

# Consultations

## By appointment

- ✓ Online [www.dewijkpraktijk.be](http://www.dewijkpraktijk.be)
- ✓ By telephone between 8-12h and 13h30-17h (03/369.39.99)

## Without appointment

You can come to the practice without appointment every day between 9-10am. Please report to reception so that the practice assistant can register you. The doctor will call you in chronological order. You cannot choose which doctor will help you.

## Children's consultation (until 12 years of age)

Children aged 0-12 years who have become ill that day, can come to see a doctor every afternoon. Please register with reception between 17h and 17h20, consultations start at 17h20.

## House calls

House calls are reserved for people who are unable to come to the practice for medical reasons. Please phone reception to ask for a house call before 10am in the morning.

## Medical advice- Telephone consultations

For a brief medical advice or test results, a doctor is available by phone every day between 17h – 17h15.

## Out-of-hours

(only for urgent problems)

- **Weekdays:** doctor on call via 0900 10 512.
- **Weekend and holidays:** out-of-hours service at Lange Leemstraat 187 or via 0900 10 512

# The Wijkpraktijk team

## General practitioners



Dr. Ann Van Den Bruel  
Dr. Katrien Cordemans  
Dr. Joke Versmissen (HAIO)  
Dr. Bram Spinnewijn  
Dr. Pieter Provinciael (HAIO)

## Nurses



Simone Neefs  
Karima Gariji

## Psychologist



Jan Piers

## Practice assistants



Liesbeth Jespers      Sarah Van Camp



DE  
WIJKPRAKTIJK  
Capitation  
System (ENG)

*Paleisstraat 104  
2018 Antwerpen  
[dewijkpraktijk.be](http://dewijkpraktijk.be)  
03/369.39.99*

# Capitation system

---

*De Wijkpraktijk works under the capitation system. This means that the health insurance pays our practice a monthly fee for your medical care, regardless of the number of consultations you need. You will need to register with the practice. From the next months onwards, consultations will be free of charge. Registration is also free.*

---

## 1. How do I register?

Bring your ID card, ISI card or SIS card to the practice, every weekday from 9 to 12h and from 13h30 to 17h. (Everyone aged 14 and above needs to sign their own registration form)

## 2. How does it work for new patients?

You can come without registration. We will sort that out for you at your first visit.

You can also ask for a trial of 3 months. During this trial, you pay as usual. At the end of the 3 months trial, we will ask you to register

## 3. What if I need nursing care?

You can call us every day. We will look into the best options with you.

For urgent nursing care at night or the weekend, you can call the Zorgbedrijf Antwerpen, at 03/338 92 44. Make sure to mention you are registered at De Wijkpraktijk.

## 4. Do I need to pay any out-of-pocket fees?

When you are registered with the practice, your health insurance pays us a monthly fee. As a result, you don't have to pay anything and your consultations are free. Registration is also free.

## 5. What if I go and see the doctor on call?

If you visit a doctor on call, you will be required to pay this visit as usual.

Patients with preferential reimbursement only pay the out-of-pocket fees and don't have to do anything else.

Patients with normal reimbursement pay the doctor on call in full. They then bring the pay slip to De Wijkpraktijk, with their bank account number. We will reimburse the costs, except for the out-of-pocket fee.

## 6. Will I be reimbursed for visits to a hospital specialist?

Registration with our practice is only for general practitioners and nurses. It will not affect any reimbursements of hospital specialists or paramedics. This means any visits to a gynaecologist, orthopedic surgeon, physiotherapist or dietician will be reimbursed as usual by your health insurance. In order to obtain reimbursement, you will need to send the pay slips to your health insurance as usual.

## 7. What about children who live in two homes?

If your child only visits De Wijkpraktijk, it's better to register.

If your child mostly stays with the parent who is also registered with our practice, you can register the child as well and we will reimburse visits to another GP that is consulted by the other parent. Out-of-pocket expenses will not be reimbursed.

If your child has a GP with each parent equally, we advise you not to register and pay under the usual system.

## 8. What if I no longer wish to come to the practice?

You can cancel your registration by signing a form (available on our website or at reception). From the next month onwards, your health insurance will reimburse other GPs and nurses outside De Wijkpraktijk. This means you can no longer visit a GP or nurse in our practice. You are of course welcome to re-register at any time.

## Take note!

If you are registered with De Wijkpraktijk and you consult a different GP (general practitioner) or nurse, your health insurance will not reimburse this visit.

De Wijkpraktijk will reimburse urgent visits to the doctor on call during nights or weekends, except for the out-of-pocket fees.

You are advised to contact De Wijkpraktijk for all other queries.