

## Medical assistance during the Special Olympics Games Antwerp

| Where are you located? How are you related to the Special Olympics Games?<br>Select your situation and click the page number to jump to the correct section |                                          |                                          |                                             |                                             |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|------------------------------------------|---------------------------------------------|---------------------------------------------|
|                                                                                                                                                             | Foreign guests with accreditation-number | Belgian guests with accreditation-number | Foreign guests without accreditation-number | Belgian guests without accreditation-number |
| <b>Flight and Airport</b>                                                                                                                                   | <u>2</u>                                 |                                          |                                             |                                             |
| <b>Host town program</b>                                                                                                                                    |                                          |                                          |                                             |                                             |
| - What to do in case of an accident/ sickness                                                                                                               | <u>3</u>                                 |                                          | <u>21</u>                                   |                                             |
| - Whom to inform                                                                                                                                            | <u>5</u>                                 |                                          |                                             |                                             |
| - Financial settlement                                                                                                                                      | <u>5</u>                                 |                                          |                                             |                                             |
|                                                                                                                                                             |                                          |                                          |                                             |                                             |
| <b>Olympic Village - Mol</b>                                                                                                                                |                                          |                                          |                                             |                                             |
| - What to do in case of an accident/ sickness                                                                                                               | <u>6</u>                                 | <u>13</u>                                |                                             |                                             |
| - Whom to inform                                                                                                                                            | <u>7</u>                                 | <u>14</u>                                |                                             |                                             |
| - Financial settlement                                                                                                                                      | <u>7</u>                                 | <u>15</u>                                |                                             |                                             |
|                                                                                                                                                             |                                          |                                          |                                             |                                             |
| <b>Competition venues</b>                                                                                                                                   |                                          |                                          |                                             |                                             |
| - What to do in case of an accident/ sickness                                                                                                               | <u>8</u>                                 | <u>16</u>                                | <u>23</u>                                   | <u>26</u>                                   |
| - Whom to inform                                                                                                                                            | <u>9</u>                                 | <u>17</u>                                |                                             |                                             |
| - Financial settlement                                                                                                                                      | <u>9</u>                                 | <u>17</u>                                | <u>24</u>                                   | <u>26</u>                                   |
|                                                                                                                                                             |                                          |                                          |                                             |                                             |
| <b>In between the different venues</b>                                                                                                                      |                                          |                                          |                                             |                                             |
| - What to do in case of an accident/ sickness                                                                                                               | <u>10</u>                                | <u>18</u>                                | <u>24</u>                                   |                                             |
| - Whom to inform                                                                                                                                            | <u>11</u>                                | <u>18</u>                                |                                             |                                             |
| - Financial settlement                                                                                                                                      | <u>11</u>                                | <u>19</u>                                |                                             |                                             |
|                                                                                                                                                             |                                          |                                          |                                             |                                             |
| <b>Questions/Conclusion</b>                                                                                                                                 | <u>11</u>                                | <u>19</u>                                | <u>24</u>                                   | <u>27</u>                                   |

**Urgent medical assistance to foreign athletes participating in the Special Olympics European Summer Games Antwerp 2014 and to the official coaches of the delegation of their countries. Both are in the possession of an accreditation card.**

## **1. General terms.**

This procedure applies to foreign athletes participating in the ' Special Olympics European Summer Games Antwerp 2014 ' (SOESG Antwerp 2014) in Antwerp and to the official coaches of the delegation of their country, during the period from 9 to 21 September 2014. This group includes, athletes, officials, coaches, some family members, volunteers, team workers, the delegation assistants liaison, chaperones, etc.. They are all registered and hold an accreditation card. If you are a foreign participant in the 2014 SOESG Antwerp and holder of an accreditation card, this procedure applies to you. For Belgian accreditation cardholders a separate procedure is applicable.

Please read this procedure carefully before arrival in Belgium. If medical assistance is required during your trip to Belgium or your stay in this country, please follow this procedure to prompt for medical support.

Should you feel indisposed during the flight to Belgium, do not hesitate to inform the stewards of the aircraft. They will assist you and, if possible, seek for adequate help. At Brussels Airport you can turn to the medical services of the airport should you require urgent medical assistance. Both in the aircraft, as well as at the airport, emergency medical assistance is free of charge.

Belgium offers you the best medical care in the event of an emergency. The SOESG Antwerp 2014 organization ensures that you first get the necessary care, and will then further assist you in the administrative and financial completion.

## **2. You are located in a 'host town'.**

### **2.1. General information**

Foreign athletes and their official coaches in possession of an accreditation card will be offered a 'Host town Program' from 9 to 13 September 2014. More than 50 towns will host athletes and their official delegations during this period. The municipalities will provide the participants with a socio-cultural program, transportation, accomodation and meals. They will also offer all necessary advice. The Belgian athletes do not take part in the 'Host town Program.'

## 2.2. Need for urgent medical care?

Should you require urgent medical care during your stay in the host town, please turn to your host family or random bystanders. They will assist you in your search for adequate medical support.

The municipalities who receive accreditation cardholders of the SOESG Antwerp 2014 are informed on the presence of the participants in their district areas from 9 to 13 September. Local organization committees have been established in every town. The local organization committees are also responsible for care provision in the event of applications for medical help. Your host family is in possession of the contact details of the local organization committee of your residence area.

Belgium has a vast network of general practitioners at your disposal. They can be solicited for medical services, which do not require specialized help or hospitalization. 24 hour on-call assistance is organized. Contact details of on-call services vary regionally. The members of your host family have knowledge of how to get access to medical assistance provided by the general practitioners. Contact details can be found in the local press and are generally known.

For Flanders please visit the website [www.mediwacht.be](http://www.mediwacht.be)

==> Search for [www.mediwacht.be](http://www.mediwacht.be)

==> Click on 'Wachtdienst' in the option list on the right.

==> Click on 'HIER' under the heading 'Dokter van wacht'

==> Click on 'Zoek hier uw deelgemeente'.

==> Select your residence area and click

==> The telephone number of the physician on call during the weekends,  
weekdays or on public holidays will now appear.

==> The operating language is generally Dutch. Some physicians might be able to  
communicate in other additional languages.

For the Brussels area please contact the following services: [www.sosmédecins.be](http://www.sosmédecins.be) or  
[www.médi-garde.be](http://www.médi-garde.be) or contact immediately:

- Médi-garde on the following number: +32 (0)2 479 18 18. This number is available 24 hours a day, 7 days a week. When calling inform whether you are able to go to the surgery or if a home visit is required. The operating language is generally French.

- SOS Medecins on the following number: +32 (0)2 513 02 02. This number is available 24 hours a day, 7 days a week. When calling inform whether you are able to go to the surgery or if a home visit is required. The operating language is generally French. The physicians will possibly be able to communicate in other additional languages.

For the Walloon area please visit [www.cercles.be](http://www.cercles.be). This organization provides on-call physicians for the larger part of Wallonia.

==> Search for [www.cercles.be](http://www.cercles.be)

==> Select your residence area on the right top of the page and click

==> Click on 'garde' on the page appearing next

==> The telephone number and/or name of the on-call physician will now appear.

The operating language is generally French. The doctors might possibly be able to communicate in other additional languages.

If specialized care is required, the general practitioner will refer the patient to a specialist or to a hospital for consultation or for admission.

In the event of critical and/or life threatening circumstances, the aid centre 112 can be called upon. For members of your host family or random bystanders have this telephone number is free of charge. An ambulance will arrive instantly upon the call, the ambulance staff will proceed with primary care and transfer the patient to the nearest hospital with officially approved specialized emergency care. The same hospital will ensure continued care and hospitalize the patient if necessary.

The SOESG Antwerp 2014 organization received a limited medical file of the participants from your national sports federation. This limited medical file has been converted into an electronic file, which is kept at the 'Medical Headquarter SOESG Antwerp 2014', in Antwerp and is managed by the 'Medical Coordinator SOESG Antwerp 2014', doctor Jan Stroobants.' In order to consult your medical file, the treating physician can contact the 'Medical Headquarter SOESG Antwerp 2014', where your the file is being kept from 9 to 21 September. This service is available 24 hours a day, 7 days a week on the following number: +32 (0)3 28 02 301.

Both the treating physician as well as the physician managing your medical file are bound by the duty of professional confidentiality.

At all times during care provision at the general practitioner's or specialist's surgery, during transportation to the hospital or during care provision in the hospital, the patient is entitled to an attendant. The delegation leader has the possibility to accompany the patient. It is in the patient's advantage that this person speaks either Dutch, English or French.

### **2.3. Whom to inform?**

Please inform the delegation assistant liaison – 'DAL' – or the assistant delegation assistant liaison – 'aDAL' – of your need for medical assistance or received medical care. The aDAL or DAL will assist you and either provide you with a template for medical and non-medical claims or request the local organization committee to provide you with a claim form.

After care provision the aDAL or DAL will send the medical or non-medical claim form, which must obligatorily be completed by a Belgian physician, to the insurance company 'De Europese'. During the SOESG Antwerp 2014, the DAL (or aDAL) as well as the treating physician can contact the 'De Europese' 24 hours a day, 7 days a week on the following number: +32 (0)2 220 34 11.

### **2.4. Financial settlement**

For the refund of all medical care requests during your stay in a host town, SOESG Antwerp 2014 concluded a special contract with the insurance company 'De Europese', Tweekerkenstraat 14, 1000 Brussels (Belgium). Therefore, please ask the treating physician (general practitioner, specialist, hospital,...) to complete the form 'Aangifteformulier voor medische en niet-medische schade' (form for medical and non-medical claims). Only a Belgian physician is allowed to complete the form. He/She identifies him(her)self through his/her 'Riziv-number' on the document. Name and surname as well as the 'Riziv-number' must be clearly mentioned.

The accreditation cardholder must settle the doctor's bill in the event of care provision during his/her stay. Occasionally, the bill must either be payed in cash, or it will be sent to the accreditation cardholder. The care provider must present a care provision certificate to the care receiver, mentioning the specific care and the related costs. In other cases the bill as well as the required certificates will be sent to the accreditation cardholder. In case of the latter, the DAL (or aDAL) or the accreditation cardholder must send these documents to 'De Europese', Tweekerkenstraat 14, 1000 Brussels (Belgium).

'De Europese' refunds the accreditation cardholder's expenses. Therefore, the following two conditions must be fulfilled: the care provision must be engendered by an emergency

and the certificates related to the care are entirely completed by the treating Belgian physician.

A template 'Aangifteformulier voor medische en niet-medische schade' (form for medical and non-medical claims) can be downloaded from [www.so2014.com/medical](http://www.so2014.com/medical).

### **3. You are located in the athletes' village in Mol.**

#### **2.1. General.**

From 12 to 21 September 2014, a village for all athletes and their coaches will be set up in the municipality of Mol, in the holiday center 'De Kempense Meren'. The athletes' village has the following address: De Kempense Meren - Postelsesteenweg 100 - 2400 Mol. The telephone number of the athletes' village is +32 (0)14 81 72 52. Every morning, coaches depart from the athletes' village to bring the participants to the competition venues, either in Antwerp, Lommel or Mol. In the evening, both participants and coaches are brought back to the athletes' village.

#### **3.2. Need for medical help?**

Medical aid is provided 24 hours a day in an aid station within the athletes' village. The aid station is staffed by the Rode Kruis Vlaanderen.

If you contract an injury or an illness during your stay at the athletes' village and you need medical help, please sign in to the aid station. This aid station is located near the main house in the bungalow numbered 123 and indicated by a white flag with a red cross. If you are not able to go to the aid station, please contact or have someone contact them on mobile phone number +32 (0)472 674 700.

It may occur that bystanders notice your need for medical care. If necessary, the medical aid workers will take you to the emergency room.

If your physical condition requires so, the staff members of the aid station will call upon the services of a Belgian physician. The doctor will examine you and if necessary, treat you. In most of the cases, you can return to your room in the athletes' village after treatment.

The physician in charge of the aid station may also decide to have the patient transferred to the nearest hospital for specialized care. The hospital staff at 'Het Heilig Hart Ziekenhuis', in Mol is informed on how to assist the participants of SOESG Antwerp in 2014 in their admission and care provision during their stay in the athletes' village in 'De Kempense Meren'.

The athletes' village will also have a MUG team at their service between 19:00 pm and 7:00 am from 13 to 20 September. MUG stands for 'Mobile Emergency Group' and is composed of a nurse and a doctor specialized in emergency medicine.

The SOESG Antwerp 2014 organization received a limited medical file of the participants from your national sports federation. This limited medical file is converted into an electronic file, which is kept at the 'Medical Headquarter SOESG Antwerp 2014', in Antwerp and is managed by the 'Medical Coordinator SOESG Antwerp 2014', doctor Jan Stroobants.' In order to consult your medical record, the treating physician can contact the 'Medical Headquarter SOESG Antwerp 2014', where your the file is being kept from 9 to 21 September. The centre is available 24 hours a day, 7 days a week on the following number: +32 (0)3 28 02 301.

Both the treating physician as well as the physician managing your medical file are bound by the duty of professional confidentiality.

During the provision of care, an attendant may accompany the patient, during the care provided in your room, as well as in the research room of the aid station, during transportation to the hospital and the admission in the hospital. The delegate in charge has the possibility to accompany the patient. It is in the patient's advantage if the delegate speaks either Dutch, English or French.

### **3.3. Whom to inform?**

Please have the 'delegation assistant liaison – 'DAL' – or the 'assistant delegation assistant liaison – 'aDAL' – inform that you were in need of medical care. The DAL (or aDAL) will provide you with a template 'Aangifteformulier voor medische en niet-medische schade' (form for medical and non-medical claims).

After care provision the aDAL or DAL will send the medical or non-medical claim form, which must be completed by a Belgian physician, to the insurance company 'De Europese'. During the SOESG Antwerp 2014, the DAL (or aDAL) as well as the treating physician can contact the 'De Europese' 24 hours a day, 7 days a week on the following number: +32 (0)2 220 34 11.

### **3.4. Financial settlement.**

For the refund of medical care requests during your stay in the athletes' village, SOESG Antwerp 2014 concluded a special contract with insurance company 'De Europese', Tweekerkenstraat 14, 1000 Brussels (Belgium).

Financial costs related to medical care provided by the staff members of 'Rode Kruis Vlaanderen' or by the available physicians at the aid station must not be settled by the

accreditation cardholder. The insurance company 'De Europese' will pay the bill directly to the care providers in the athletes' village.

The costs related to the medical care provided at the Heilig Hart Ziekenhuis in Mol, do not need to be paid by the accreditation cardholder. The Heilig Hart Ziekenhuis sends the bill directly to the insurance company 'De Europese' in Brussels. Two conditions must be fulfilled: the care provision must be engendered by an emergency and the 'Aangifteformulier voor medische en niet-medische schade' as well as the care provision certificates must be entirely completed by the treating physician of the Heilig Hart Ziekenhuis.

A template 'Aangifteformulier voor medische en niet-medische schade' (form for medical and non-medical claims) can be downloaded from [www.so2014.com/medical](http://www.so2014.com/medical).

## **4. You are located on one of the competition venues.**

### **4.1. General.**

Permanent medical aid stations are set up during the hours when the competition takes place on the various sports venues in Antwerp as well as in Lommel and Mol.

### **4.2. Need for medical help?**

Did you contract an injury or do you need medical help, please sign in to the nearest aid station in the immediate vicinity of the sports venue. These aid stations are indicated by a white flag with a red cross. Medical aid workers will be available in the aid stations during the game hours. In addition, a MUG team will also stand by in the vicinity of every sports venue between 10 am and 18 pm. MUG stands for 'Mobile Emergency Group'. This team is composed of a nurse and a doctor specialized in emergency medicine.

The need for medical care can be prompted by an accident or sudden illness. Bystanders will possibly notice your need for medical care and can get the medical aid workers on the spot to provide primary care.

Staff members of the 'Rode Kruis Vlaanderen' will provide first medical aid and if required, you will be examined and treated by a Belgian physician. After care provision you might be able to return to the sports venue.

The aid station physician may decide to have the patient transferred to a hospital for more specialized care. If you are on a sports venue in Antwerp, you will be transferred to ZNA Middelheim Ziekenhuis, Lindendreef 1, 2020 Antwerp (Belgium). If you are on a sports venue in Lommel or Mol, you will be transferred to the Heilig Hart Ziekenhuis, Gasthuisstraat 1, 2400 Mol (Belgium). Both hospitals are informed on how to assist participants to the SOESG Antwerp 2014 in the event of emergency medical care.

The SOESG Antwerp 2014 organization received a limited medical file of the participants from your national sports federation. This limited medical file is converted into an electronic file, which is kept at the 'Medical Headquarter SOESG Antwerp 2014', in Antwerp and is managed by the 'Medical Coordinator SOESG Antwerp 2014', doctor Jan Stroobants.' In order to consult your medical record, the treating physician can contact the 'Medical Headquarter SOESG Antwerp 2014', where your the file is being kept from 9 to 21 September. The centre is available 24 hours a day, 7 days a week on the following number: +32 (0)3 28 02 301.

Both the treating physician as well as the physician managing your medical file are bound by the duty of professional confidentiality.

During the provision of care, an attendant may accompany the patient, during the care provided on the sports venue, in the aid station, during transfer to the hospital as well as during the admission in the hospital. The delegate in charge has the possibility to accompany the patient. It is in the patient's advantage if the delegate speaks either Dutch, English or French.

#### **4.3. Whom to inform?**

Please have the 'delegation assistant liaison - DAL' or the 'assistant delegation assistant liaison - aDAL) inform that you were in need of medical care. The DAL (or aDAL) will give you a template 'Aangifteformulier voor medische en niet-medische schade' (form for medical and non-medical claims). You can find these forms in the aid station as well.

After care provision the aDAL or DAL will send the medical or non-medical claim form, which must be completed by a Belgian physician, to the insurance company 'De Europese'. During the SOESG Antwerp 2014, the DAL (or aDAL) as well as the treating physician can contact the 'De Europese' 24 hours a day, 7 days a week on the following number: +32 (0)2 220 34 11.

#### **4.4. Financial settlement.**

De costs related to care provision on or near the sports venue, performed by a physician, will be reimbursed by the insurance company 'De Europese'. The SOESG Antwerp 2014 organization concluded a contract with the latter. Two conditions must be fulfilled: the medical care must be prompted by an emergency and the claim form must be entirely completed by a Belgian physician. The Belgian physician identifies him(her)self through his/her 'Riziv-number' on the document. Name and surname as well as the 'Riziv-number' must be clearly mentioned.

A template 'Aangifteformulier voor medische en niet-medische schade' (form for medical and non-medical claims) can be downloaded from [www.so2014.com/medical](http://www.so2014.com/medical). The DAL (or aDAL) is also in possession of this template.

If you were transferred to the Heilig Hart Ziekenhuis in Mol or to the ZNA Middelheim Ziekenhuis in Antwerp, the accreditation holder does not have to settle the bill for the related costs. The bill with regard to ambulatory care or to hospitalization in one of the above mentioned hospitals, will be sent directly to the insurance company 'De Europese'. The latter will settle the hospital bill.

## **5. You are located between the different venues of the Special Olympics European Summer Games Antwerp 2014.**

### **5.1. General.**

During the stay in the host town as well as in the athletes' village or the sports venues, various activities will be organized for the official participants and their coaches. Therefore, frequent transfers will be organized between different locations of call. During the transfers, there may be a need for medical assistance.

### **5.2. Need medical support?**

Every accredited participant to the SOESG Antwerp 2014 is entitled to medical care, regardless where they are located during the period from 9 to 21 September 2014. Belgium has a well-organized system of emergency medical assistance. This system can be called upon by dialing telephone number 112. This call is free of charge. If you require medical care anywhere in Belgium you can call upon the services of the help centre 112.

An ambulance is instantly sent to the emergency site. First aid is provided on the spot. A MUG-team may be called. This team is composed of a nurse and physician who specialize in emergency medicine. The ambulance will transfer the patient to the nearest hospital, that is officially acknowledged for 'specialized emergency care'. The same hospital will provide the patient with more specialized care. Hospital admission might be necessary.

The SOESG Antwerp 2014 organization received a limited medical file of the participants from your national sports federation. This limited medical file is converted into an electronic file, which is kept at the 'Medical Headquarter SOESG Antwerp 2014', in Antwerp and is managed by the 'Medical Coordinator SOESG Antwerp 2014', doctor Jan Stroobants.' In order to consult your medical record, the treating physician can contact the 'Medical Headquarter SOESG Antwerp 2014', where your the file is being kept from 9 to 21 September. The centre is available 24 hours a day, 7 days a week on the following number: +32 (0)3 28 02 301.

At all times during care provision, either on the spot, or during the ambulance transfer, and during hospital admission, the patient is entitled to an attendant. The delegate in charge has

the possibility to accompany the patient. It is in the patient's advantage if the delegate speaks either Dutch, English or French.

### **5.3. Whom to inform?**

In the event of a medical emergency engendering an intervention from the help centre 112, regardless where you are located, please do not omit to have the DAL (or aDAL) inform the adequate services. The DAL (or aDAL) will give you a template 'Aangifteformulier voor medische en niet-medische schade' (form for medical and non-medical claims).

After care provision the aDAL or DAL will send the medical or non-medical claim form, which must be completed by a Belgian physician, to the insurance company 'De Europese'. During the SOESG Antwerp 2014, the DAL (or aDAL) as well as the treating physician can contact the 'De Europese' 24 hours a day, 7 days a week on the following number: +32 (0)2 220 34 11.

### **5.4. Financial settlement.**

De costs related to care provision, provided by a physician or other medical aid workers, will be reimbursed by the insurance company 'De Europese'. The SOESG Antwerp 2014 concluded a contract with the latter. Two conditions must be fulfilled: the medical care must be prompted by an emergency and the claim form must be entirely completed by a Belgian physician. The Belgian physician identifies him(herself through his/her 'Riziv-number' on the document. Name and surname as well as the 'Riziv-number' must be clearly mentioned.

The accreditation cardholder must settle the doctor's bill in the event of care provision. The bill must either be payed in cash, or will be sent to the accreditation cardholder. The care provider must present a care provision certificate to the care receiver, mentioning the specific care and the related costs. The accreditation holder must send these certificates to 'De Europese', Tweekerkenstraat 14, 1000 Brussels (Belgium) either via the DAL (or aDAL) or directly to the insurance company. The latter will refund the accreditation cardholder's expenses.

A template 'Aangifteformulier voor medische en niet-medische schade' (form for medical and non-medical claims) can be downloaded from [www.so2014.com/medical](http://www.so2014.com/medical) or obtained via the DAL or (aDAL).

## **6. Questions ?**

Should you have any further questions with regard to medical care provision during your stay as an accredited participant to the SOEGS 2014 Antwerp, please contact:

- the 'Delegation assistant liason – DAL (aDAL)

# OFFICIAL FORM

A great performance  
deserves a great audience



- the Main Operation Center SOESG Antwerp 2014 on the following number: +32 (0)2 220 34 11
- the insurance company 'De Europese' on the following number: +32 (0)2 220 34 11

**Urgent medical assistance to the Belgian athletes participating in the "Special Olympics European Summer Games Antwerp in 2014," to the official coaches of the Belgian delegation and to other Belgian employees, who are in the possession of an accreditation card.**

## **1. General terms.**

This procedure applies to Belgian athletes participating in the "Special Olympics European Summer Games 2014 Antwerp - Antwerp SOESG 2014" in Antwerp as well as to the Belgian official escorts. This group includes the players, the officials, the coaches, some family members, volunteers, team workers, the delegation liaison assistants, chaperones, etc. who have the Belgian nationality. They are all registered and have an accreditation card. If you have the Belgian nationality and an accreditation card, this procedure applies to you. Please read this procedure carefully before the start of the 2014 SOESG. In case you need medical help during your participation in the activities, you can obtain quick medical assistance by following this procedure.

As you know, Belgium offers you the best medical care in case of emergency. The organization SOESG Antwerp in 2014 ensures that you first of all get the necessary care, and then helps you with the administrative and financial aspects of that particular care.

Unlike the foreign participants, the Belgian delegation does not participate in the 'Host town program' between 9 and 13 September 2014.

## **2. You are in the village of athletes in Mol**

### **2.1. General.**

From 12 to 21 September 2014, a village for all athletes and their coaches will be set up in the municipality of Mol, in the holiday center 'De Kempense Meren'. The athletes' village has the following address: De Kempense Meren - Postelsesteenweg 100 - 2400 Mol. The telephone number of the athletes' village is +32 (0)14 81 72 52. Every morning, coaches depart from the athletes' village to bring the participants to the competition areas, either in Antwerp, Lommel or Mol. In the evening, both participants and coaches are brought back to the athletes' village.

### **2.2. Need for medical help?**

Medical aid is provided 24 hours a day in an aid station within the athletes' village. The aid station is staffed by the 'Rode Kruis Vlaanderen'.

Did you contract an injury during your stay at the athletes' village and you need medical help, please sign in to the aid station in the resort. This aid station is located near the main

house in the bungalow numbered 123 and indicated by a white flag with a red cross. If you cannot move, please contact them on mobile phone number +32 (0)472 674 700.

It may occur that bystanders notice your need for medical care. If necessary, the medical aid workers will take you to the emergency room.

If your physical condition requires so, the members of the aid station will turn to a Belgian physician. The doctor will examine you and if necessary, treat you. After treatment, you may possibly return to your room in the athletes' village.

The doctor in charge of the aid station may also decide to have you transferred to the nearest hospital for specialized care. The name of this hospital is Heilig Hart Ziekenhuis, Gasthuisstraat 1 in 2400 Mol (Belgium) and all staff is informed on how to assist the athletes of SOESG Antwerp in 2014 during their stay in the village De Kempense Meren.

The athletes' village will also have a MUG team at their service between 19:00 pm and 7:00 am, and this from 13 to 20 September. MUG stands for 'Mobile Emergency Group and is composed of a nurse and a doctor specialized in emergency medicine.

As for the athletes, the organization of Antwerp in 2014 SOESG received from your national sports federation a limited medical file. This limited medical file is converted to an electronic document and kept in the 'Medical Headquarter SOESG Antwerp 2014' in Antwerp. It is managed by the 'Medical Coordinator SOESG Antwerp in 2014, Doctor John Stroobants. The center where your limited medical record is kept can be contacted by any physician 24 hours a day, 7 days a week on the following number +32 (0) 3 28 02 301, and this from 9 to 21 September. This way, your medical record can be consulted.

Both the treating physician and the physician who manages your medical records are bound by the duty of professional confidentiality.

During the provision of care, an attendant may accompany you, during the care provided in your room, as well as in the research room of the aid station, during transportation and admission to the hospital. Your delegation leader can accompany you. It is in the patient's advantage that it is someone who either speaks Dutch, English or French.

### **2.3. Whom to inform?**

Please have the 'delegation assistant liaison - DAL' or the 'assistant delegation assistant liaison - aDAL) inform that you were in need of medical care. The DAL (or aDAL) will give you a template 'Aangifteformulier voor medische en niet-medische schade' (form for medical and non-medical claims). You can find these forms in the aid station as well.

After care provision the aDAL or DAL will send the medical or non-medical claim form, which must be completed by a Belgian physician, to the insurance company 'De Europese'. During the SOESG Antwerp 2014, the DAL (or aDAL) as well as the treating physician can contact the 'De Europese' 24 hours a day, 7 days a week on the following number: +32 (0)2 220 34 11.

#### **2.4. Financial settlement.**

If medical care in the athletes' village was restricted to services provided by the employees of the 'Rode Kruis Vlaanderen', no expenses are to be paid by the Belgian accreditation holder.

The bill for the care provided by a physician in the athletes' village is to be paid by the holder. The accredited cardholder will receive an invoice from the physician in the athletes' village, established by the ZNA Middelheim Hospital in Antwerp. The necessary certificates must be attached to the invoice, which you can submit to the National Health Service. The National Health Service will refund most of the expenses.

In case the physician of the athletes' village refers to Het Heilig Hart Ziekenhuis in Mol, you will receive an invoice from the hospital. The necessary certificates must be attached to the invoice, which you can submit to the National Health Service. The National Health Service will refund most of the expenses.

Expenses made by the accreditation cardholder which are not reimbursed by the National Health Service (so called co-payment) will be reimbursed by the insurance company 'De Europese', Tweekerkenstraat 14, 1000 Brussels, both for the care rendered by the physician in the athletes' village and the care provided in Het Heilig Hart Ziekenhuis in Mol. To this end, the organization SOESG Antwerp in 2014 entered into an agreement with the insurance company. The accreditation cardholder must submit the documentary evidence, which is not reimbursed by the health insurance expenses, to the insurance company 'De Europese'. There are two conditions that must be met: the care provision was prompted by an emergency and the declaration form must be fully completed by the Belgian treating physician. The Belgian physician identifies him(her)self through his/her 'Riziv-number' on the document. Name and surname as well as the 'Riziv-number' must be clearly mentioned.

A template 'Aangifteformulier voor medische en niet-medische schade' (form for medical and non-medical claims) can be downloaded from [www.so2014.com/medical](http://www.so2014.com/medical)

### **3. You are at one of the sports venues where the games take place.**

#### **3.1. General.**

On the sports venues, both in the various areas in Antwerp and the areas in Lommel and Mol, permanent first aid stations will be established.

#### **3.2. Need for medical care?**

Did you contract an injury or do you need medical help, please sign in to the nearest aid station in the immediate vicinity of the sports venue. These aid stations are indicated by a white flag with a red cross. In these aid stations, medical aid workers are available during the game hours. In addition, a MUG team can be called. MUG stands for 'Mobile Emergency Group'. This team is composed of a nurse and a doctor specialized in emergency medicine.

The need for medical assistance can arise as a result of an accident or in the event of sudden illness. Possibly, bystanders may notice that you need medical care. They can get the medical aid workers on the emergency site. First aid will be provided on the spot. If necessary, the medical aid workers will take you to the emergency room.

You will receive primary care from the Red Cross staff members. If necessary, you will be examined and treated by a Belgian physician. Possibly, you can return to sports after medical care or stay at the athletes' village.

The doctor in charge of the aid station may also decide to have you transferred to a hospital for more specialized care. If you are on the sports venue in Antwerp, you will be transferred, if necessary, to the ZNA Middelheim Hospital in 2020 Antwerpen, Lindendreef 1. If you are on the sports venues in Lommel or Mol, then you will, if necessary, be transferred to Het Heilig Hart Ziekenhuis, Gasthuisstraat 1 in 2400 Mol. Both hospitals are informed that they are in charge of treatment of all participants in the SOESG Antwerp in 2014.

As for the athletes, the organization of Antwerp in 2014 SOESG received from your national sports federation a limited medical file. This limited medical file is converted to an electronic document and kept in the 'Medical Headquarter SOESG Antwerp 2014' in Antwerp. It is managed by the 'Medical Coordinator SOESG Antwerp in 2014, Doctor John Stroobants. The center where your limited medical record is kept can be contacted by any physician 24 hours a day, 7 days a week, on the following number +32 (0) 3 28 02 301, and this from 9 to 21 September. This way, your medical record can be consulted.

Both the treating physician and the physician who manages your medical records are bound by the duty of professional confidentiality.

During the provision of care, an attendant may accompany you, during the care provided in your room, as well as in the research room of the aid station, during transportation to the hospital and the admission to the hospital. Your delegation leader can accompany you. It is in the patient's advantage that it is someone who either speaks Dutch, English or French.

### **3.3. Whom to inform?**

Please have the 'delegation assistant liaison - DAL' or the 'assistant delegation assistant liaison - aDAL) inform that you were in need of medical care. The DAL (or aDAL) will give you a template 'Aangifteformulier voor medische en niet-medische schade' (form for medical and non-medical claims). You can find these forms in the aid station as well.

After care provision the aDAL or DAL will send the medical or non-medical claim form, which must be completed by a Belgian physician, to the insurance company 'De Europese'. During the SOESG Antwerp 2014, the DAL (or aDAL) as well as the treating physician can contact the 'De Europese' 24 hours a day, 7 days a week on the following number: +32 (0)2 220 34 11.

### **3.4. Financial settlement.**

Expenses for medical care to injuries or sudden illness of the Belgian athlete or to the Belgian holder of an accreditation card, occurred on the sports venues during the games, must be paid by the accreditation cardholder, unless the care was limited to assistance provided by the 'Rode Kruis Vlaanderen' staff members.

As for the care provided by the physician on the sports venues in Lommel, Mol and Antwerp, the accreditation cardholder will receive an invoice from ZNA Middelheim. He/she will pay the bill at the ZNA Middelheim. All the necessary certificates, subservient to the health fund, will be prepared. The National Health Service will refund the expenses. The expenses, which are not reimbursed by the National Health Service (so called co-payment), will be reimbursed by the insurance company 'De Europese'. To this end, the organization "SOESG Antwerp 2014" entered into an agreement with the insurance company.

The accreditation cardholder needs to send all the necessary documentation to the insurance company "De Europese, Tweekerkenstraat 14, 1000 Brussels. Two conditions must be fulfilled: the medical care must be prompted by an emergency and the claim form must be entirely completed by a Belgian physician. The Belgian physician identifies him(her)self through his/her 'Riziv-number' on the document. Name and surname as well as the 'Riziv-number' must be clearly mentioned.

A template 'Aangifteformulier voor medische en niet-medische schade' (form for medical and non-medical claims) can be downloaded from [www.so2014.com/medical](http://www.so2014.com/medical)

## **4. You are located between the different venues of the Special Olympics European Summer Games Antwerp 2014.**

### **4.1. General.**

During the stay in the athletes' village or the sports venues, various activities will be organized for the accreditation cardholders. Therefore, frequent transfers will be organized between different locations of call. During the transfers, there may be a need for medical assistance.

### **4.2. Need for medical help?**

Every Belgian accredited participant is entitled to medical care, regardless of where he/she resides, during the activities of the games from 13 to 20 September 2014. Belgium has a well-organized system for Emergency Medical Services. This system can be reached by dialing the number 112 on your phone. This phone call is free of charge. If you require medical care anywhere in Belgium you can call upon the services of the help centre 112.

Upon the call, an ambulance is immediately sent to the site of the emergency. The first care will be provided on site. A MUG-team might possibly be called. This team consists of a nurse and a doctor specialized in emergency medicine.

An ambulance is instantly sent to the site of the emergency. First aid is provided on the spot. A MUG-team might possibly be called. This team is composed of a nurse and physician who specialize in emergency medicine. The ambulance will transfer the patient to the nearest hospital, that is officially acknowledged for 'specialized emergency care'. The same hospital will provide the patient with more specialized care. Hospital admission might be necessary.

During the care provision, either on the spot, during transport in the ambulance or during hospitalization, a medical aid worker will accompany you. Your delegation leader can accompany you. It is in the patient's advantage that it is someone who speaks Dutch, French or English.

### **4.3. Whom to inform?**

If you suddenly need medical care during the operations of SOESG Antwerp 2014, regardless of where you are, and an intervention of the Help Center 112 is required, please inform the 'delegation assistant liaison - DAL' or the 'assistant delegation assistant liaison - aDAL) that you were in need of medical care. The DAL (or aDAL) will give you a template 'Aangifteformulier voor medische en niet-medische schade' (form for medical and non-medical claims). You can find these forms in the aid station as well.

After care provision the aDAL or DAL will send the medical or non-medical claim form, which must be completed by a Belgian physician, to the insurance company 'De Europese'. During

the SOESG Antwerp 2014, the DAL (or aDAL) as well as the treating physician can contact the 'De Europese' 24 hours a day, 7 days a week on the following number: +32 (0)2 220 34 11.

#### **4.4. Financial settlement.**

The Belgian physician, who takes care of you, wherever you are located, will complete the template 'Aangifteformulier voor medische en niet-medische schade' (form for medical and non-medical claims).

The expenses for the care of the travelling athlete or official delegates caused by injury or sudden illness must be paid either in cash, or upon receipt of an invoice. The caretaker provides the accredited with the necessary certificates that can be submitted to their National Health Service. The National Health Service will refund most of the expenses. The expenses, that are not reimbursed by the National Health Service (so called co-payment) will be reimbursed by the insurance company 'De Europese'. To this end, the organization SOESG Antwerp in 2014 entered into an agreement with the insurance company. The accredited needs to send to the insurance company 'De Europese' all the necessary certificates for the expenses, which were not refunded by the National Health Service costs. There are two conditions that must be met: there must be a sudden emergency and the declaration form must be fully completed by the Belgian treating physician. This Belgian doctor identifies himself through his Riziv identification. Name, surname and Riziv identification of this doctor should always be legible.

A template 'Aangifteformulier voor medische en niet-medische schade' (form for medical and non-medical claims) can be downloaded from [www.so2014.com/medical](http://www.so2014.com/medical)

#### **4.5. Questions?**

If you should have any questions regarding the provision of health care during your stay as accredited participant in the SOESG Antwerp in 2014, please do not hesitate to contact:

- Delegation assistant liaison (DAL) of aDAL
- Main Operation Center SOESG Antwerp 2014 on +32 (0)3 5000 383
- Insurance Company 'European' on +32 (0)2 220 34 11

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**Urgent Medical assistance to persons who do not hold an accreditation card and who are visiting Belgium at the occasion of the Special Olympics European Summer Games Antwerp 2014**

## **1. General.**

The 'Special Olympics European Summer Games Antwerp 2014 – SOESG Antwerp 2014 – will take place from 9 to 20 September in Antwerp (Belgium). More than 2000 athletes and 1000 coaches from over 50 European and/or Asian countries will take part. All participants and their official coaches will receive an accreditation number from the SOESG Antwerp 2014 organization. Special arrangements have been made with regard to emergency medical care for participants and coaches holding an accreditation card.

Next to the participants there will also be a considerable number of foreign visitors in Belgium to support and/or guide the athletes. These visitors do not all hold an accreditation number.

This procedure was set up for the latter: non-resident visitors to the SOESG Antwerp 2014 in Belgium who do not hold an accreditation number. Please read the procedure carefully before your departure to Belgium if you belong to this category of visitors.

Persons who are not in the possession of an accreditation card are not admitted to the 'Host town program' or in the athletes' village in Mol.

For these visitors, the SOESG Antwerp 2014 organization has no special procedure with regard to medical care assistance. The visitors must turn to the regular circuit of medical care in Belgium.

Should you be convinced of suffering medical damage caused by the SOESG Antwerp 2014 organization, please request a 'Aangifteformulier medische en niet-medische schade' at one of the aid stations. After completing the form, please direct it to the insurance company 'De Europese', Tweekerkenstraat 14 in 1000 Brussels. The insurance company will contact you to further settle the claim.

## **2. Need for medical support?**

In the event of an emergency, medical help can be obtained during your stay in Belgium. Belgium has a well-organized system of emergency medical care, regardless of where you reside.

## **2.1. You are located in the area organizing a 'Host town program' for the accredited participants.**

Over 50 towns will receive the accredited participants to the SOESG Antwerp 2014 from 9 to 13 September offering them a socio-cultural program.

Visitors who do not hold an accreditation card are not admitted in the 'Host town program' and will not be able to benefit from supporting facilities offered by the SOESG Antwerp 2014. However, they do have access to the regular medical care system in Belgium. The possibilities will be enumerated below for your information.

### **2.2.1. The on-call physician.**

An on-call physician is available in every city and/or town. The physician can be solicited 24 hours a day. If required, he will make home visits. It is customary in Belgium to consult a general practitioner first in non-life threatening situations. If necessary he will refer the patient to a specialist or a hospital.

The telephone number of the general practitioners' permanent services may vary regionally. Belgian residents who witness your need for medical care, know how to assist you in obtaining medical support. The telephone numbers of the on-call physicians are to be found in the local press and are generally known.

For Flanders please visit the website [www.mediwacht.be](http://www.mediwacht.be)

==> Search for [www.mediwacht.be](http://www.mediwacht.be)

==> Click on 'Wachtdienst' in the option list on the right.

==> Click on 'HIER' under the heading 'Dokter van wacht'

==> Click on 'Zoek hier uw deelgemeente'.

==> Select your residence area and click

==> The telephone number of the physician on call during the weekends,  
weekdays or on public holidays will now appear.

==> The operating language is generally Dutch. Some physicians might be able to  
communicate in other additional languages.

For the Brussels area please contact the following services: [www.sosmedecins.be](http://www.sosmedecins.be) or  
[www.medi-garde.be](http://www.medi-garde.be) or contact immediately:

- Médi-garde on the following number: +32 (0)2 479 18 18. This number is available 24 hours a day, 7 days a week. When calling, inform whether you are able to go to the surgery or if a home visit is required. The operating language is generally French.

- SOS Medecins on the following number: +32 (0)2 513 02 02. This number is available 24 hours a day, 7 days a week. When calling, inform whether you are able to go to the surgery or if a home visit is required. The operating language is generally French.

For the Walloon area please visit [www.cercles.be](http://www.cercles.be). This organization provides on-call physicians for the larger part of Wallonia.

==> Search for [www.cercles.be](http://www.cercles.be)

==> Select your residence area on the right top of the page and click

==> Click on 'garde' on the page appearing next

==> The telephone number and/or name of the on-call physician will now appear.

The operating language is generally French. The doctors could possibly communicate in other additional languages.

If more specialized care is required, the general practitioner might refer the patient to a specialist or to the hospital for a consultation or admission.

After care provision, the costs related to the care must be paid to the care provider, either in cash or after receipt of the bill. The care provider will present a certificate mentioning the specific care provided to the patient and the related costs. You can submit this certificate to your medical insurance in your country or to the travel insurance concluded for your visit to Belgium.

### **2.2.2. Hospitals.**

Hospitals are found in most cities. During day hours a specialist can be consulted. Some are available for urgent medical assistance 24 hours a day.

After care provision, the costs related to the care must be paid to the care provider, either in cash or after receipt of the bill. The care provider will present a certificate mentioning the specific care provided to the patient and the related costs. You can submit this certificate to your medical insurance in your country or to the travel insurance concluded for your visit to Belgium.

### **2.2.3. Emergency medical assistance – 112**

In the event of a serious accident or if your general health condition deteriorates at once, you can turn to the help centre 112. By dialing number 112 an ambulance can be called. The ambulance staff will provide the first medical care if necessary on the emergency site.

After first aid provision, the ambulance will transfer the patient to the nearest hospital, which is officially recognized as 'specialized emergency care'.

The hospital emergency care will provide the patient with the necessary care. The physician may decide on hospital admission for one or more days. He/she can request other specialized care providers to offer advice, examinations and/or treatments.

After care provision the patient must settle the hospital bill or the costs related to the care, either in cash or after receipt of a bill. The care providers and/or the hospital will present a certificate mentioning the specific care and the related costs. You can submit this certificate to your medical insurance in your country or to the travel insurance concluded for your visit to Belgium.

## **2.2. You are located on one of the sports venues of the Special Olympics Antwerp 2014.**

### **2.1.1. You need urgent medical care.**

If you are on one of the sports venues where the SOESG Antwerp 2014 take place and urgent medical care is required, please sign in to the on site aid station. The aid station is indicated by a white flag with a red cross. Staff members of the 'Rode Kruis Vlaanderen' will be available at these aid stations. There is also a physician as well as a MUG (Mobile Emergency Group) team, which is composed of a nurse and a physician who specialize in emergency medicine.

You can turn to this aid station. Bystanders might notice your need for medical care and can get help from the staff members or have you transferred to the aid station.

You will receive first aid on the spot. The available physician may decide on whether or not to resume your activities. If your condition requires additional care, he can decide to have you transferred to hospital. If you are on or near the sports venues in Antwerp, you will be transferred to the ZNA Middelheim Ziekenhuis, Lindendreef 1, in 2020 Antwerp (Belgium). If you are on or near the sports venues of Lommel and Mol, you will be transferred to the Heilig Hart Ziekenhuis, Gasthuisstraat 1, in 2400 Mol (Belgium).

At all times during care provision in the aid station or during the ambulance transfer, and during hospital admission, the patient is entitled to an attendant. A family member or a

person of trust is allowed to accompany the patient. It is in the patient's advantage if the attendant speaks either Dutch, English or French.

**2.1.2. Financial settlement.**

In the event of care provision on the sports venues, the related costs must be paid, either in cash or after receipt of a bill. The care providers will present a certificate mentioning the specific care and the related costs. You can submit this certificate to your medical insurance in your country or to the travel insurance concluded for your visit to Belgium.

In the event of care provision in the hospital, the related costs must be paid as well, either in cash or after receipt of a bill. The care providers will present a certificate mentioning the specific care and the related costs. You can submit this certificate to your medical insurance in your country or to the travel insurance concluded for your visit to Belgium.

A certificate can only be obtained for medical care provided by a Belgian physician. The Belgian physician identifies him(herself) through his/her 'Riziv-number' on the document. Name and surname as well as the 'Riziv-number' must be clearly mentioned.

**2.3. You are at any place in Belgium**

Various systems for medical help can be called upon regardless where you are in Belgium, please contact the on-call physician, hospitals or emergency medical care via telephone number 112. How to get access to these services has been mentioned earlier.

**3. Conclusion.**

Medical care is permanently accessible in Belgium regardless of where you are. It is customary in Belgium to consult a general practitioner first.

If necessary the physician will refer the patient to a specialist or specialized services in a hospital.

In the event of high emergency situations the help centre is available on number 112, within a few minutes an ambulance will transfer the patient to the nearest hospital, recognized by the help centre 112.

In any case, the expenses related to the care must be paid to the care provider after receiving care, either in cash or after receipt of a bill. The care providers will present a certificate mentioning the specific care and the related costs. You can submit this certificate to your medical insurance in your country or to the travel insurance concluded for your visit to Belgium.

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**Urgent Medical assistance to Belgian residents who do not hold an accreditation card and take part in an activity at the Special Olympics European Summer Games Antwerp 2014.**

## 1. General.

The 'Special Olympics European Summer Games Antwerp 2014 – SOESG Antwerp 2014 – will take place from 9 to 20 September in Antwerp (Belgium). More than 2000 athletes and 1000 coaches from over 50 European and/or Asian countries will take part. All participants and their official coaches will receive an accreditation number from the SOESG Antwerp 2014 organization. Special arrangements have been made with regard to emergency medical care for participants and coaches holding an accreditation card.

Next to the participants there will also be a considerable number of Belgian visitors to support and encourage the athletes. These visitors do not hold an accreditation number.

This procedure was set up for the latter: Belgian visitors who do not hold an accreditation number. Please read the procedure carefully if you belong to this category of visitors.

For these visitors, the SOESG Antwerp 2014 organization has no special procedure with regard to medical care assistance. The visitors must turn to the regular circuit of medical care in Belgium.

Belgian visitors who are not in the possession of an accreditation card are not admitted to the 'Host town program', which is organized from 9 to 13 September for the accredited foreign athletes and their official coaches.

Non-accredited visitors, either Belgian or foreign are not admitted to the athletes' village in Mol.

Should you be convinced of suffering medical damage caused by the SOESG Antwerp 2014 organization, please request a 'Aangifteformulier medische en niet-medische schade' at one of the aid stations. After completing the form, please direct it to the insurance company 'De Europese', Tweekerkenstraat 14 in 1000 Brussels. The insurance company will contact you to further settle the claim.

## **2. Need for medical support?**

Belgium has a well-organized system for emergency medical assistance, regardless of where you reside.

### **2.1. You are located on one of the sports venues of the Special Olympics Antwerp 2014.**

#### **2.1.1. You need urgent medical care.**

If you are on one of the sports venues where the SOESG Antwerp 2014 take place and urgent medical care is required, please sign in to the on site aid station. The aid station is indicated by a white flag with a red cross. Staff members of the 'Rode Kruis Vlaanderen' will be available at these aid stations. There is also a physician as well as a MUG (Mobile Emergency Group) team, which is composed of a nurse and a physician who specialize in emergency medicine.

You can turn to this aid station. Bystanders might notice your need for medical care and can get help from the staff members or have you transferred to the aid station.

You will receive first aid on the spot. The available physician may decide on whether or not to resume your activities. If your condition requires additional care, he can decide to have you transferred to hospital. If you are on or near the sports venues in Antwerp, you will be transferred to the ZNA Middelheim Ziekenhuis, Lindendreef 1, in 2020 Antwerp (Belgium). If you are on or near the sports venues of Lommel and Mol, you will be transferred to the Heilig Hart Ziekenhuis, Gasthuisstraat 1, in 2400 Mol (Belgium).

At all times during care provision in the aid station or during the ambulance transfer, and during hospital admission, the patient is entitled to an attendant. A family member or a person of trust is allowed to accompany the patient.

#### **2.1.2. Financial settlement.**

Care providers on the sports venues will provide the necessary care. The related costs must be paid for, unless the care provision was restricted to the intervention of the staff members of the 'Rode Kruis Vlaanderen'. The care providers will present a certificate mentioning the specific care and the related costs. You can submit this certificate to the National Health Service, this way a large part of your expenses will be recovered. The non-refundable part might be reimbursed if you have an additional medical insurance.

In the event of care provision in the hospital, the related costs must be paid as well. The care providers will present the bill and a certificate mentioning the specific care and the related costs. You can submit this certificate to the National Health Service. The non-refundable part might be reimbursed if you have an additional medical insurance.

### 3. Conclusion.

If you need medical care during your presence on one of the competition venues where the SOESG Antwerp 2014 take place, first aid will be provided on site by the available medical aid workers.

The regular Belgian procedures with regard to urgent medical care will be applied. Related costs must be paid for by the care receiver. Refunds can be obtained via the National Health Service and additional individual medical insurance.

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