung Tumour Support Team	+32 (0)57 35 67 35
Pastoral Service	+32 (0)57 35 66 44
Palliative Support Team	+32 (0)57 35 67 35
Anti-smoking support	+32 (0)57 35 71 90
Multidisciplinary Pain Centre	+32 (0)57 35 61 26
General Haemato-Oncology Support Team	+32 (0)57 35 67 46



Social service

The social service provides personalised support for you and your loved ones. You can go there for help with all your questions, needs, and problems related to your treatment or your hospital stay.

You can reach the social service by telephoning **+32(0)57 35 35 35** or through your ward's head nurse.

Psychological service

For psychological counselling and advice for you and your loved ones, you can contact the psychological service. (Grand)children of patients can also receive psychological counselling in the Children's support area 'De Klimop'. An appointment with the psychological service can be made through the doctor or head nurse.

The psychological service can help you with matters such as

- emotional support consultations;
- coping with grief and loss;
- counselling for psychological problems; • psychodiagnostics examination;
- psychoeducation and coping with diagnosis;
- anti-smoking support;
- counselling for children and young people;
- suicide prevention: problem definition, risk assessment, and follow-up;
- referral and collaboration with outpatient and psychiatric services.

You can reach the psychological service by telephoning **+32(0)57 35 67 20** or emailing psychologen@yperman.net, or by making an appointment through the head nurse.

Geriatric Support Team (GST)

People in their 70s and older can count on the Geriatric Support Team (GST) for extra support in hospital care. This multidisciplinary team consists of geriatricians, geriatric and social nurses, psychologists, occupational therapists, dieticians, and speech therapists.

The GST provides expert advice on matters such as:

- falls
- malnutrition
- swallowing disorders
- dementia
- depression
- home care

You can make an appointment with the GST through the head nurse by telephoning **+32(0)57 35 67 41** or emailing interneliason@yperman.net.

Pastoral service

Hospital admission can be accompanied by a host of emotions. Are you experiencing concern, fear, or powerlessness? Our pastors are on hand for a quiet chat.

Based on Christian inspiration, they offer support to you and your family, regardless of your philosophy of life.

The pastoral service is part of patient counselling and works in multidisciplinary cooperation with other care teams. We refer patients to representatives of other faith communities if they so wish.

You can contact the pastoral service for:

- A personal and confidential conversation
- A moment of prayer
- Anointing of the Sick, the Sacrament of Reconciliation, or another appropriate ritual
- A prayer service at 4:30 p.m. in the chapel on Tuesday (route 16)
- Mass on Friday afternoon at 5 p.m. in the silent area (route 34)
- You can follow every mass on the info channel on your TV

The pastoral service is available day and night on **+32(0)57 35 66 44**.



Palliative Support Team (PST)

The PST is a multidisciplinary team that provides support to patients with a life-threatening condition or terminal illness. Palliative care improves your quality of life by preventing and relieving suffering. This is done through timely identification and assessment of pain and other physical, psychosocial, or spiritual problems. The PST is there for both patients and those closest to them.

You can contact the PST for matters such as:

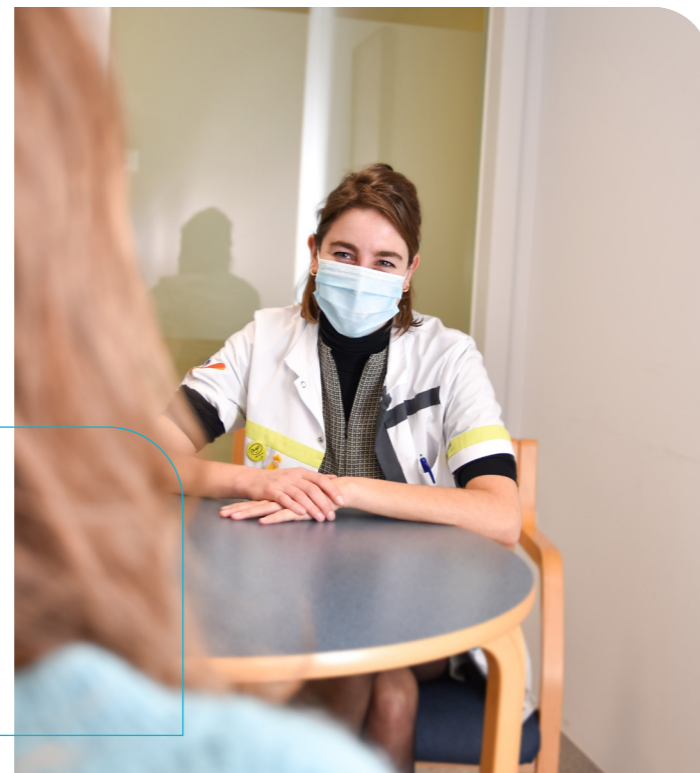
- Psychosocial counselling and support to help you cope with bad news
- Information about end-of-life decisions
- Palliative care within and outside the hospital
- Social provisions
- Grief and loss counselling
- Spiritual need
- Pain problems

Would you like to make an appointment with the PST? You can do so through the ward's head nurse or the treating physician. The PST can also be reached directly by telephoning **+32(0)57 35 67 35** or emailing palliatiefsupportteam@yperman.net

Anti-smoking support

During your hospital stay, you can stop smoking under the supervision of an approved tobaccoologist.

You can make an appointment through the Cardio-Pulmonology secretariat by telephoning **+32 (0)57 35 71 90**.



Multidisciplinary Pain Centre (MPC)

The MPC provides treatment and follow-up for patients with chronic or acute pain complaints. The team consists of pain specialists, pain nurses, psychologists, a physiotherapist, and an occupational therapist. The multidisciplinary approach maps out physical, social, and psychological factors that can play a role in pain.

Make an appointment with the MPC through the head nurse or contact the MPC directly on **+32(0)57 35 61 26**.

Psychosocial Oncology Support Team (POST)

POST, or the Psychosocial Oncological Support Team, is responsible for supporting patients with an oncology (cancer) diagnosis, not only for (inpatient) admission, but also on an outpatient basis. A team consisting of nurses, psychologists, and social service workers is available for each pathology. They are not only there to support you but also your loved ones during your course of treatment.

The following teams are on hand for you:

- Breast (and Pelvic Floor) Clinic: **+32(0)57 35 67 30**
- DIO (digestive oncology) and LOTUS (Lung Tumour Support Team): **+32(0)57 35 67 36**
- General Oncology and Haematology Support Team: **+32(0)57 35 67 46**

Breast (and Pelvic Floor) Clinic

The Breast Clinic draws up a care programme for patients with benign or malignant breast disorders. It is a multidisciplinary team, composed of, among others, breast care nurses, psychologists, and social workers.

In addition, they work in close cooperation with the general practitioner, gynaecologist, surgeon, oncologist, radiologist, and all other parties involved in the care programme. This collaboration makes new technologies and treatments possible.



The aim is to quickly establish a diagnosis, start high-quality treatment, and offer optimal support throughout the entire care programme. You can rely on them for:

- care and emotional support
- information on examinations and treatments
- regular hospital visits during treatment
- practical information about, among other things, breast prostheses, wigs, and lymphatic drainage;
- psychological counselling
- information on financial and social benefits
- existential counselling

If you would like to contact the Breast Clinic, please make an appointment through the head nurse. You can also contact the Breast Clinic directly by telephoning **+32(0)57 35 67 30** or emailing borstkliniek@yperman.net

LOTUS – Lung Tumour Support Team

The LOTUS team draws up a care programme for patients with a malignant lung disease. You will receive a fast and quality diagnosis and treatment for lung cancer. In addition, the LOTUS team provides optimal support for the patient and their loved ones during the care programme.

The team consists of breast care nurses, psychologists, and a pastoral service. In addition, they work in close cooperation with the pulmonologist, general practitioner, surgeon, oncologist, and all specialists involved.

Among other things, the LOTUS team is responsible for:

- Bridging the gap between doctor and patient
- Reception and emotional support for the patient and those closest to them
- Information about examinations and treatments
- Regular visits to the hospital during treatment
- Practical information on wigs, as well as social and financial services
- Psychological counselling
- Counselling of both the patient and the family during and after consultations
- Existential counselling

You can make an appointment with the LOTUS team through the head nurse or by telephoning **+32(0)57 35 67 35**.

Your rights and our expectations

As a patient, you naturally have several rights that are strictly respected at JYZ. And overview can be found below. We also have expectations of you as a patient.

Your rights as a patient

Right to quality service

Every day, our employees do everything they can to provide you with the best care, without making a distinction based on social class, nationality, or income.

Right to free choice of healthcare provider

As a patient, you have the right to choose which healthcare provider will treat you. You can always consult another doctor for a second opinion.

Right to data protection

Information about your health condition should never be disclosed to others without your consent, including to family. All healthcare staff are bound by professional secrecy. In addition, you have the right to data protection.

Right to information about your health condition and to give your consent

The doctor will visit you regularly to inform you about your health condition. You may be assisted by a confidential counsellor if you so wish. We ask for your consent for every treatment or procedure, unless you or your representative cannot give it. For certain procedures, this consent is recorded in writing by signing a form. You have the right to refuse this.



More information can be found on our website.



MyNexuzHealth

Reports from July 2019 can be viewed via the MyNexuzHealth app.

Would you prefer a hard copy? Request your patient file from the Ombuds Service.

Right to a patient file that is carefully maintained and kept safe

The purpose of the patient file is to provide you with the best possible treatment and to handle the administration correctly. The file can only be viewed by those who treat you, and they are bound by professional confidentiality. You can view the file yourself, appoint someone to view it, or ask the doctor to tell you what it contains. You can also request a copy of your patient file.

Right to effective pain relief

That is why the nursing staff will regularly ask you about your level of pain and, if necessary, administer additional pain medication.

Right to complaint mediation

As a patient, you have the right to submit a complaint if you believe that your rights were not sufficiently respected within the hospital. You can contact the hospital's Ombuds Service for this. Make an appointment by telephoning **+32(0)57 35 66 42** or emailing **ombudsdienst@yperman.net**.

Our expectations of you

Dealing with JYZ staff

Our employees do their utmost to provide you with the best possible care. So please treat the healthcare staff, nurses, doctors, and other employees with respect. Do not take photos or selfies of employees without their consent. If you are unable to keep an appointment with a healthcare provider, please notify the hospital of this at least 24 hours before the scheduled appointment.

Medical treatment

In order to give you the correct treatment, it is important that we are as informed as possible. Please provide the healthcare providers with a correct and complete picture of your health condition. Keep to the agreements with doctors and nurses about your treatment and care. Also, do not take medicines from outside the hospital without consulting your doctor or nurse.

General hospital agreements

In order to ensure all patients at JYZ have a pleasant stay, we ask you to respect the peace and privacy of your fellow patients. Are you receiving visitors? Please ask them to respect visiting hours and to leave the room when the doctor or nurse comes by. Inform the head nurse when you leave your ward and always wear your robe. Smoking is only allowed in the smoking area on the hospital's indoor terrace.

Other hospital services

Hairdresser, pedicure, manicure

If you want to call on a hairdresser or have a pedicure or manicure, you can make an appointment through the head nurse. Payment for other services must be made immediately and cannot be paid by invoice.





Discharge

Good news, you may leave the hospital! Your doctor will let you know when you are ready to go home. This usually happens during the course of the morning, after receiving your discharge letter. After that, you can continue your recovery in a familiar environment. Your ward's head nurse will provide you with all the information and documents regarding aftercare and further medical follow-up. In this section, we will tell you all about the hospital invoice and where you can go to share your opinion about JYZ.

What you need to know about your invoice

The invoice for your hospital stay will be sent your home **6 weeks after you have been discharged**. If you are correctly registered with a health insurance fund, you do not have to pay an advance upon admission. You do not have to pay anything at the time of discharge from the hospital either.

The hospital invoice is drawn up according to a legally defined system. The invoice will not only state your own share of the costs, but also the share paid by your health insurance fund. The amount of the health insurance fund is stated on the invoice for information purposes and is settled directly with the health insurance fund.

Categories of the hospital invoice

Admission costs

The nursing day rate is a flat rate that covers part of the cost of the hospital stay and care. The health insurance fund pays most of the nursing day rate, but it is provided by law that you must pay a 'personal share', regardless of room choice. If your affairs with the health insurance fund are not in order, you will have to pay everything yourself.



An overview of the charges for admission to Jan Yperman Hospital can be found in the separate price list.

Pharmacy costs

- Lump sum for medicines**

As a patient, by law, you pay a lump sum per day as a share of reimbursable medicines, regardless of whether they are administered. The remaining cost is covered by the health insurance fund.
- Pharmaceutical products**

These medicines are partially or fully at your expense. If you have an agreement from the consulting physician for medicines that you take at home, you must bring the certificate from the health insurance fund with you when you are admitted. This way, you remain entitled to reimbursement of the medicines during your stay.
- Parapharmaceutical products**

These are all non-medicinal products from the hospital pharmacy, such as lip balm, shampoo, or compression stockings for phlebitis. You pay for them and you get to take them home after your stay.

○ Implants and prostheses, non-implantable medical devices

Implants and prostheses are listed on the hospital invoice as 'reimbursable products' and 'non-reimbursable products'. Reimbursable products are fully or partially reimbursed by the health insurance fund. You pay for non-reimbursable products yourself. On top of this cost, the hospital applies a delivery margin that is legally set at 10%.

Medical and paramedical fees

○ Flat fee per admission

You pay a fixed amount per admission for clinical biology (lab tests), medical imaging (radiology), specific technical services, and the medical on-call service, even if these services do not apply to you.

○ Fees

The fees are the remuneration that doctors, dentists, physiotherapists, midwives, speech therapists, etc. charge for their services. For each service, there is a commitment rate, which is the rate agreed between the doctors and the health insurance funds. The health insurance fund may cover all, part, or none of the fees. The reimbursement depends on the nature of the service.

○ Supplementary fees

If you are staying in a single room, the doctors/specialists may charge a supplementary fee of maximum 150%. This fee is not reimbursed by the health insurance fund. Private healthcare insurance policies often do (partially) reimburse these supplements, depending on the policy.

Other supplies

- These include supplies of blood, blood plasma, plaster casts, etc. Some items are fully covered by the health insurance fund, while others are partially or fully payable by you.

Miscellaneous costs

- These are extra costs for which there is no intervention from the health insurance fund (e.g. telephone).

Remember that your additional allowances may apply through your healthcare insurance and/or the supplementary insurance of your health insurance fund.

Pay the invoice within the period stipulated in the information on the transfer form enclosed with the invoice.



How can I contact the Billing Department?

+32(0)57 35 65 36

facturatie@yperman.net

The Billing Department information point is located next to the JYZ reception.

Billing Department

If you have any questions about your invoice, please contact the Billing Department during office hours. You can also request a **price estimate** for scheduled surgery. Please note: this estimate may differ from the final invoice. After all, the estimate is based on past averages and is not binding.



Estimate of your invoice

You can use this tool to calculate the estimated cost of an examination, procedure, or treatment.



We value your opinion

Your satisfaction is an important parameter by which to measure the quality of our care. That is why, after your admission, you will receive a questionnaire in which you can indicate what you are or are not satisfied with. In addition, you can always contact the Ombuds Service with complaints and comments.

Email registration

Are you a new patient at our hospital? If so, we will ask whether we can record your email address during registration. After registering in our database, you will receive a confirmation email at that address.

Have you been a patient for some time, but have not yet confirmed your email address? Then you will automatically receive that confirmation email again when making an appointment or when changing an appointment.

Confirm your email address

Confirm by clicking on the blue button 'I confirm my email address' in the confirmation email. You can enter the same email address for each family member. Then you will receive a confirmation email per person that you must confirm.

The registration and confirmation of your email address is complete when a new web page opens which reads 'Thank you for confirming your email address'.



Submit your suggestion or complaint

Do you have a comment, suggestion, or complaint? In the first instance, you can contact the relevant employee, doctor, or department/ward manager. You can also contact the Ombuds Service.

Mediation through the Ombuds Service

If you still have questions, please contact the hospital's Ombuds Service. The Ombudsperson is a neutral person, listens to your story, and, together with you, examines the options available to find a solution. The Ombuds Service registers all reports and combines them in an annual report that is sent to the hospital management and the Flemish Ombudsman.

You can also contact the Ombuds Service with questions about patient rights or for a copy of or access to your patient file.

How can you contact the Ombuds Service?

ombudsdienst@yperman.net
+32(0)57 35 66 42

Written complaints are addressed to the Ombuds Service, Briekestraat 12, 8900 Ypres, Belgium.

You will find the Ombuds Service on **route 97** in the hospital.

Opening hours

Monday to Friday (except Wednesday afternoon):
9 a.m. – 4 p.m.

Goodbye!

We hope you had a pleasant stay at our hospital.

This brochure contains general information. If you have any unanswered questions, our staff will be happy to help you. You will also find a lot of information at www.yperman.net.

Thank you for choosing JYZ.

We wish you a speedy recovery and good health.





Jan Yperman Hospital
Briekestraat 12, 8900 Ypres, Belgium

info@yperman.net
+32(0)57 35 35 35

www.yperman.net

