



INFORMATION BROCHURE MEDICAL SERVICES AT BRUSSELS AIRPORT v08/2019

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PRESENTING OUR SERVICES

The Brussels Airport Rescue Team (or Airport Rescue for short) has been providing medical services at Brussels Airport since 31/12/2018. Airport Rescue is part of Ambuce Rescue-Team (ART*).

ART* is the largest private ambulance service in Belgium. In addition to urgent and non-urgent patient transport, ART* also organises medical assistance at events, training courses such as 'first aid' and 'first aid in the workplace', and provides (international) repatriation services.

The employees of the Brussels Airport Rescue Team are **medical specialists and nurses who specialise in emergency assistance.**

WHAT DO WE OFFER?

Our medical service is open 24 hours a day. The Brussels Airport Rescue Team will try to help you as much as possible with all medical problems that have suddenly arisen: this can be illness (e.g. the flu) as well as an accident at work.

For the follow-up of known medical problems, the Airport Rescue-Team's doctor will refer you to your own general practitioner or medical specialist.



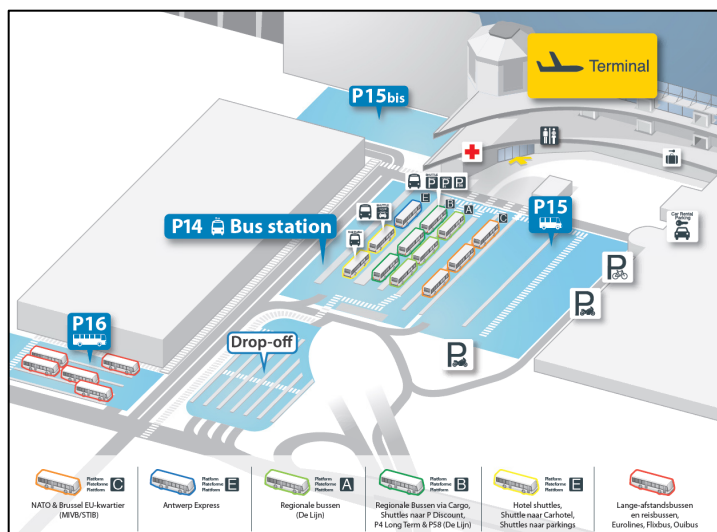


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HOW TO REACH US

The Brussels Airport Rescue Team operates from the **Brussels Airport Medical Centre**. This centre is located at the entrance to the airport building, near P15.

If you do not get an answer to the videophone at the entrance to the Medical Centre, it is most likely that the doctor is on site at the airport for a (urgent) medical procedure. A telephone at the entrance allows you to call **6363** to announce yourself. Please note that, depending on the medical procedure in progress, waiting time may vary. We thank you in advance for your understanding.





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WHAT TO DO WHEN YOU NEED (URGENT) MEDICAL HELP

1. Stay calm
2. Dial **02/ 753 63 63** or 6363 via an internal line
3. **The person making the call must be with the victim!**
4. Limit yourself to essential information:
 - **Identify** yourself, name your function and department
 - Indicate at which **telephone number** you can be reached for further information
 - Indicate the **location** of the victim
 - Give the **name, gender and age of the victim**
 - Describe the nature of the **problem**
 - Describe any **special or dangerous circumstances** in the area
5. Never hang up first
6. Wait for further instructions
7. Always stay with the victim
8. Make yourself know as soon as you see medical services arrive.

We try to **treat medical problems as much as possible at the Brussels Airport Medical centre**. It is at our centre that the conditions are the most optimal for your care. If possible, please always try to direct yourself to our medical centre.



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WHAT DOES A CONSULTATION COST?

All the doctors of the Brussels Airport Rescue-Team are "registered", i.e. they use the national (RIZIV-INAMI) standard tariffs for all the medical treatments they carry out. The rates for 2019 are shown in the table below.

consultation	rates	personal share ¹
08.00 - 21.00 hours	€ 26.27	€ 12.00
21.00 - 08.00 hours	€ 45.94	€ 24.00
08.00 - 21.00 hours on weekends and public holidays	€ 35.30	€ 18.00

The doctor may also charge you for additional services and/or pharmacy fees in addition to the cost of a consultation. This may be the case for suturing a cut, administering a drug, providing medical equipment for treating a wound or to take with you.

¹ after the intervention of the social security (Belgian residents)



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HOW TO PAY FOR A CONSULTATION

The consultation fees are to be paid immediately to the doctor, preferably by card. This will save you **€3.00 in administration and processing costs** going with the expense report. If you are unable to pay immediately, an expense report will be issued. Pay this as soon as possible to avoid unnecessary costs.

After settlement, the doctor will provide you with a 'treatment certificate'. You can give this certificate to your social security department (RIZIV-INAMI), as you would after a regular doctor's visit. The social security department will then ensure the legally required reimbursement of the medical services provided.

FIT TO FLY DOCUMENTS

For certain medical conditions (e.g. in case of pregnancy or a full cast), your airline requires a medical certificate before allowing you to fly. This "fit-to-fly" certificate can only be delivered by a doctor. The Brussels Airport Resceu-Team can help you with this by referring you to our medical center.

A fit-to-fly certificate has a validity of 7 days.



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WHAT TO DO IN THE EVENT OF AN 'ACCIDENT AT WORK'

At the start of the consultation, state clearly that this concerns an accident at work. The doctor will then issue a certificate for your workplace accident insurance. Give this certificate to your employer as soon as possible. The employee is responsible for the (mandatory) declaration of the work-related accident.

You pay for your consultation as an ordinary consultation (see above).

The reimbursement of all expenses connected to the work-related accident is as follows:

1. After payment, the doctor will hand you:
 - a 'treatment certificate' (white sheet)
 - a fee note
2. You submit the treatment certificate to your social security department (RIZIV-INAMI);
3. Your social security will then provide you with a certificate of reimbursement;
4. You then send the certificate of reimbursement and the fee note to work accident insurance;
5. The payment is then made by the insurance company.

Further information about your workplace accident insurance can be provided by your employer.



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For reasons of confidentiality, the Brussels Airport Rescue-Team never delivers medical certificates to third parties.

WHAT TO DO IN THE EVENT OF 'INCAPACITY FOR WORK'

A certificate of incapacity for work is issued only when the doctor considers that the patient's state of health justifies it.

If a certificate of incapacity for work is issued, it is only valid for a short period of time (maximum 2 days). The main purpose of this certificate is to allow the patient to consult his or her own general practitioner or medical specialist on the next working day.

For a longer period of incapacity to work, the Brussels Airport Rescue-Team doctor will refer you to your general practitioner or medical specialist.



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WHAT TO DO IN CASE OF PRICKING, CUTTING, SPLASHING OR BITING INCIDENTS, ... ?

Any situation in which damaged skin or a mucous membrane (e.g. eyes, oral cavity) comes into contact with another person's blood or internal body fluids, should be further investigated.

Exposure to urine, faeces, saliva, vomit, sweat and tears are not considered a risk situation, unless it visibly contains blood.

Injuries caused by materials that are not contaminated with blood must be disinfected and treated. It is also important in this case to check if your tetanus vaccination is still up to date (i.e. not more than 10 years old). If your tetanus vaccination is no longer up to date, we can provide you with a new one in our medical centre.



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WHAT TO DO IN CASE OF 'FUME EVENTS'

Fume and smoke events involve situations in which the air in the cabin of an aircraft is contaminated with pollutants from aircraft engines, from the APU or from other sources. If you experience (serious) symptoms after a fume or smoke incident, the Brussels Airport Rescue Team can make the necessary observations and carry out the standard examinations.

MORE INFORMATION

Mail us at airportrescue@ambuce.be

