

### **Prescriptions:**

If you are given a prescription by an Outpatient Consultant or following a hospital admission, please take it to:

Pharmacie Pools  
Chaussée de Bruxelles 60  
7061 Casteau  
Telephone: 065 728350  
Fax: 065 353890

<http://www.pharmaciepools.be>

#### Opening hours:

Mon - Fri 08:30 - 12:30 & 13:30 - 18:30  
Saturday 08:30 - 12:30.

#### **You will be issued your medication at no cost.**

The LLP will pay the bill on your behalf. Please be prepared to show your ID card and sign to confirm receipt of your medication.

**If you are unable to use this pharmacy**, you will be requested to pay for your medication directly. The receipt of payment, as well as a copy of the prescription, should then be forwarded to the medical centre as soon as possible.

Please note that, if applicable, the UK Prescription Charge will be deducted from all patients receiving prescriptions, regardless of which pharmacy is used.

### **Telephone numbers:**

UK Medical Centre  
Building 401  
Ave d'Oslo  
7010 SHAPE  
Maisières

Or  
UK Medical Centre  
Building 401  
SHAPE  
BFPO 26

Medical Centre Reception: 065 445824  
Pharmacy: 065 445999

Welfare Support Officer:  
Office: 065 445234  
Mobile: 0478970280

SHAPE Patient Liaison at Ambroise Paré:  
065 414009  
Accessible Mon - Friday 08:00 - midnight  
Sat/Sun 11:00 - 19:00

Transport through UK MT: 065 445297

For all the information you need about  
EJSU healthcare:

SSAFA GSTT CARE LLP

## **SHAPE Medical Centre**



### **Patient Information**

Medical appointments  
in a local hospital

SSAFA GSTT CARE LLP

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## Your Visit to Hospital

During your time in Belgium you may need to visit a hospital; whether as an out-patient, in-patient, as an emergency or via a routine referral from your GP. Understanding the process will help your visit go more smoothly and also ensure you receive all the support you need. Your Medical Centre will provide you with relevant information including a consent form and details of the hospital and what to expect.

## Out-Patient Appointment

Please take all documentation you were given at the Medical Centre and arrive at least 30 minutes before your appointment to complete the booking-in process. After your visit, please make an appointment to see your GP and return any paperwork from the hospital.

## On arrival at the hospital.....



You must first go to the registration desk which is in the entrance hall of the hospital. Take a ticket from the machine and wait for your number to appear on the display. When your number comes up, please go to the registration desk with the documents you collected from the UK Medical Centre.

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## In-Patient Stay

If you require urgent medical advice out of hours, call the **24 Hour Telephone Assessment Service (TAS) on 0049 521 305 3961**.

If you are admitted as an emergency, call the **Hospital Hotline (0049 521 305 3960)**. By doing so, our medical staff will be aware of your situation and whereabouts.

Any time you visit the hospital, you will need to provide the following information:

- Payment authorisation letter from the Medical Centre (for the hospital explaining that your bill will be paid by us, SSAFA GSTT Care LLP)
- Your ID card
- Your address and post code
- Your telephone number

## FOLLOWING ANY HOSPITAL ATTENDANCE

Please contact the Medical Centre each time you attend hospital to advise on the treatment undertaken and if you have been recommended any follow up treatment. The Medical Centre team will assist you organise any further outpatient appointments and / or Inpatient admission.

This is particularly important if you serving personnel, as a Defence Consultant Advisor will review the proposed treatment to ensure there are no Occupational Health issues and / or the care is in line with recommended UK practice.

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## Bills and Payments

**YOU WILL NOT BE EXPECTED TO PAY FOR TREATMENT.** SSAFA GSTT Care LLP pays all bills for regular treatment. Please be aware that there are exceptions to this, such as private rooms, telephone & TV charges and certain prescriptions that do not fall within UK NHS guidelines. These expenses will **NOT** be paid on your behalf.

Please take advice from your medical centre on prescriptions for drugs or equipment as some may be supplied through your medical centre.

If you receive a bill for any reason, it is vital to send it IMMEDIATELY to:

### **SHAPE HEALTHCARE FACILITY**

**UK Medical Centre**

**FAO Mme Corine Temple**

**Avenue d'Oslo**

**7010 SHAPE**

**Or email it to:**

**SHAPE@shcac.de**

The timelines for paying bills are very short. **Please note: any delay could result in legal action.**

Following any type of treatment in hospital we would strongly advise you to regularly check your home letter box as hospitals will often send invoices directly to patients. Please bring/send to the Medical Centre as soon as possible so SSAFA GSTT Care LLP can process and pay the bill promptly.