



Consultation and admission at UZ Leuven (University Hospitals Leuven)

Information for patients and relatives

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UZ LEUVEN ACCESSIBILITY

CAMPUSES

UZ Leuven, Gasthuisberg campus

Herestraat 49, 3000 Leuven, Belgium

UZ Leuven, Pellenberg campus

Weligerveld 1, 3212 Pellenberg, Belgium

tel. +32 16 33 22 11

UZ Leuven, Sint-Rafaël campus

Kapucijnenvoer 35, 3000 Leuven, Belgium



Visit www.uzleuven.be for more details on how to access our campuses, including route descriptions.

PUBLIC TRANSPORT

The UZ Leuven campuses are easily accessible by public transport. Buses to the campuses depart from Leuven train station at regular times. There is a bus stop at the entrance to every campus.

More information on bus routes and timetables is available at the reception or on www.delijn.be.

PATIENT TRANSPORT

Patients who do not have a means of transport to travel to and from the hospital can use a patient transport service.

Please contact your health insurance provider for more details.

PARKING

Parking is free at the [Pellenberg campus](#).

There is no parking at the [Sint-Rafaël campus](#). If you are travelling by car, you can use the paid car park at Sint-Jacobsplein.

There is paid parking at the [Gasthuisberg campus](#). You can pay when you leave the hospital by using the machines halfway down the glass walkway, just before the entrance to the car park.

Parking charges

The parking charges are displayed near the entrance to the car park and near the payment machines.

Care discount for patients

UZ Leuven offers a “care discount” for patients. Patients pay a maximum of € 4.50 per entry and per 24 hours of parking time. You can use your parking ticket to apply for the care discount at the registration desks or machines. It is best to do so immediately when registering, but you can still apply when you leave the hospital.

Parking pass

Parking passes are available for patients who visit the Gasthuisberg campus multiple days in a row, as well as for their relatives. Feel free to enquire about these passes when you register.

If you are a chronic outpatient who will be visiting the hospital at least 3 times per week over the course of 2 months, you are eligible for a free parking pass. To find out more, ask your physician.

For more details on parking charges and passes, visit www.uzleuven.be/en/parking.

Dropping off and picking up patients

Gasthuisberg campus

Patients or visitors with reduced mobility may be dropped off or picked up in the visitors' car park (first half hour free) or at the main entrance to the hospital.

Parking or leaving your vehicle unattended at the main entrance is not permitted. Once the patient has entered or exited the vehicle, the driver must move on immediately to avoid traffic congestion.

If you have driven to the hospital yourself but have difficulty walking, you can ask one of our security guards for assistance. Press the info button at the car park barrier three times to be put in touch with a security guard.

Pellenberg and Sint-Rafaël campuses

Patients or visitors may be dropped off or picked up at the entrance to the hospital. Once the patient has entered or exited the vehicle, the driver must move on immediately to avoid traffic congestion.

WHEELCHAIRS

Wheelchairs are available:

- At the reception in the entrance hall of all campuses.
- In the glass walkway between the car park and the hospital entrance (Gasthuisberg campus).

Please return the wheelchair to one of these locations after use.

ASSISTANCE

It is best to have a friend or relative accompany you when you visit the hospital.

UZ Leuven covers a large area, and you may need to travel a [long way](#) between certain departments.

Also, conversations with care providers can trigger a range of emotions, so it is useful to have someone there to [support you and help you process the information](#).

[Avoid the risk of falling](#): if you feel insecure or need support, feel free to ask at reception or discuss with your care providers.

CONSULTATION

To make sure your consultation goes smoothly, visit www.uzleuven.be/en/preparation to find out how best to prepare.

REGISTRATION

When you visit UZ Leuven for a consultation or examination for the first time, you will need to visit the registration department before proceeding to the waiting room.

If you are already registered as a patient with us, you can register quickly and easily for your next visit using

- **the registration machines** in the entrance lobby
You will need your electronic ID card to do so.



- **the mynexuzhealth app**
Open the app as soon as you approach a campus to register.

Scan scan this code or download the app in the Play Store (Android) or App Store



You will need to register at the desk if:

- Your personal details (address, GP) have changed since your last visit.
- You are visiting in relation to an accident at work.
- Your invoice needs to be sent somewhere other than your home address.

For certain appointments, you will not be able to register using the app or machines. The confirmation letter for your appointment will tell you if this is the case.

PAYING FOR YOUR CONSULTATION

You do not need to pay for your consultation or examination at the hospital: your invoice will be sent to you two months after your appointment.

Depending on your physician's fund contribution status, the hospital may charge supplementary fees. If you'd like to find out more, simply ask when you schedule your appointment.

Fund contribution status	Supplementary fees possible
Fully subscribed	No
Partially subscribed	Yes, only during certain periods
* Not subscribed	Yes, always

* More information on the times during which partially subscribed physicians may charge supplementary fees can be found in the waiting rooms and on the profile pages of the physicians on www.uzleuven.be.

You can find out more about paying for your consultation on www.uzleuven.be/en/consultation/payment.

OUTPATIENT ADMISSION

In many cases, specific rules apply to outpatient admissions. These rules are set out in separate brochures. To find out more, ask your physician.

ADMISSION

During your consultation, you will be given a provisional date for your admission. Due to emergency admissions, this date may change. The admissions team will contact you no later than 24 hours prior to your definitive admission time.

CHOICE OF ROOM

The physician will take note of your room preference during your consultation.

- You will be assigned a bed in a shared room as standard.
- If you would prefer a single room, please let your physician know.
- The number of single rooms is limited. If there are no single rooms available, you will be given a shared room until a single room becomes available.

Parents are usually able to stay in their children's rooms day and night ("rooming-in").

It goes without saying that the type of room you will be staying in will not affect the quality of care you will receive.

However, your choice of room will have an impact on your hospital invoice.

Supplementary room charges and fees

Every patient will make a co-payment towards the cost of their accommodation. The co-payment is a fixed, personal daily charge that is determined by law, regardless of the type of room you are staying in.

In addition, you will pay a daily supplementary room charge and supplementary fees if you opt to stay in a single room.

- **Supplementary room charge**

If you choose to stay in a single room, you will be charged a supplementary room charge for every day you are hospitalised. If you are assigned a single room for medical reasons or if you did not request a single room yourself, you will not need to pay the supplementary room charge.

- **Supplementary fees**

Your attending physician will charge a supplementary fee on top of his/her basic fee. In principle, this supplementary fee will not exceed 150 percent of the basic fee. Make sure you discuss these fees with your attending doctor in advance.

Type of room	Supplementary fee	Supplementary room charge
Shared room	No	No
Single room	Up to 150%	€ 75/day

Parents staying in their children's rooms ("rooming-in") are exempt from supplementary room charges. More information on rooming-in charges is available on www.uzleuven.be/en/family-accomodation.

More detail can be found on the admission statement you will receive when you register.

Health and hospital insurance

Most of the cost of your hospitalisation will be paid by your health insurance provider. Your hospital invoice will clearly state which costs will be charged to your health insurance provider and which costs you will need to pay yourself.

If necessary, ask your health insurance provider in advance which costs they will refund.

If you have hospital insurance, ask your insurer which costs will be refunded prior to your stay, if necessary. More detail is provided on your policy document. More information is available at www.uzleuven.be/en/hospital-insurance.

If you do not have any valid Belgian health insurance, you will need to pay the entire invoice yourself.

Feel free to contact the social work team for more information on your rights and any financial support available.

You can contact the social work team via:

- Tel.: +32 16 34 86 20
- E-mail: sociaal.werk@uzleuven.be

Changing your choice of room

If you would like to change your choice of a single room or shared room, feel free to ask the admissions team whether another type of room is available.

You can contact the admissions team via:

- E-mail: opname@uzleuven.be
- Tel.: +32 16 34 35 30

Confirming your choice of room

On the day of your registration, signing the admission statement will serve as final confirmation of your room choice. The statement also contains the exact charges.

Accommodation for your family

If you are less mobile, if you need to visit the hospital regularly over a short period of time or if you have a relative on an intensive care unit, UZ Leuven offers a limited number of rooms at its family accommodation quarters at the Gasthuisberg campus.

More information can be found on www.uzleuven.be/en/family-accomodation or in the separate brochure.

Contact details for family accommodation:

Gasthuisberg campus

Tel. (information): +32 16 33 73 20

- Monday-Thursday: 10:00-12:00 and 18:00-20:00
- Friday: 10:00-12:00 and 18:00-19:30
- Weekend and public holidays: 18:00-19:30

Tel. (reservations): +32 16 33 70 04

- 09:00-12:00 and 16:30-19:30

WHAT SHOULD YOU BRING?

For registration at the hospital

- ✓ Electronic identity card or international passport
- ✓ Home telephone number, plus the telephone number of a contact, relative or neighbour
- ✓ Name of your GP and any home care providers

If applicable, please also bring:

- ✓ Hospital insurance card or payment confirmation
- ✓ Payment undertaking by the OCMW/CPAS or any other entity contributing to your hospital invoice

For registration of **children below 12 years of age**:

- ✓ Electronic identity card of the person under whose health insurance the child is covered
- ✓ Or the child's ISI+ card
- ✓ Or a certificate confirming the child is awaiting an ISI+ card
- ✓ Or the child's kids-ID, if you have it

For registration of an **accident at work**, please also provide:

- ✓ Name and address of the employer
- ✓ Name and address of the insurance company
- ✓ Insurance policy number
- ✓ Date of the accident

For your medical care

If applicable in your case:

- ✓ Letter from your GP or referring physician
- ✓ Results from previous examinations and X-rays
- ✓ 'Child and Family' health booklet (for children)
- ✓ All medicines you take at home, preferably in their original packaging
- ✓ Blood group card
- ✓ Vaccination card

Please also ask your attending physician whether you are allowed to eat and drink before your registration.

For your stay

- ✓ Comfortable clothing and underwear
- ✓ Personal toiletries, towels and washcloths
- ✓ Closed-toe slippers or shoes with sturdy anti-slip soles to prevent falls
- ✓ For children: a familiar (cuddly) toy

On some wards, and at the Pellenberg campus, patients usually wear normal clothing during the day. If you need to attend regular physiotherapy sessions, we recommend you bring comfortable sports clothing.

What should you leave at home?

Large sums of money, jewellery or other valuable objects are better left at home.

WHO SHOULD YOU INFORM?

As soon as your admission has been scheduled and arranged, you should inform:

Your health insurance provider

The hospital will also inform your health insurance provider of your admission. However, if your admission is the result of an accident, you should make this clear to your health insurance provider. You should also ask about any certificates that may need to be completed when you are admitted.

Your hospital insurance provider

You should inform your insurance company if it will be reimbursing any part of your hospital costs. Again, make sure you ask about any forms they may require. UZ Leuven has entered into contracts with several insurance companies to pass any costs charged to the patient directly to the insurance company. To use these arrangements, you will need a payment agreement from your insurer for every admission. Make sure you contact your insurance company in good time.

If you have hospital insurance, make sure you read your policy thoroughly prior to admission. That way, you will know for sure which costs your insurance will reimburse and which costs will be yours to pay.

Your GP

It is best to make sure your GP is aware of your scheduled hospital admission, as he or she will receive your examination results and medical details once you have been discharged.

YOUR STAY ON THE WARD

Meals

Meals will be served in your room. You can choose your preferred meal using the interactive screen near your bed. Any dietary requirements will be taken into account. A dietician is available to provide dietary advice during and after your stay.

Parents and visitors are welcome to eat in the restaurant on each campus.

The refrigerator in your room is not suitable for storing perishable foods and fresh meals. If you would like to store such items, ask whether your ward has a central refrigerator available.

If you would like to bring and store your own food and drink at the hospital, please make sure:

- It is packaged in small portions that are individually sealed.
- Any fruit you bring (in small amounts) is not bruised or damaged.

Facilities on the ward

Interactive screen: Octopuz

Most rooms are equipped with interactive screens (Octopuz) by the side of the bed(s). You can use Octopuz to watch TV, listen to the radio, make telephone calls, surf the internet, choose your meals



and find information about your stay at UZLeuven. If you need more information, feel free to ask a nurse.

Library

The hospital offers an extensive range of free **books, comic books and board games** you can borrow. If you are unable to leave your room, just ask your nurse for the catalogue and we will deliver any books to your room.

Hospital school

Free education is available to children and young people between 2.5 and 18 years of age at the hospital school during their stay. The head nurse of the ward your child is staying on will be happy to provide more information.

You can contact the hospital school via:

- E-mail: ziekenhuisschool@uzleuven.be
- Tel.:
 - Gasthuisberg campus: +32 16 34 39 62
 - Pellenberg campus: +32 16 33 81 06

Hairdresser

You can ask the nurse whether a hairdresser is available to visit your room. Alternatively, you can schedule an appointment at the hairdresser's at the Gasthuisberg or Pellenberg campuses. Make sure you submit your request to the nurse a few days in advance. You will not need to pay your hairdresser's bill immediately; you will be notified of the cost and it will be added to your hospital invoice.

Pedicure

You can request a pedicure via your nurse. The cost will be added to your hospital invoice.

Chaplain

Your illness and hospital admission are likely to trigger a whole range of emotions and thoughts.

Members of the chaplaincy team are on hand to support you through conversation and ritual. The chaplains operate from a Christian perspective, with attention and appreciation for everyone's philosophical background. If required, we can contact representatives from recognised religions.

It is also possible to request communion. Ask the chaplain on your ward or enquire with your nurse.

If you need a quiet space to reflect, you are welcome to visit the multifaith area at any time of day or night: just look out for the yellow arrow on Level 1.

Religious services at UZ Leuven:

Gasthuisberg campus

- Lunchtime prayer service: every weekday at 12:45
- Sunday service: 10:45

The prayer service and Sunday service are broadcast on the UZ Leuven channel on your Octopuz screen.

Pellenberg campus

- Sunday service: 10:30, every first and third Sunday of the month

You can contact the chaplaincy team on +32 16 34 86 20.

Post

Receiving post

Make sure you ask anyone writing to you to use the right address format:

- Your name
- Number of your ward
- Room number
- Campus address (see the 'Contact details' chapter at the end of this brochure)

Sending post

Give any letters you would like to send to the nurse or post them yourself. A postbox is available near the entrance of reception of every campus.

Greeting cards via the website

UZ Leuven offers the option to send a greeting card to a hospitalised patient via www.uzleuven.be/en/greeting-card. The personalised greeting card will be printed by our staff and delivered to the ward where the patient is staying. This service is free of charge.

Information on other general provisions, such as the restaurant, ATMs, wireless internet, etc., can be found in the 'Facilities' chapter on page 37 of this brochure.

GOING HOME

Your discharge from the hospital will always be decided in consultation with your attending physician. Prior to your discharge, make sure you clearly discuss how you should continue your care at home (medication, diet and wound care).

You should also ensure you request any certificates and discharge documents you may need in good time. When you leave your room, make sure not to leave any personal possessions behind.

If you need additional assistance or support at home, our social workers will be happy to advise on the options available to help you get started.

You can ask to see a social worker via your nurse or contact the social work team directly:

- Gasthuisberg campus: tel. +32 16 34 86 20
- Pellenberg campus: tel. +32 16 33 83 50

How was your experience? Flemish Patient Survey

We are always happy to hear your thoughts on your stay and the care you received. Your feedback will help us provide even better care in future.

Every patient admitted to UZ Leuven will receive an invitation to complete a brief survey. You can do so in two different ways:

During your stay, using the Octopuz screen

During your stay in hospital, a request to complete the survey will pop up regularly on your Octopuz screen. You can also find the survey by navigating to 'My records' on the screen and clicking 'Surveys'.

After you have been discharged, via www.mynexuzhealth.be

As soon as you are discharged, an e-mail will be sent to your home address. This message will contain instructions on how to complete the survey.

The survey we use has been developed by the independent Flemish Patient Survey (VPP) in cooperation with the Flemish government. Based on your replies, we will take action to improve care and services for all patients.

Want to see the results?

The Flemish Patient Survey is used in more than 60 hospitals across Flanders. You can view the results for UZ Leuven and various other hospitals on the www.zorgkwaliteit.be website.

PAYMENT

You will not need to pay for your admission during your stay in the hospital. There is also no need to pay immediately after your admission: we will send your invoice directly to your health insurance provider and your hospital insurance provider first.

You will then receive an invoice for the co-payment amount (your personal share as determined by the law) and any additional costs. Please pay your invoice as soon as you receive it.

If you spend more than 30 days at the hospital, we may send you an interim invoice.

Cost estimate

If you have any questions about your invoice or if you would like an indication of how much your admission and treatment will cost beforehand, feel free to contact the medical administration team:

- E-mail: medische.administratie@uzleuven.be
- Tel. +32 16 34 74 00

More information on invoicing and costs can be found on www.uzleuven.be/en/admission/payment.

CARE

STAFF

All UZ Leuven staff wear a badge with their name and photograph. The colour of the badge indicates which type of job each staff member performs:

- **Yellow:** physicians and dentists
- **Light green:** care providers who have direct contact with patients, such as nurses, physiotherapists, occupational therapists etc.
- **Dark green:** care providers who support patient care, such as social workers, chaplains, lab technicians etc.
- **Grey:** administrative staff, such as those on the financial team, HR team etc.
- **Blue:** general staff, such as technicians, cleaners, cooks etc.



UZ Leuven is a teaching hospital, which means the hospital actively contributes to training new care providers. As such, you might be examined, treated or cared for by physicians, nurses and paramedics in training. These trainees will always be supervised by a member of our permanent medical, nursing or paramedical staff responsible for your care.

BLOOD SAMPLES

The physician may take a blood sample before your procedure to check whether your blood is contagious to the care providers involved (e.g. hepatitis or AIDS). If you do not want us to take any blood samples, please inform your physician in good time.



Please inform your physician if you are aware you are carrying an infectious disease.

ACADEMIC RESEARCH



In addition to patient care and training, academic research is another core task of a teaching hospital. The purpose of such academic research is to improve our knowledge of illness and health, and to gain new insights that will eventually lead to new or better treatments for patients.

Residual human material and residual tissue

Any bodily material remaining after a diagnostic examination or procedure (residual tissue) may be used for academic research. This includes bodily materials such as human tissue and cells, embryos and fetuses.

All use of such materials must be approved by the UZ Leuven Ethics Committee first.

If you do not want any of your materials to be used in this way, you or your representative can object. You can discuss your objection with the physician responsible for removing your bodily material or with the UZ Leuven medical director.

Clinical studies

In certain situations, you may be asked to take part in a study. Clinical studies enable us to offer ever better medicines and treatments in future.

You are free to decide whether or not to take part in any such studies. Any refusal to participate will of course have no effect whatsoever on the quality of your further care.

Images

During a procedure, images may be taken that may be used for medical training and academic publications. We will always respect your privacy when using such images.

ORGAN DONATION

When a patient passes away at the hospital, physicians may remove organs or tissue for transplantation. The transplant coordinator will always check whether the patient has consented or objected to the transplantation of their organs or tissue while still alive. The attending physician will also ask relatives whether they were aware of the patient's wishes in this regard.

PATIENT RECORDS & PRIVACY

YOUR PATIENT RECORD

UZ Leuven keeps a single, central record for every patient, across all specialisms. This record is fully electronic and is drawn up by physicians, nurses and paramedics (social workers, physiotherapists, psychologists and so on). A shared patient record makes communication between the various care providers responsible for your care much easier. As such, the patient record contributes to safe, high-quality and effective care and complies with the law on patients' rights.

Who uses your patient record?

Staff at **UZ Leuven** can view your record, as long as they are directly involved in your care.

UZ Leuven has chosen nexuzhealth to manage your central record. Other hospitals may use the same system, so if you are treated in another nexuzhealth hospital, your patient record will be shared with your care providers there. As it is important for your attending doctor to see to all information on your health, you cannot object to the fact that **attending care providers at other nexuzhealth hospitals** have access to your record.

The number of nexuzhealth hospitals is still growing. You can find an up-to-date list on www.nexuzhealth.be.

Through secure online applications, your **GP or referring care provider** (specialist, clinical biologist, dentist and so on) can also view your nexuzhealth patient record at their practice.

Your GP automatically has access to your nexuzhealth record, but other referrers need permission to view your record.

Using nexuzhealth's secure online application, you can manage the access your GP and other referrers have to your records.

What are the benefits for you as a patient?

Thanks to the shared record, you no longer need to reiterate which examinations and treatments have already been performed when you visit your GP or other hospitals. As such, your attending physician will always have a full overview of your health. This helps us provide high-quality care, prevents duplication of examinations and makes referrals between nexuzhealth hospitals much easier.

What does this mean for your privacy?

Your shared medical record is well-secured. Only care providers directly involved in your care have the right to access your record.

To find out more, visit www.uzleuven.be/en/patient-record.

Personal access to your records

As a patient, you can access your record via www.mynexuzhealth.be or the mynexuzhealth app.



More information is available on www.nexuzhealth.be/en/faq.

eHealth platform: Your record with other Belgian care providers

The government has launched secure communication channels through which all care providers involved in your care at any given time can exchange your medical details. As such, care providers who do not use nexuzhealth can access your medical details through this platform.

This exchange of health data can only happen with your one-off consent.

You can provide consent via:

- the registration desk at UZ Leuven
- online on www.mijngezondheid.belgie.be

More information can be found on www.vlaamspatientenplatform.be.

How can you decide who has access to your record?

- Your patient record is only used by your attending care providers **at UZ Leuven and the nexuzhealth hospitals**, for the duration of your treatment. This forms part of the overall care package we provide. You cannot object to this level of access.
- Your **GP** automatically has access to your UZLeuven/nexuzhealth record. If you do not want this to be the case, you need to explicitly object.

HOW? → at the UZ Leuven registration desk
→ via www.mynexuzhealth.be

- **Other referrers** do not have automatic access. If you would like to give them access to your UZ Leuven/nexuzhealth record, you need to provide consent.

HOW? → directly at the referrer's practice
→ at the UZ Leuven registration desk

- If you are happy for UZ Leuven to make your record available to **other care providers under the eHealth scheme**, you need to provide one-off consent. These care providers will also only be able to access your record if you are currently being treated by them.

HOW? → at the UZ Leuven registration desk
→ via www.mijngezondheid.belgie.be

PRIVACY REGULATIONS

UZ Leuven attaches great importance to protecting the privacy and personal data of its patients. Our privacy regulations determine how we handle the personal data we collect and process. In these privacy regulations, we explain how the personal data of patients in our care are processed and how the patient can control the processing of his or her personal data.

CCTV

UZ Leuven seeks to provide a safe environment for patients, visitors and staff. To do so, our internal security team uses CCTV, among other things.

YOUR RIGHTS AS A PATIENT

Since 2002, your rights as a patient are determined by law (www.patientrights.be).

In brief, the law provides you with the right to:

- High-quality care
- Freely choose your practitioner
- Be informed about your health
- Provide consent to treatment
- Access your patient record
- Privacy protection
- Have your complaints heard
- Pain relief

In addition to these rights, patients also have a duty to cooperate with care providers by sharing the necessary information and following advice, for example.

You can read more about these rights on www.uzleuven.be/en/patient-rights.

QUALITY AND SAFETY

In addition to high-quality care, UZ Leuven is also committed to providing safe care. As a result, UZ Leuven strictly adheres to the international standards on patient safety. UZ Leuven was the first Belgian hospital to achieve the international JCI label for safe and high-quality care. These international standards focus on the following, among other things:

- Correct identification of patients
- Effective communication throughout the entire care journey
- Safe use of medication
- Guaranteeing the right surgery through the right procedure
- Limiting the risk of infection
- Limiting the risk of falls

On www.uzleuven.be/en/patient-safety, you can find out more about safe care and how you can contribute.

FACILITIES

WIRELESS INTERNET

Free Wi-Fi is available throughout the entire hospital. Simply select the 'UZLeuven-gast' network on your device.

FOOD AND DRINK

Vending machines

At the Gasthuisberg and Pellenberg campuses, vending machines selling drinks and snacks are available near the entrance hall and in the visitors' corridors.

Gasthuisberg campus - restaurant

Location: Level 2

Opening hours:

Every day from 07:15 to 20:00.

- 07:15 to 11:30: breakfast
- 11:30 to 20:00: hot and cold buffet



Gasthuisberg campus - coffee shop

Location: entrance hall

Opening hours:

- Weekdays: from 07:45 to 19:00
- Weekends and public holidays: from 14:00 to 19:00

Menu: sandwiches, cake and pastries, hot and cold drinks, soup etc.

Vending machines: bread, drinks, snacks, sandwiches, yoghurt, fruit, etc.

Gasthuisberg campus - take-out

Menu: sandwiches, pastries, cake, snacks, sweets, ice cream, fruit, yoghurt, bread, take-out meals, etc.

Take-out 1

- Open from 11:00 to 14:30
- Location: Level 1 - golden arrow

Take-out 2

- Open from 08:00 to 18:00
- Location: Level 1 - lime arrow

Pellenberg campus - restaurant

Location: Level -1

Opening hours:

Weekdays: from 07:30 to 18:30

- 07:30 to 11:30: breakfast
- 11:30 to 14:00 and 17:00 to 18:30: hot and cold buffet
- 14:00 to 18:30: cold buffet, hot and cold snacks, sandwiches, etc.

Weekends and public holidays

- 11:00 to 14:00: hot and cold buffet
- 14:00 to 18:30: cold buffet, hot and cold snacks, sandwiches, etc.

MULTIFAITH AREA

Multifaith areas for different religions are available at the Gasthuisberg and Pellenberg campuses. You are always welcome:

- the multifaith areas are open day and night.
- Simply follow the 'gebedsruimte' signs from the entrance lobby.

Gasthuisberg campus

- Lunchtime prayer service: every weekday at 12:45
- Sunday service: 10:45

Pellenberg campus

- Sunday service: 10:30, every first and third Sunday of the month

ATM

An ATM is located in the entrance lobby of the Gasthuisberg campus, near the reception. There is also an ATM in the visitors' corridor on the first floor.

At the Pellenberg campus, an ATM is available at Level 0, next to the visitors' toilets.



INTERCULTURAL MEDIATION AND LANGUAGE SUPPORT

All patients are entitled to good service in a language they understand. If necessary, the hospital can use an intercultural mediator or interpreter (including Flemish sign language). They will either work on site or remotely, by telephone or via the internet.

You can request language support via:

- the social worker on your ward
- the nursing unit where you are staying

More information on interpreters and the intercultural mediation team can be found on www.uzleuven.be/en/intercultural-mediation.

SHOP

Gasthuisberg campus

- The **shop** in the entrance hall sells newspapers, magazines, post-cards, toys, gadgets, chocolates and much more.
- A **flower shop** is also available at the top of the stairs in the entrance hall.
- In the glass walkway to the multi-storey car park, there is a **pharmacy** for public and patient use.

Pellenberg campus

A limited range of newspapers and magazines is available at reception.

For more details on the facilities provided:

- Gasthuisberg campus: www.uzleuven.be/en/gasthuisberg
- Pellenberg campus: www.uzleuven.be/en/pellenberg

HOUSE RULES

SMOKING BAN



A general smoking ban applies at all campuses.

Smoking is only permitted in the smoking area outside of the hospital:

- **Gasthuisberg campus:** next to the main entrance and next to the gynaecology, paediatrics and genetics building
- **Pellenberg campus:** in the smoking shelter next to the entrance or in the large smoking area next to the bus stop

ALCOHOL AND DRUGS



The use of alcohol and drugs is prohibited.

PETS



Pets are not permitted in the hospital, including the entrance hall.

Assistance dogs are permitted and may accompany you up to your room in certain cases. To find out more, simply enquire at reception.

RESPECT



Quality care means respectful care. As such, UZ Leuven operates a zero-tolerance policy towards verbal and physical aggression.

PHOTOGRAPHY, VIDEO AND AUDIO RECORDINGS

To protect the privacy of our patients, visitors and staff, certain rules apply to photography, video and audio recordings.



Recordings: what is permitted, and what is not permitted?

- Audiovisual recordings must never jeopardise the provision of care.
- You are permitted to take photographs, video and audio recordings of yourself in the hospital. However, your recordings must not include identifiable images or sounds of others (patients, visitors or staff), unless they have provided consent.
- You are not permitted to record underage children.
- You are not permitted to photograph or film staff badges, computer screens or screens showing photos of patients or staff.

Recordings including others: always ask for consent

If you'd like to make any recordings in which other people can be identified:

- You must always ask for their consent.
- You should explain what you intend to do with the photos, video or audio recordings. You must not use them for any other purposes than those the others have consented to.
- If someone refuses or is unable to provide consent, you are not permitted to take photographs, video or audio recordings which include that person.

Take care when sharing online

Anything you upload to the internet will remain accessible, so do not upload anything to social media or the internet that may harm you or others. If someone asks you to remove a photograph or video, respect their request.

COMPLAINTS, QUESTIONS AND FEEDBACK

The quality of our care is important to us, and we are always happy to hear about your experience at the hospital.

In some cases, you might not be satisfied with certain aspects. Feel free to share your comments with the ombudsman, so we can keep improving the quality of our services. Compliments or thanks can also be shared with the ombudsman.

You can tell us about your experience and provide suggestions using the form on the next page. Simply place the form in the envelope addressed to 'The ombudsman' enclosed at the back of this brochure. Your nurse or reception will be happy to take the envelope. Alternatively, you can send it to us after your stay.

Ombudsman contact details:

UZ Leuven
Ombudsman
Herestraat 49, 3000 Leuven, Belgium
Tel. +32 16 34 36 04
E-mail: ombudsdienst@uzleuven.be

CONTACT DETAILS

UZ Leuven, Gasthuisberg campus,
Herestraat 49, 3000 Leuven, Belgium

UZ Leuven, Pellenberg campus,
Weligerveld I, 3212 Pellenberg, Belgium

UZ Leuven, Sint-Rafaël campus,
Kapucijnenvoer 35, 3000 Leuven, Belgium

General telephone number for all campuses: +32 16 33 22 11

General e-mail address: info@uzleuven.be

Website: www.uzleuven.be/en

Registration

Gasthuisberg campus	+32 16 34 35 50
Pellenberg campus	+32 16 33 80 20

Accommodation for relatives

Gasthuisberg campus	
• Accommodation for relatives - information	+32 16 33 73 20
• Accommodation for relatives - reservations	+32 16 33 70 04

Medical administration

medische.administratie@uzleuven.be	+32 16 34 74 00
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Ombudsman

ombudsdienst@uzleuven.be

+32 16 34 48 18

Reception

onthaal@uzleuven.be

Gasthuisberg campus

+32 16 34 35 36

Pellenberg campus

+32 16 33 83 65

Admissions team

opname@uzleuven.be

+32 16 34 35 30

Palliative care team

+32 16 33 24 22

Chaplaincy team

Gasthuisberg campus

+32 16 34 86 20

Pellenberg campus

+32 16 33 83 50

Social work

Gasthuisberg campus

+32 16 34 86 20

Pellenberg campus

+32 16 33 83 50

Accident and emergency

Gasthuisberg campus

+32 16 34 39 00

Hospital school

ziekenhuisschool@uzleuven.be

Gasthuisberg campus

+32 16 34 39 62

Pellenberg campus

+32 16 33 81 06

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This text was coordinated by the communications team.

You can also find this brochure on
www.uzleuven.be/en/consultation-and-admission.

Please send comments or suggestions relating to this brochure to
communicatie@uzleuven.be.

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www.mynexuzhealth.be or

