

## What is the Ombudsman's role?

1. Helping the parties to communicate and to find an amicable solution that is satisfactory to both parties
2. If there is no solution, informing me about other existing possibilities
3. Making recommendations to avoid my problem occurring for other patients



Discover the brochure from the Federal Public Service (FPS) Public Health to learn more about your rights.

## How to contact the Ombudsman?

**Hôpitaux de La Louvière**  
Site Jolimont, Lobbes,  
Nivelles et Tubize

**Hôpitaux de Mons**  
Site Constantinople  
et Warquignies

**Hôpital de Mons**  
Site Kennedy

@ jolimont.mediateur@helora.be

@ mons.mediateur@helora.be

@ mediation@helora.be

Service de Médiation

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✉ Rue Ferrer, 159  
7100 Haine-Saint-Paul

✉ Rue du Gouvernement, 68  
7000 Mons

✉ Boulevard Kennedy 2  
7000 Mons

📞 064 23 40 27  
from 8:30 am to 5:00 pm

📞 065 35 93 67  
from 8:30 am to 4:00 pm  
(except Wednesdays)

📞 065 41 30 40  
from 9:00 am to 4:30 pm

### BY APPOINTMENT ONLY (VALID FOR ALL HOSPITALS)

💬 The mediator will only handle complaints with the patient concerned or with his representative/agent.

## More information

**www.patientsrights.be** : FPS Public Health brochure

**www.helora.be**

- Internal rules of the mediation service
- Document to name a trusted person or a representative
- Medical file copy form

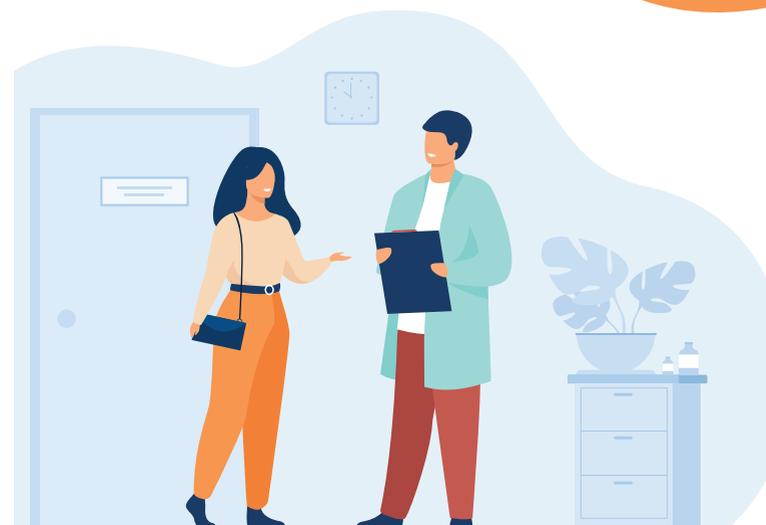
*These documents are also available in paper version at the reception*



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# Rights and duties of the patient

## OUR MUTUAL RESPONSIBILITIES

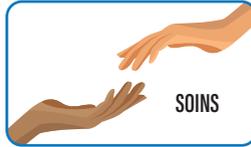


**HELORA**  
CENTRES HOSPITALIERS UNIVERSITAIRES

**AMIS** asbl  
Association des Médiateurs  
en Institutions de Soins

# What are my rights?

1 I benefit from quality care



- without discrimination  
- respect for dignity  
- relief from physical and psychological pain

2 I can choose freely the care provider



- depending on the availability

3 I am informed about my health condition



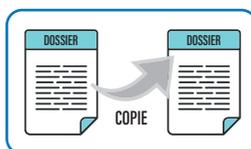
- clear language and understanding  
- diagnosis  
- probable evolution

4 I am informed about my treatment and I consent to it



- benefits/risks  
- alternatives  
- financial implication (quote or estimate)

5 I can expect an up-to-date file and have access to it



- consultation  
- copy

6 I am guaranteed protection of my privacy



7 I can submit a complaint to the mediation service of the hospital



# What are my responsibilities and those of my relatives?

- ✓ We show respect to the workers
- ✓ We demonstrate behaviour free of physical, psychological or verbal violence
- ✓ We respect visiting hours
- ✓ We respect the property of the institution as well as the regulations in effect
- ✓ We do not take or publish any images (photos, videos) of the practitioners without their permission



Failure to comply with the regulations in force may lead to sanctions

✓ I ask questions to fully understand my situation



- ✓ I am a participant in my treatment
- ✓ I respect the actions proposed for my safety and the safety of others
- ✓ I appoint a **trusted person** and a **proxy**

**Trusted person :**  
who can help me get information about my health status, consult my file or file a complaint.

**Proxy :**  
to represent me in the event that I am no longer able to exercise my rights as a patient myself (coma, ...).

How can I designate a trusted person or an authorized representative?



# Is one of my rights not respected?

IF I am not content with the answer

IF My problem is still not solved

1

I talk about it to the caregivers

2

I request to meet a manager of the service

3

I contact the ombudsman  
- neutral, independent and free  
- duty of professional secrecy

