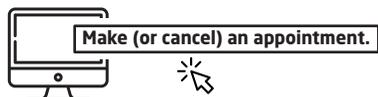


How do I cancel an appointment?

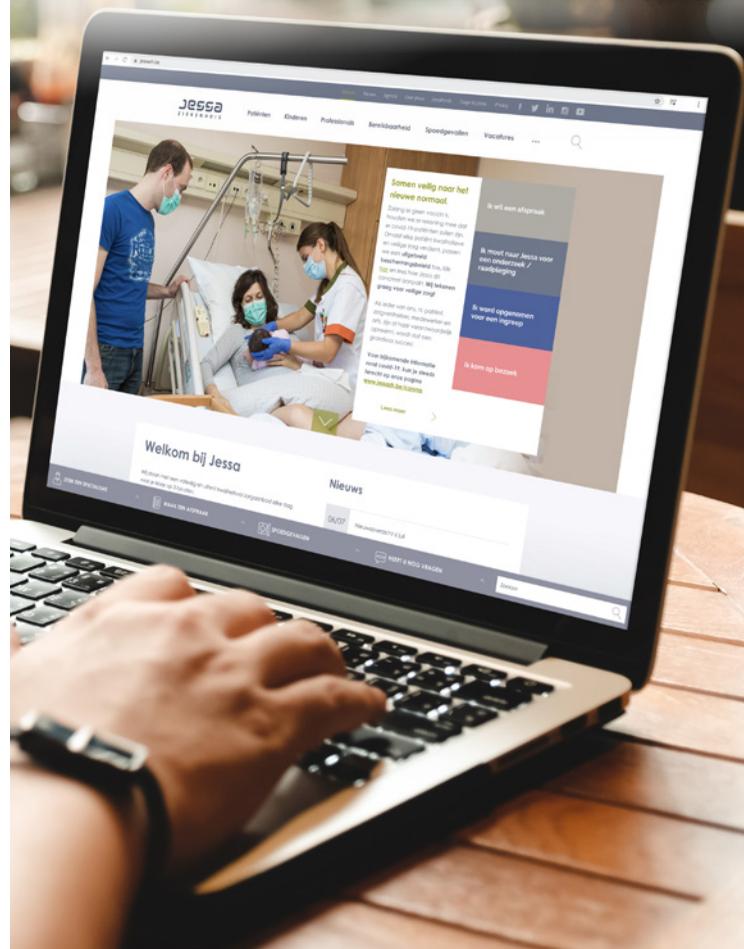
1. Go to the Jessa Hospital website www.jessazh.be and click on 'I am visiting the hospital'.
Then click on 'Then click on 'Make (or cancel) an appointment'.



2. Select 'Cancel appointment' in the menu.
3. Enter your appointment details.
The appointment code is shown above the QR code on your appointment confirmation (or in your appointment confirmation text message). Click on 'Cancel'. A pop-up window will appear showing the date and time of the appointment you wish to cancel. Please confirm your cancellation. (You will not receive an e-mail or text message confirming this cancellation.)



HOW DO I BOOK AN APPOINTMENT TO VISIT A PATIENT?



1. Go to the Jessa Hospital website www.jessazh.be and click on 'I am visiting the hospital'. Then click on 'Make (or cancel) an appointment'.



2. You will now be transferred to the online platform to book an appointment. Select 'Make a new appointment'



3. Enter your **visitor's code** and click on search. Your 5-digit visitor code is unique for the patient you wish to visit. The patient receives this code from the nurse when he or she is admitted and can pass it on to those who are allowed to visit. If the patient is unable to provide this code, you can request the code from the nurses at the patient's ward.



4. On the next screen, enter your **own details**. If you do not have an email address, only enter your mobile number.

5. Select the **desired date** (you may book up to 14 days in advance). Once you have selected the date, the available times will be displayed. Select the **desired time** and click on 'choose'.



You can book up to 14 days in advance.

6. Your **appointment confirmation** will appear on the screen. You will also receive an e-mail with the appointment confirmation and a declaration on your word of honour that you need to complete. Print both documents or show your appointment confirmation on your smartphone when you arrive for your visit. If you do not have an e-mail address, you will receive a text message with the appointment code. Remember to make a new appointment for each visit and to bring the completed declaration on your word of honour.



Print:
- Appointment confirmation
- Declaration on your word of honour

Fold