



Welcome in 'Onspraktijk'! We present you all the information you need to know about how we are organized.

'Onspraktijk' works on a flat-rate basis. This means that, after your registration, we receive a fixed monthly amount from your health insurance fund. You no longer have to pay for your consultations with the doctor, nurse, social service or healthcare professional. Your registration is also free.

You do commit yourself to come to 'Onspraktijk' for your healthcare.

If you go to another GP or nurse, you will not be reimbursed for these cares by the health insurance fund. After all, you are a member of 'Onspraktijk'.

Our doctors are Joke Bernagie, Goedele Mertens, Machteld Storms and Ayoub Acheikh (general practitioner in training).

Our nurses are Evi Vermeir and Belinda Chiaradia.

Jan Rymen is responsible for the social services. Jelta Temmerman is our healthcare professional.

Opening hours

'Onspraktijk' can be reached every working day from 8:00 am to 6:00 pm. You can always call us on 03/550.00.16. You can visit our site at www.onspraktijk.be

Working area

Anyone who lives and has the domicile in Wilrijk (postal code 2610) can be a member of 'Onspraktijk'.

Make an appointment

All consultations in 'Onspraktijk' are by appointment. You can make an appointment with the doctor every weekday between 08:00 am and 06:00 pm on 03/550.00.16 or online via our website. For a same-day appointment, please call between 8am and 10am (if places are still available). An appointment with the nursing or social services always takes place via the doctor.

Home visit

You can only request a home visit if you are too ill to come to the practice yourself. Call 03/550.00.16 before 10 am to ask for a home visit.

The doctor on duty

If you urgently need a doctor and 'Onspraktijk' is closed, you can call the on-call doctor or the out-of-hours GP station.

The doctor on duty can be reached from Monday to Thursday from 6 p.m. to 8 a.m. on 03/828.09.09. You can go to the Huisartsenwachtpost Zuid from Friday evening 6 p.m. to Monday morning 8 a.m. They are located at Goedetijdstraat 140, at 2660 Hoboken, 03/828.09.09. You only pay the co-payment for your consultation at the guard post.

Deregistration

As a registered patient you can deregister at any time. You have to sign a deregistration



document; you can make an appointment in our center Onspraktijk vzw, Michel Wittockstraat 1 B202, 2610 Wilrijk, tel 03/550.00.16 in order to do so.

Relocation

The scope of 'Onspraktijk' is limited to Wilrijk. Anyone who lives and has his domicile with zip code 2610 can register with us. When you move to another municipality or district, you have to deregister.

Consultations in a hospital or with a specialist

These consultations are not included in the flat rate. You pay for these consultations yourself, after which you receive reimbursement from the health insurance fund.

Please inform the hospital that 'Onspraktijk' is your general practitioner.

Lab research

Nothing will change here either. You pay those bills yourself and your health insurance fund pays for the co-payment.

Hospitalisation

In case of hospitalisation, you have to inform 'Onspraktijk' immediately. This way we can follow up on you. If you are discharged from the hospital and you still need home nursing, 'Onspraktijk' will take care of it. For home nursing by an external service, you will have to pay yourself.

What if you are **traveling in Belgium or abroad** and you need medical care?

- In Belgium : you go to the local doctor. You pay the general practitioner and 'Onspraktijk' reimburses you the part that is charged to the health insurance fund. You pay the co-payment yourself.
- Abroad : 'Onspraktijk' does not intervene in the medical costs. When you leave on a foreign trip, ask your health insurance fund in advance about the 'World Assistance Card' so that you can easily make use of medical care if necessary.

Professional secrecy

All employees respect the duty of confidentiality and professional secrecy and always treat information confidentially.

Collaboration

The care providers of 'Onspraktijk' want to provide quality care to all patients and treat everyone with respect. Because this works in two directions, we ask all patients also to observe a number of rules with regard to 'Onspraktijk':

- Be on time for your appointment.
- Inform 'Onspraktijk' if you cannot be present, so we can help someone else and avoid longer waiting times.
- A consultation can sometimes run out of time. Therefore, be patient and show understanding if you have to wait a while.
- Approach everyone kindly and correctly. There is no room for discriminatory remarks or aggressive behavior.