
General terms & conditions and information

Medisch Centrum Kinderwens

Dear client,

Soon, you'll start a course of treatment at the MCK Fertility Center. By way of this information brochure, we would like to inform you of several topics that will be important during your treatment:

- General consumer conditions ZKN
- Additional terms and conditions MCK
- General information
- Information regarding your treatment
- Accessibility
- Complications outside office hours
- Costs and reimbursement
- Privacy policy
- Complaints

If you find that you still have questions after reading this information brochure, please don't hesitate to contact us, either by phone (071-5812300) or e-mail (info@mckinderwens.nl).

Kind regards,

The MCK Fertility Center team

General Consumer Conditions ZKN

The MCK Fertility Center is a part of an association of medical centers known as Zelfstandige Klinieken Nederland (Independent Specialized Medical Centers in the Netherlands), usually referred to as ZKN. This means that we adhere to ZKN's General Consumer Conditions, a copy of which is provided with this information brochure.

More information regarding ZKN can be found on their website: www.zkn.nl.

Additional Terms and Conditions MCK Fertility Center

In addition to ZKN's conditions, the MCK Fertility Center has adopted additional terms and conditions specific to our medical facility.

You agree to adhere to the below-mentioned terms and conditions by scheduling an appointment with us.

Notification of ending relationship

If your relationship status changes during your treatment at the MCK Fertility Center, it is your own responsibility to notify us of this change. This also applies if you are no longer under treatment at our facility, but do have materials (donor sperm, ova, embryo, et cetera) in storage at our facility.

Notification of moving

If your place of residence changes during your treatment at the MCK Fertility Center, it is your own responsibility to notify us of this change. This also applies if you are no longer under treatment at our facility, but do have materials (donor sperm, ova, embryo, et cetera) in storage at our facility.

Medical Insurance

The MCK Fertility Center is involved in contracts with almost every medical insurance provider. If there is such a contract between the MCK and your insurance provider, the bill for your treatment will be sent directly to your insurance provider.

It is important to realize that your insurance provider **will not** reimburse examinations and treatments taking place after your 43rd birthday. In exceptional situations, treatments may be reimbursed until your 45th birthday.

Currently, dozens of insurance policies exist, each with different details on whether they do or do not cover the costs associated with the services we provide. It is your own responsibility to check whether your insurance provider will reimburse (part of) your treatment costs. Are you unsure whether your insurance policy covers a certain treatment? Please contact your insurance provider and ask for a written confirmation (e.g. by email).

Clients who are insured by an insurance company that does not have a predetermined contract with the MCK will pay our standard rate. We will provide a bill which you can then submit to your insurance provider. It is your own responsibility to pay this bill.

Please do keep in mind that not your entire payment will be reimbursed by your insurance provider. This is unrelated to your deductible, which you may still need to pay regardless of any reimbursement.

Every year, you have the opportunity to transfer to an insurance provider of your choice. It is your own responsibility to check which insurance company is best for your current situation. We will publish an overview of all insurance companies we've entered into a contract with, as well as any insurance companies we will not enter into such an agreement with, on our website as soon as possible. If you decide to transfer, you'll have to terminate your current insurance policy no later than December 31st and pick a new policy no later than January 31st of the new year.

One treating nurse or physician

We strive to, as much as possible, have our clients see the same treating nurse or physician during their intake and every other consultation. However, since the schedule of our examinations and treatments are dependent on our clients' menstrual cycles, this is not always possible.

If you truly only want a consultation with your usual treating nurse or physician, that is usually possible, but your appointment may be at an unsatisfactory time.

If an appointment must take place at a certain point during your menstrual cycle, we cannot guarantee the availability of your regular treating nurse or physician.

Choice of physicians at the MCK Fertility Center

Clients may exhibit a preference for either a male or female treating nurse or physician, or a preference to be treated (or not treated) by a certain physician. This preference can stem from personal reasons, previous experiences, personal traumas or religious reasons.

The MCK Fertility Center can only facilitate this preference if you voice it in a timely manner (when scheduling an appointment). In emergency situations or weekends, there are fewer or no choices between available physicians.

For more information, we refer you to the KNMG (Royal Dutch Association of Medicine)'s guidelines:

<https://www.knmg.nl/advies-richtlijnen/dossiers/vrije-artsenkeuze-mv.htm>

Reacting to inquiries

We receive a lot of inquiries from clients by email. Our aim is to reply to questions in a timely manner, but this is only possible if your question is a single, simple question that can be answered immediately. If you have several (medical) inquiries, or complex questions, it will not be possible for us to reply to these by email. Our administrative office is slowed down considerably also by email 'threads' (emails to and fro, containing new questions every time). If you have several or complex questions, we will ask you to schedule a consultation (to be conducted either in person or over the phone).

In accordance with the General Data Protection Regulation, all our email correspondence will make use of ZIVVER. All emails sent by the MCK Fertility Center are encrypted using ZIVVER. This is a free service, and we expect our clients to use this service to encrypt any emails they send us, too.

General information

The examination and treatment of an unfulfilled desire to have children is often seen as strenuous for the people involved. We offer several services focusing on providing the best possible treatment and care, combined with true attention for your personal circumstances. For example, you will (as much as possible) be treated by the same nurse and/or physician throughout your treatment at our fertility center. This is just one of the ways in which we try to alleviate the stress involved in any treatment; your situation, and your perception of it, come first. Together with you, a possible partner and perhaps a donor we'll try to find a solution suiting your needs.

If at any point during your time with us, you find that you need our help with any questions, decisions or problems, you can schedule an appointment with one of our fertility counselors.

Identification for every visit

Please bring a valid identification document to every appointment at our Fertility Center. We are legally obliged to ask for a valid identification document during each visit. For your own sake, please be sure to bring your ID every time. The appointment will not be able to take place if you do not bring your ID. We do offer the possibility of taking a picture of you (after you have proved your identity during your first visit) and using this picture to confirm your identity during subsequent appointments. This is a completely voluntary procedure, and you can revoke your permission for us to use this picture at any time, and without supplying a reason.

Letter of referral

Please bring a letter of referral to your first appointment. A referral from your GP or gynecologist is necessary to have your insurance provider cover the cost of your treatment. Without a referral, we will have to bill you personally. If you do decide to schedule a consultation without a letter of referral, you accept the financial consequences. A referral submitted after the consultation appointment will result in you having to pay the costs associated with the appointment if the date on that letter of referral is later than the date the appointment took place.

Information regarding your treatment

Depending on the type of treatment you'll receive at our Fertility Center, you'll (at a later stage) receive information regarding:

1. The intended results and (potential) consequences of your treatment.
2. More specific information as well as possible instructions prior to your treatment.
3. Guidance, accommodations and transport on the day of your treatment.

Our goal is to not have a waiting list at all, which is why we're open 365 days of the year. Despite this, outside factors may prevent us from starting your treatment on the intended date.

Accessibility

Our Fertility Center is located at the Simon Smitweg number 16 in Leiderdorp, opposite the back entrance of the Alrijne Hospital (in line with the home furnishing center, in between home care shop ActiVite and Olympus).

You can park in our parking lot for free, and then you can sign in at our administrative office.

For current information on reaching us through public transport, please check 9292.nl.



Complications outside office hours

For any medical complaints, you can call us at 071-5812300 during office hours (Mondays to Fridays: 8am to 12pm and 1pm to 3.30pm. Sat/Sundays: 10am to 1pm).

Outside office hours, you can call our phone number on duty: 06-25257420. A nurse will answer the phone and provide further assistance.

Costs and reimbursement

Basic insurance policy

The treatments offered at the MCK Fertility Center will usually be covered by the basic insurance policy (if there is a medical indication for you to undergo one of these treatments). It is your own responsibility to check with your insurance provider which conditions apply for this reimbursement, and how much of the cost may still fall to you. This depends on (among other factors) the type of insurance policy you have, whether your insurance provider has entered into a contract with the MCK Fertility Center, and how much of your mandatory deductible is still unused

Subsidy arrangement IUI-D

As of 4/1/2020, IUI-D will be reimbursed from a subsidy arrangement for single women and lesbian couples (women without a male partner), without a medical cause for infertility.

This subsidy includes a personal contribution equal to half of the deductible for the basic insurance. This is a one-time personal contribution, even if the treatments fall in more than one calendar year.

Uninsured care

Treatments that are not covered by basic insurance

When undergoing a fourth or higher attempt to do an IVF or ICSI treatment, you'll have to pay our standard rate (a price list can be found on our website). You will receive a bill, which you can pay with cash or PIN/credit card when starting your treatment.

Some insurance providers do reimburse a fourth and fifth IVF/ICSI attempt if you buy their supplementary insurance package. If this is the case for you, we request that you ask your insurance provider for an authorization (including an authorization code) and send it to us.

Foreign clients

Foreign clients pay our standard rate. You will receive a bill, which you can pay with cash or PIN/credit card when starting your treatment.

Costs associated with donated sperm, donated ova and donated embryos

The costs associated with donor-sperm, -ova or -embryos are not covered by basic insurance. You will receive a bill which you will have to pay yourself – it cannot be declared to your insurance provider for reimbursement.

Costs associated with the storage of sperm, ova and embryos

The costs associated with the storage of sperm, ova and embryos are not covered by basic insurance. You will receive a bill which you will have to pay yourself – it cannot be declared to your insurance provider for reimbursement.

Ova donation by a personal donor

The costs associated with the treatment of a personal ova donor (including the necessary prescription medications) are not covered by basic insurance. You will receive a bill which you will have to pay yourself – it cannot be declared to your insurance provider for reimbursement.

Sperm donation by a personal donor

The costs associated with the treatment of a personal sperm donor are not covered by basic insurance. You will receive a bill which you will have to pay yourself – it cannot be declared to your insurance provider for reimbursement.

For a complete overview of non-reimbursable services, please refer to our price list (<https://vivaneo-ivf.com/nl/fertiliteitskliniek-mck-leiderdorp/werkwijze-kosten/kosten/>). An English version is available.

Privacy policy

We do everything in our power to ensure that your information is kept safe and your privacy protected so that unauthorized persons cannot access your data. Your treating nurse or physician (and any other medical professionals involved in your treatment) have access to the data in your file that is necessary to provide an optimal treatment. All health professionals have a duty of confidentiality.

Your personal information is recorded in an “electronic patient file” in order to facilitate a high-quality treatment; we are required by law to do this. It contains the most important information regarding your health, as well as data and information regarding the examinations and treatments you have undergone. In addition to this, relevant information provided by your General Practitioner and/or obtained from (prior) examinations and treatments at other facilities will be stored in this file.

We also use information contained in your file to inform other medical professions both within and without the MCK Fertility Center (GP, referrer). If you have any objections to this and want us not to do so, you’ll have to submit an objection to this in writing.

You can find more information regarding exactly which personal data we process, what the goals of this processing are and which rights you have in our privacy policy. The most recent version is available on our website, under *General Information/ Process and Costs/Privacy*.

Sharing medical information with your partner

The MCK Fertility Center will not share information regarding your treatment with your partner, unless you provide written permission for us to do this. You can sign the form at our service desk. This permission can be revoked at will, and we will not notify your partner if you do.

If you have further questions regarding the MCK Fertility Center’s treatment of your privacy, you can email us at privacy@mckinderwens.nl.

Complaints

Although we do everything in our power to provide the best service we can, you may come across a situation that you experience in a negative manner. We implore you to discuss this with your treating nurse or physician before taking further steps, as this is the easiest, quickest way to resolve any issues. If you feel that your complaint requires further consideration even after this conversation, you can submit an official complaint by contacting our complaints officer:

Medisch Centrum Kinderwens
T.a.v. klachtenfunctionaris
Simon Smitweg 16
2353 GA Leiderdorp
Or by email: klachten@mckinderwens.nl