



The Netherlands

You are being sent by your physician or medical specialist for a medical treatment or examination to the Netherlands. This could be a major event. It is important that you are well informed when you depart. For this reason, the ZVK asks you to read this folder thoroughly. If you still have any questions after reading, we will be happy to discuss them with you. In this folder, we explain the course of your medical referral, who will be involved and with whom you can take up contact.

Contact person

The ZVK has a permanent staff member in the Netherlands: Ellen Cornelissen. She arranges matters such as guarantee statements for treatments, your accommodations and your transport in the Netherlands and acts as a contact for the ZVK. She is also involved in the further organisation of your treatment. It is important that you contact your as soon as possible after your arrival. You can also contact her if you have questions about medical aspects of your referral.

Your trip

You will fly to the Netherlands in Economy class. You can also check in via internet. Your ticket will inform you as to how many hours prior to departure you must be at the airport. The flight takes about 10 hours from Bonaire or Sint Maarten, depending on whether or not you must transfer. The meals on board are included. You always arrive in the Netherlands a day later.

What should you take to the Netherlands?

The Netherlands has a different climate than the islands. Depending on the season, the differences in temperature can be great. Take along clothing that is suitable for lower temperatures and rain.

Arrival in the Netherlands

Schiphol is a large airport with long distances. Pay attention to the signposting to the baggage claims. If you need a wheelchair, it will be ready for you when you exit the aeroplane.

Your taxi driver will be waiting for you at the coffee shop Starbucks, on your right hand in arrivals hall 4. You will recognise him by the name board with your name on it. The driver will keep an eye on any changes in arrival time or arrival hall. In the event that the driver is not at Starbucks, you can find the contact details of the taxi company at the bottom of this information folder. The driver will bring you to your accommodations. If you are staying with family or friends at a location other than where your treatment will occur, the ZVK has made arrangements with you for transport.

Report to the ZVK staff member in the Netherlands

You should contact the ZVK within 24 hours after your arrival in the Netherlands. Provide them with the telephone number and e-mail address at which you can be reached. The contact information can be found at the bottom of this information folder.

Transport

The transport to and from your medical appointments are paid for and arranged by the ZVK. This is why it is very important that you let the ZVK know when you have appointments in the context of your medical referral. You can inform the ZVK in the Netherlands about these appointments by mail or by telephone.

Accommodations

If you are being treated in Amsterdam, you will stay at the guest lodgings of the VUmc. You can find information about these lodgings on the website: <https://www.vumc.nl/afdelingen/gastenverblijf/>. In other cities in the Netherlands, the ZVK will book a hotel for you. The stay is based on lodgings. If you do not wish to make any use of this, you (and any

companion) will receive a accommodation allowance. You can arrange for your own accommodation with, for example, family with this allowance. In the VUmc guest lodgings and in a hotel, your companion stays in the same room. If you wish to have a room with separate beds, you can inform the ZVK.

Reimbursements

The ZVK will deposit the daily reimbursement payments for you and your companion, if any, for the first week into your bank account before your departure. You will receive the daily reimbursement payments for the days that you are not admitted to hospital or a clinic. You will receive daily reimbursement payments for the day of admittance and the day of discharge as well. Your companion will receive the daily reimbursement payments for all of the days of the medical referral. If your medical referral lasts longer than one week, the reimbursement will be deposited into the bank account that is known to the ZVK weekly in advance. If you receive too much reimbursement, then this will be settled with the next deposit. Make sure that your bank card has world coverage so that you can withdraw cash with your bank card in the Netherlands! If you withdraw cash from an ATM, you pay transaction costs. The amount of these costs differ per bank. We recommend that you pay with your bank card at the cash register as much as possible and not continually withdraw small amounts from an ATM.

The duration of your medical referral:

Your attending physician in the Netherlands, together with the physician who has referred you to the Netherlands, shall determine how long your medical referral will last. If no appointments are scheduled for a longer period, your referral may be interrupted on the basis of an indication by your physician.

Contact details

ZVK Bonaire
Kaya Grandi 91
Tel: +599 715 8899

ZVK Nederland
Tel: +31 6 3074 8977
ellen.cornelissen@zorgverzekeringskantoor.nl

Taxi companies

If you are staying in Amsterdam: Taxi Marjot: Tel. +31 (0)6-45666329
If you are staying in Rotterdam: Taxi Tielman: Tel.: +31 (0)6-23030990

VUmc Guest House
+31 20 444 0555
gastenverblijf.info@vumc.nl