

# Patient transport

If you have been involved in an accident and you need to be taken into hospital, you or someone else needs to call for an ambulance by dialing 112. This is referred to as an urgent call-out. You can also call on patient transport services if you have an appointment to be seen by the doctor at the hospital. These are not urgent call-outs. They are covered under different arrangements. Here is a summary.

## Urgent patient transport

### CALL-OUTS: DIAL 112

If you quickly need an ambulance, dial 112. In all cases, dialing 112 means your call is treated as an urgent call-out.

### AMBULANCE

In the event of an urgent call-out, an ambulance will take you into hospital.

### INVOICE: fixed amount

Everybody pays the same amount for an urgent ambulance call-out after you have called in assistance from the 112 service, regardless of the distance to the hospital. Even if the ambulance attends on-site but does not take you into hospital, you will be required to pay this amount.

It's prohibited to charge additional costs above 70,92 euro (amount in 2024).

### HELICOPTER

In emergency situations, the 112 service may call in a helicopter. If a helicopter is called in from Bruges or Liège, the amount billed is 69,71 euro per flight for the first 10 km. From the eleventh kilometer, you pay 6,96 euro per extra kilometer. From the twenty-first kilometer, this price goes down to 5,32 euro. For the use of an automatic external defibrillator, you may be charged 66,16 euro.

Hand in the invoice to your mutual health benefit society. The benefit paid out by the state health insurance is 50%. If you have a hospitalisation insurance policy, please check with the insurance company to find out if they pay out any further benefits.

## Non urgent patient transport

### CALL-OUTS: BEL 078 15 95 95

If you have an appointment to be seen by a specialist at the hospital and you are unable to get there by yourself, or you are not allowed to drive your car when you have just been discharged from hospital after you have had treatment, as a CM member, you can call on the Patient Transport service by dialling 078 15 95 95 or by visiting <https://mutas.be/lisa/public/nl>. We recommend doing so once you have a date for your appointment. Do not leave it too long.

## AMBULANCE OR TAXI

The type of transport may differ depending on your level of mobility and be either recumbent (= *lying*) (ambulance) or seated (taxi). If you are in a wheelchair, appropriate transport can also be arranged. You will be asked to state the kind of transport you need and in all cases the most affordable option for you will be sought.

## INVOICE VARIATION

The amount you are required to pay out of your own pocket varies depending on the kind of patient transport you require and the reason why you are requesting these transport services. The prices shown in the table below apply to CM members who request transport to an approved hospital. The rates specified are single journey rates.(01-01-2024)

	To or from an approved hospital	Admission-discharge Consultation	Transport for kidney dialysis	Transport for oncology
Recumbent transport	Persons insured under the regular state health insurance regime	€ 51	€ 12,40	€ 20,40
	People on ER ( <i>enhanced reimbursement status</i> )	€ 51	€ 6,20	€ 10,20
Wheelchair transport	Persons insured under the regular state health insurance regime	€ 30,60	€ 6,20	€ 10,20
	People on ER ( <i>enhanced reimbursement status</i> )	€ 30,60	€ 3,10	€ 5,10
Seated transport	Persons insured under the regular state health insurance regime	€ 20,40	€ 6,20	€ 10,20
	People on ER ( <i>enhanced reimbursement status</i> )	€ 20,40	€ 3,10	€ 5,10

## GOOD TO KNOW

### DISCHARGE

If you need to be taken home using patient transport services once you have been discharged from hospital, please get in touch by dialing 078 15 95 95 or by using the online request form at [www.mutas.be/lisa/nl/home](http://www.mutas.be/lisa/nl/home) If you are unable to do so yourself, please speak to the nursing staff.

## CONSULTATIONS OUTSIDE OF HOSPITAL

Different rates apply for consultations at the private practice of specialists. In those cases, the price is determined based on the number of kilometers travelled. When dialing the number specified to apply for patient transport services in these cases, the most affordable option for you will be sought.

### CM-Mobiel

CM-Mobiel arranges volunteer patient transport services for CM members who have mobility problems. These transport services are provided depending on the availability of the volunteers. These volunteers are on hand to take you in for **medical treatments** (e.g. appointments with your GP/family doctor, dentist, physiotherapist, consultations at the hospital, rehabilitation center) or for social transport (e.g. doing grocery-shopping, going to the hairdresser).

How to apply:

- Must be requested at least 4 working days in advance.
- You must be able to get in and out of the care by yourself with minimal assistance.
- A folding wheelchair or a walker may be taken along provided it fits into the volunteer's car.
- You are no longer able to travel by yourself by car or using public transport due to a physical and/or mental health impediment.
- Minors:
  - Must be escorted by an attendant;
  - The parents are to provide a child car seat / child booster where this is legally required.

Our volunteers:

- Are discreet, motivated and trained.
- Will safely take you from your point of departure to your destination using their own car.
- Will provide appropriate assistance in helping you to get in and out of the car.
- Will escort you from the door to the car and vice versa.
- Cannot be expected/are not supposed to act as your attendant at your appointment.
- Will take the most logical route.
- Are insured.

The cost is:

- 0,55 euro per kilometre travelled from the volunteer's home address. (01-07-2024)
- For each ride, there is a 1,50 euro administrative fee.
- A 3 euro wait/stand-by fee, if the volunteer is required to wait on-site for you for more than 1 hour.
- In the event of late cancellation (less than 24 hours), there is a 1,50 euro cancellation fee plus the price of the kilometres travelled if the service was unable to notify the volunteer in time.

### Further information

- Your local CM branch
- De Zorglijn (*The Care Line*) – [www.cm.be/zorglijn](http://www.cm.be/zorglijn)
  - Tel.: 02 204 32 34
    - Monday to Thursday: 8.30 tot 12 o'clock and 13 to 17 o'clock
    - Friday: 8.30 tot 12 o'clock and 13 to 16 o'clock
  - E-mail: [zorglijn@cm.be](mailto:zorglijn@cm.be)
- CM- Web - [www.cm.be/ziekenvervoer](http://www.cm.be/ziekenvervoer)

*'Aan deze publicatie kunnen geen rechten worden ontleend. Zij is louter indicatief bedoeld'.*  
Uitgifte: Juni 2024 – translated may 2022 – EN – Ziekenvervoer