

MEDIATION
SERVICE



MEDIATION Patients' rights

CLINIQUES
DE L'EUROPE

EUROPA
ZIEKENHUIZEN

advanced care - personal touch

SINCERELY SEARCHING FOR A SOLUTION WITHIN A FRAMEWORK OF GOODWILL

The mediator is multi-partial (fully focused on listening to both parties, without passing judgement)

Acts as a neutral third party and facilitates the communication

Allows the attending parties to take back control of the dispute and find their own solutions

THE MEDIATOR IS AN INDEPENDENT LIAISON BETWEEN: THE PATIENT, HIS FAMILY AND THE EUROPE HOSPITALS

Informs the patient of alternative options if there is no solution

Is subject to professional secrecy! (anything happening during mediation stays within the mediation room and may not be used in court)

The mediator is not a claims office: some grievances may be resolved by the patient himself

The mediator is not an attorney: he does not take sides and is not there to justify the position of any of the parties

WHAT THE MEDIATOR IS NOT

His role is not to disclose the remarks and potential penalties to the patient clientèle for obvious reasons of confidentiality

He is not a judge; his role is not to dispense penalties. The power available to him is contingent on how much both parties wish to confer on him. It is the prerogative of both parties to refer to management or not

WHEN TO CONTACT THE MEDIATOR?

PATIENT	MEDIATION	OTHER SERVICES
You feel that, as a patient, your rights have not been respected	YES if you were not able to solve the problem by yourself	
You have a suggestion for improvement or wish to congratulate a team	YES	
You had a problem in the car park	YES	Except in case of a medical problem: please contact the legal department ☎ 02 614 27 91
You have problems with your invoice		please contact the legal department: patientsadministration@euhos.be or ☎ 02 614 26 60
If you have suffered loss or theft		please contact the loss & theft department by phone ☎ 02 614 27 91
If you need an interpreter		Please contact Inter-cultural Mediation Services by email: icm@euhos.be or by phone ☎ 02 614 91 10
You need to obtain a medical record		Please follow the procedure provided by the hospital reception and send your request to: dossiersmedicaux@euhos.be with a copy of your identity card
Post Mortem medical file		Please contact the legal department ☎ 02 614 27 91
As a SERVICE PROVIDER, you believe that the patient has not honoured his duties	YES	

IN CASE OF A DISPUTE, THE EUROPE HOSPITALS WISH TO ENCOURAGE DIRECT COMMUNICATION BETWEEN THE PARTIES

Prior to contacting the mediation service, we invite you to first get in touch with the service or person involved:

- the head nurse of the unit where you have been hospitalised,
- the admissions and consultations manager,
- the medical office involved or the physician in charge of your follow-up,
- the billing department, etc.

Not only will this allow you to receive the information directly, it will also help to avoid misunderstandings and sometimes lead to quick solutions.

If you are not entirely satisfied with this procedure, you can contact the mediation service:

- by post: Europe Hospitals, Mediation Service, Avenue De Fré 206, 1180 Uccle
- by phone on ☎ 02 614 90 93
- by email mediation@euhos.be
- by fax on ☎ 02 614 98 93.

Reference document: Internal Regulation (I.R.) available on our website or on request.

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PERSONAL APPROACH
RESPECT
EXPERTISE
EFFICIENCY
CUTTING-EDGE MEDICINE

The Europe Hospitals are a leading hospital group serving the city of Brussels and its surrounding areas. As a multilingual general hospital, we offer comprehensive care at our four sites: St-Elisabeth in Uccle, St-Michel in Etterbeek/European Quarter, the Bella Vita Medical Center in Waterloo and the External Consultation in Halle.

Calling on the expertise of over 300 specialist physicians and 1,800 members of staff, we pride ourselves on providing highly personalised care to around 2,500 patients every day. From accurate diagnoses to the most advanced forms of treatment, we combine state-of-the-art medical technology with contemporary infrastructure to deliver high-quality dedicated care with highest safety standards and excellent comfort. For each and every patient. Every day.

www.europehospitals.be

St-Elisabeth site

Avenue de Frélaan 206 - 1180 Brussels

 02 614 20 00

St-Michel site

Rue de Linthoutstraat 150 - 1040 Brussels

 02 614 30 00

Bella Vita Medical Center

Allée André Delvaux 16 - 1410 Waterloo

 02 614 42 00

External Consultation Halle

Bergensesteenweg 67 - 1500 Halle

 02 614 95 00