

To All Patients at SHAPE and Brussels:

If you receive any documentation from a hospital or healthcare provider you should take it to your Medical Centre as soon as possible. However, you now also have the option of scanning in the documentation and emailing it to the joint address for SHAPE and Brussels: shape@shcac.de

This has the following advantages for you:

1. You retain the original documents (which may be helpful if there are any queries in the future).
2. It saves you the hassle of going to the Medical Centre, which may save you time and costs (if you live some distance from the Medical Centre).
3. You will receive a prompt reply so you know that your documents are being dealt with and bills processed as soon as possible, giving you peace of mind.
4. It is a one stop shop, regardless of the nature of the documentation; it will be dealt with by the appropriate person.
5. If there are any questions, we will be able to contact you quickly, so there will be no delays in processing the documentation.
6. No restrictions on opening hours for emails!

In other words this is the best way for you to help ensure your documentation is processed as quickly as possible.

Thank you for your help and support in this.

If you have any queries please write to: moniquej@gstti.co.uk