

WGC De Vlier

INFORMATION FOR PATIENTS



WGC De Vlier

Warme zorg onder één dak

Contact details

- 📍 Truweelstraat 114, 9100 Sint-Niklaas
- ☎ tel. 03 766 18 38
- 🕒 every working day from 08:00-19:00
- 🌐 website: www.wgcdevlier.be
- ✉ email: info@wgcdevlier.be
- 📘 FB: [wijkgezondheidscentrum De Vlier](#)



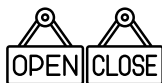
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1. WHAT IS A COMMUNITY HEALTH CENTER?

A community health center is an organisation that offers various types of care to patients. De Vlier offers warm care under one roof, high-quality and tailored to the patient. The patient is expected to adopt a respectful attitude towards the staff and to follow the advice of the healthcare professionals. People who live in the working scope of De Vlier, namely the city Sint-Niklaas, can register as a patient (not the sub-municipalities: Belsele, Nieuwerkerken and Sinaai).

2. OPENING HOURS



OPEN	Monday until Friday (08:00-19:00)
CLOSED	Saturday, Sunday and public holidays On weekdays after 19:00 until 08:00

A home visit by a nurse during the weekend is possible if agreed and scheduled in advance.

What do you have to do when De Vlier is closed?

You can contact the doctor on duty on the telephone number 1733.

3. PAYMENT SYSTEM

De Vlier uses the flat-rate payment system. This means that appointments with **doctors**, nurses and physiotherapists are free of charge for our patients.

What do you have to pay?

- some health promotion activities
- medication
- laboratory results (personal fee)
- specialists from the hospital
- dentist
- consulting other general practitioners, nurses and physiotherapists during the opening hours of De Vlier.

4. PERSONAL DATA

It is important to inform the center when the following data changes:

- residential address
- email address
- telephone number

5. CARE AND SERVICES

The following care and services are offered:



doctors



nurses



physiotherapists



health promotor



social support



psychological support



psychologists (first line)



pregnancy guidance (De Wase Kiem)



You may not consult other general practitioners, nurses and physiotherapists outside De Vlier.

Care after an operation by nurses is also provided by De Vlier.

Exception:

You may consult another general practitioner if you need urgent care and **you are not in Sint-Niklaas**.

If you go to another general practitioner (on duty):

1. you pay the general practitioner yourself
2. you receive a certificate
3. you keep the certificate
4. you hand over the certificate to De Vlier
5. a part of the amount of money will be reimbursed, reimbursement according to the rules of your health insurance fund

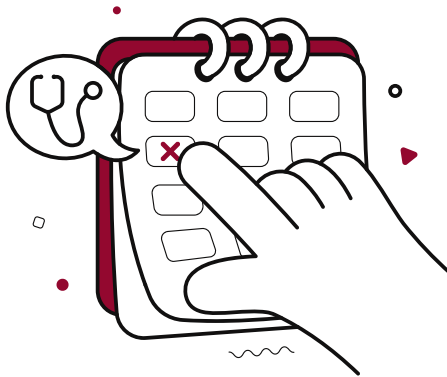
6. APPOINTMENTS

Our doctors, nurses and physiotherapists always work with appointments. There are no open consultations.

Do you want an appointment?

Call 03 766 18 38 between 08:00-10:00.

If you call after 10 o'clock for an appointment, we cannot guarantee that you will get an appointment that same day. Based on your care need and its urgency, you will receive customized care offered by a doctor, a nurse or another care provider. The care can be offered in the center or through telephone advice.



7. HOUSE RULES



A home visit is only possible if you are unable to come to the center for medical reasons.



You cannot choose your doctor, you will be scheduled according to availability.



An appointment is for 1 person. If you are coming with more people, then you need to schedule more appointments in advance.



If you cancel your appointment with the doctor, you can only make a new appointment the next day.



Cancel your appointment in time.



2 hours in advance with doctors and nurses.



24 hours in advance with physiotherapists, social support, psychological support, psychologists and health promotion.



Children under the age of 16 need to be accompanied by their parents/legal guardian when requested by the doctor.



An absence certificate will not be given to minors.



For extending an absence certificate you need to contact De Vlier between 08:00 and 10:00, so the doctor can determine that you are sick.



Call in time for a prescription for medication, at least 1 day in advance. Take the weekend into account.



Provide an adult interpreter if communicating in Dutch is difficult for you.



Respect the peace and quiet in the waiting room. Noise and loud phone usage are not allowed.



Be on time. If you are more than 5 minutes late, we cannot guarantee that your appointment will go ahead. Always let us know if you are delayed.

8. DEREGISTRATION

When can you voluntarily deregister?

- Wish to consult another doctor
- Dissatisfaction

You are not allowed to immediately go to another doctor when you deregister from De Vlier.

In the month of deregistration you still come to De Vlier until the end of that month.

For example: you want to deregister on February 12. Then you can consult a new doctor from March 1.

Are you already going to another doctor/ nurse/ physiotherapist? Then you have to pay for this yourself.

When are you required to deregister?

- Moving outside the working scope of De Vlier

When are you required to be deregistered by De Vlier?

- Verbal abuse
- Physical abuse
- Transgressive behaviour
- Sexual misconduct
- Frequently missing appointments without prior notice

9. SUGGESTIONS & COMPLAINTS

You can ask for a suggestion card at the reception if you have a fun proposal for De Vlier. This card belongs in the relevant mailbox.

You can fill in the complaint form if you are dissatisfied with:

- our services
- the way you were treated
- a question that you did not get an answer to

Please fill in all data correctly and completely. De Vlier does not process anonymous complaints.

What happens after completing the complaint form?

- You put the complaint form in the relevant mailbox in De Vlier.
- The complaint form is sent to the ombudsman.
- The ombudsman will handle your complaint and propose a solution.
- This will happen within 30 days.

You can ask for a blanc complaint form at the reception. Or you can use a digital version through the QR-code:



10. PRIVACY STATEMENT

Community health center De Vlier respects your privacy and protects your personal data.

Which data do we collect?

Identification and contact data: name, telephone number, email address, domicile, date of birth and national registration number

Medical data: physical and mental health, parameters (including height, weight...), medical conditions, prescriptions, reports, laboratory results etc.

Financial data: account number and status (not) increased compensation

Administrative data: registration form, informed consent and health insurance fund

Why do we need these data?

Identification and contact data: contact, identification, scheduling appointments and providing proper care

Medical data: providing proper care, improving healthcare quality and government guidelines

Financial data: refunds of approved external care and billing

Administrative data: privacy policy, rules and legislation



How long do we keep these data?


After deregistration or death, personal, medical and administrative data are kept for 30 years.

Financial data are kept for 7 years.

Do you have a question regarding your personal data?

You can come to De Vlier or email info@wgcdevlier.be.

To whom do we give this information?

- mutualities
 - National Institute for Sickness and Disability Insurance (RIZIV)
 - affected patients or their representatives
 - government agencies (authorized by government decision)
 - external healthcare providers (in the context of patient care)
 - external processors (processing of personal data)
 - professional liability insurer
- 

SEQUEL PRIVACY DECLARATION

What rights do you have regarding your personal data?

- looking into
- changing or adding information
- requesting limited processing
- withdrawing consent to process information (can be done at any time)
- requesting to delete certain data

If you want to use one of these rights, please send an email to info@wgcdenvier.be. Your request will be answered within 15 days. De Vlier may grant or refuse your request, depending on the legal obligations that the center must comply with. If your request is refused, you will receive a reasoned response.

Do you have a complaint regarding the data protection authority?

Use this QR-code.



11. PROFESSIONAL LIABILITY INSURANCE

Community health center De Vlier has a professional liability insurance with DVV Verzekeringen, with polis number C-11/1528.992/01.

This means that De Vlier as a medical house and its healthcare providers are insured against accidental damage.

12. TRANSLATION

You can read the information brochure in the following languages via the website:

- French, Français
- Dutch, Nederlands
- Spanish, Español
- Arabic, عربي

Is your native language not available? Use the Google Translate app!






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