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# General terms, conditions and information

## Medisch Centrum Kinderwens

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Dear client,

Soon, you will start a course of treatment at Medisch Centrum Kinderwens (MCK). Throughout 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 do not hesitate to contact us, by phone 071-5812300 or e-mail [info\\_mckinderwens@tfp-fertility.com](mailto:info_mckinderwens@tfp-fertility.com).

Kind regards,

Team Medisch Centrum Kinderwens

## General Consumer Conditions ZKN

MCK 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](http://www.zkn.nl).

## Additional Terms and Conditions MCK

In addition to ZKN's conditions, MCK 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 MCK, it is your own responsibility to notify us of this change. This also applies if you are no longer under treatment at our clinic, but you do have materials in storage at our clinic.

### Notification of moving

If your place of residence changes during your treatment at MCK, it is your own responsibility to notify us of this change. This also applies if you are no longer under treatment at our clinic, but you do have materials in storage at our clinic.

### Health insurance

MCK is involved in contracts with almost every Dutch health insurance. If there is a contract between MCK and your health insurance, the bill for your treatment will be sent directly to your health insurance.

It is important to realize that your health insurance **will not** reimburse examinations and treatments taking place after your 43<sup>rd</sup> birthday. In exceptional situations, treatments may be reimbursed until your 45<sup>th</sup> 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 health insurance will reimburse (part of) your treatment costs. Are you unsure whether your health insurance covers a certain treatment? Please contact your health insurance and ask for a written confirmation (for example by email).

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

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

Every year, you have the opportunity to transfer to an health insurance 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 have 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 will have to terminate your current insurance policy no later than December 31<sup>st</sup> and pick a new policy no later than January 31<sup>st</sup> of the new year.

### One treating nurse or physician

We strive to, as much as possible, schedule your intake and consultations with the same physician. During treatments and examinations our team of physician is responsible. These appointments are depending of your menstrual cycle, this is the reason you will see different physician.

If you prefer a consultation with your physician, that is usually possible, but your appointment can not always be on a time or date that suits you.

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

### Choice of physicians at MCK

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

MCK can only facilitate this preference if you communicate this on time (when scheduling an appointment). In emergency situations or weekends, there are less 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 e-mail. 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 e-mail. E-mail conversations (e-mails that go back and forth multiple times with new questions) also causes delays in answering other e-mails. 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 e-mail correspondence will make use of SecuMailer. All e-mails sent by MCK are encrypted using SecuMailer.

## General information

The examination and treatment of an unfulfilled desire to have children is often perceived as straining for the people involved. We provide several services focusing on 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 physician throughout your treatment at our clinic. It is one of the examples of our special approach. Your situation, and your perception of it, are our priority. Together with you, your possible partner or perhaps your donor, we will try to find a solution suiting your needs.

If you need additional support during the process, it is possible to make an appointment with one of our social workers.

### Identification for every visit

Please bring a valid identification document to every appointment in our clinic. 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. We will not be able to proceed with the appointment, 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 general practitioner (GP) or gynecologist is necessary to have your health insurance company 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 will receive at our clinic, you will (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 clinic is located at the Simon Smitweg number 16 in Leiderdorp, facing the back entrance of the Alrijne Hospital (in line with the home furnishing center, in between home care shop Activite and Mobilae). You can park in our parking lot for free and then you can sign in at our secretariat. For current information on reaching us through public transport, please visit [www.ov9292.nl](http://www.ov9292.nl).



## Phone numbers in case of emergency

### Accessibility

You can reach us by phone from Monday until Friday between 8:00 AM until 12:00 PM and from 1:00 PM until 3:30 PM and on Saturdays from 10:00 AM until 1:00 PM. On Sundays and holidays we are reachable from 10:00 AM until 1:00 PM on 071-5812300.

### Accessibility outside office hours

You can reach one of our nurse between 5:00 PM and 8:00 AM on 06-25257420.

## Costs and reimbursement

### Basic health insurance

The treatments offered at MCK will usually be covered by the basic health insurance (if there is a medical indication for you to undergo one of these treatments). It is your own responsibility to check with your health insurance which conditions apply for this reimbursement and how much of the costs may still fall to you. This depends on (among other factors) the type of insurance policy you have, whether your health insurance has entered into a contract with MCK 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 your excess for the basic insurance. This is an 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 4<sup>th</sup> or higher attempt to do an IVF- or ICSI-treatment, you will 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 health insurances companies do reimburse a 4<sup>th</sup> and 5<sup>th</sup> IVF/ICSI attempt if you buy their supplementary insurance package. If this is the case for you, we request that you ask your health insurance 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 health insurance for reimbursement.

### Costs associated with the storage of sperm, ova and embryos

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

The costs associated with the storage of embryos are covered by basis insurance, if embryos have arisen as a result of an insured treatment. We will declare the costs to the health insurer. When the embryos have arisen as a result of an uninsured treatment you will receive a bill which you will have to pay yourself.

### 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 health insurance for reimbursement.

For a complete overview of non-reimbursable services, please refer to our price list (<https://tfp-fertility.com/en-nl/costs>). 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 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 GP 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 MCK (GP, referrer). If you have any objections to this and want us not to do so, you will 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

MCK 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 about how MCK handles your privacy, you can e-mail us at [privacy\\_mckinderwens@tfp-fertility.com](mailto:privacy_mckinderwens@tfp-fertility.com).

## Complaints

Although we do our best to provide you with the best possible service, you may experience a certain situation as negative. It is advisable to discuss this with your physician first. If the complaint is not resolved to your satisfaction after the discussion, you may file a complaint with our complaint officer:

T.a.v. klachtenfunctionaris

Simon Smitweg 16

2353 GA Leiderdorp

E-mail: [klachten\\_mckinderwens@tfp-fertility.com](mailto:klachten_mckinderwens@tfp-fertility.com)

## Unsatisfied with the complaint officer

If you are still dissatisfied after dealing with the complaint officer, you have several options:

1. If you gave a complaint against a medical practitioner, you can file a complaint with the disciplinary court.
2. If you can prove that your complaint indicates a structural abnormality at MCK, you can file a complaint with the Inspectie voor de Gezondheidszorg. A report must meet a number of conditions.
3. If it concerns property or personal injury, you can submit your complaint to the Geschillencommissie Zelfstandige Klinieken (Disputes Committee Independent Clinics).

## Disputes Committee

MCK is affiliated with the Disputes Committee of Independent Clinics. The Disputes Committee consists of three members and is completely independent and impartial. The Disputes Committee gives a binding advice or promotes a settlement between the client and MCK. This settlement can be up to a maximum amount of €25.000,- At the start of a dispute procedure, the client will owe a complaint fee (€52,50). He/she must also deposit any unpaid portion of the bill. For more information: [Geschillencommissie Zelfstandige Klinieken](#)