



Top quality care
for the international community

Haaglanden Medisch
Centrum (HMC)



↑ **HMC Antoniushove**

→ **HMC Bronovo**

← **HMC Westeinde**

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HMC Bronovo

- Weekday Hospital
- Open five days a week, from Monday to Friday
- Outpatient clinics
- HMC Bronovo will include all plannable, not particularly urgent care



HMC Antoniushove

- Top oncological care, together with Leiden University Medical Center, in the joint Leiden – The Hague University Cancer Centre (UKC)
- Outpatient clinics
- No later than 2024, the plannable care will be transferred from HMC Bronovo to HMC Antoniushove
- Part of the HMC Bronovo outpatient clinics will then also be transferred to HMC Antoniushove



- Centre for acute, complex and outpatient care
- Medical specialties such as traumatology (level 1 trauma centre), neurosurgery and neurovascular care are located here
- Care for mother and child
- One of the largest emergency departments in The Netherlands: open 24 hours a day, seven days a week



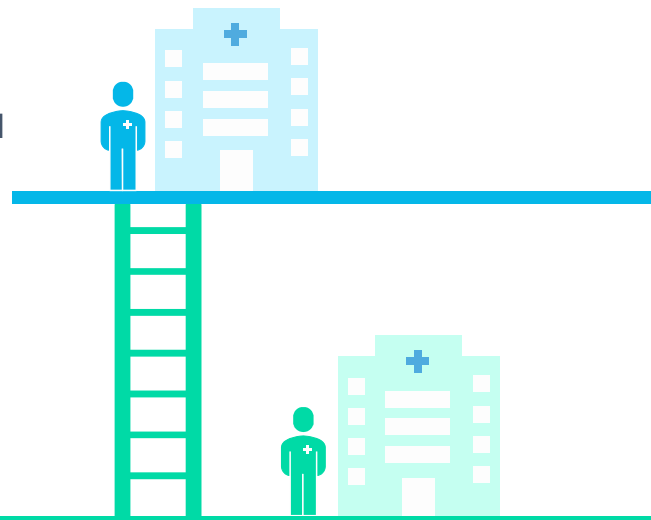
Gezondheidscentrum
Wassenaar

- Satellite outpatient clinic

The Dutch healthcare system

Third level

- Specialised laboratories
- Expertise centers of an academical (university) hospital

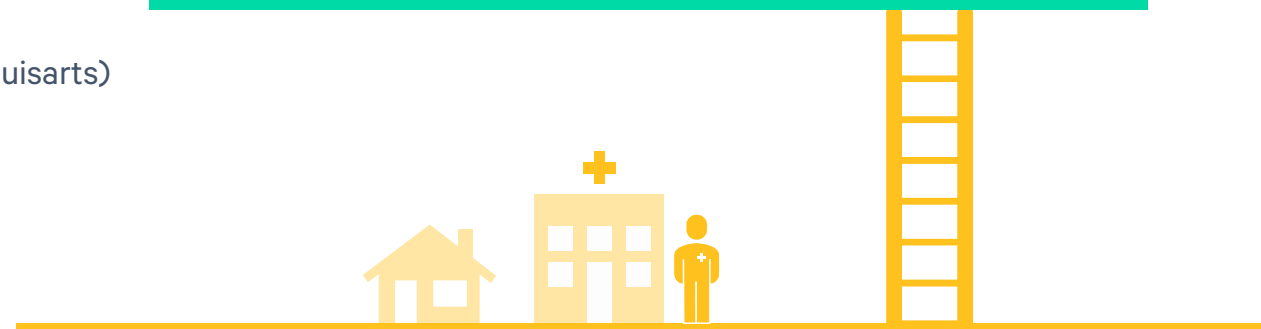


Second level:

- Medical specialist (hospital)
- Dietician
- Second line psychologist

First level:

- General practitioner (huisarts)
- Physiotherapy
- First line psychologist
- Dentist



The first level

- The general practitioner - central role in the healthcare system in The Netherlands
- The GP knows the medical history of the patient and will have the first consultation with the patient. The patient is registered to a GP
- The GP refers the patient, if necessary, to the appropriate medical specialist in the hospital. The GP also determines the urgency of the referral
- The advantage for the patient is that he/she will immediately be referred to the right medical specialist



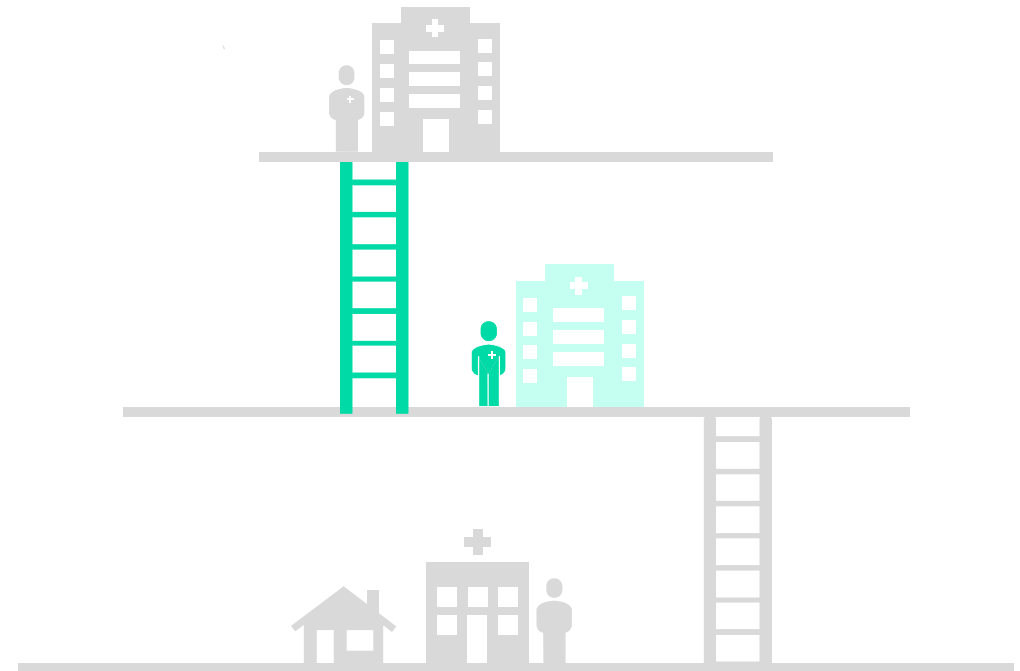
The first level

- The GP is a “generalist”
- Broad knowledge of all kind of diseases
- Does primary healthcare and also small surgical operations, Pap smear and other gynaecological examinations, ECG, hearing tests (spirometry) etc
- Takes care of chronic diseases, like diabetes, COPD (lung diseases), hypertension, care for elderly people. The GP also arranges home care



The second level

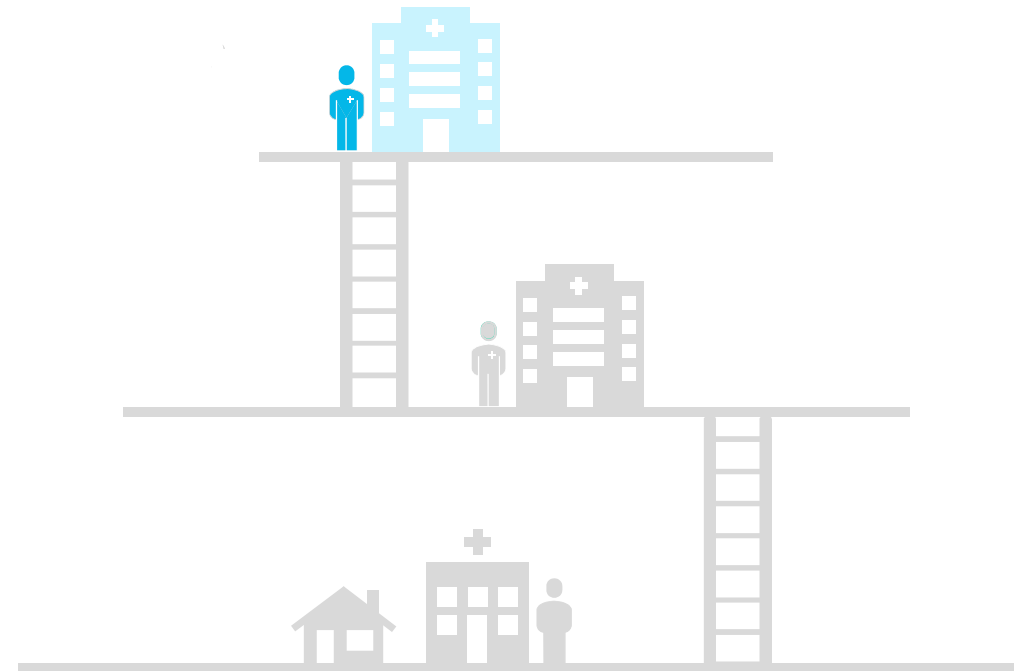
- For the second level care a referral is needed from the GP
- Some insurance companies do not require a referral from the GP
- The medical specialist has in depth knowledge of his/her medical specialty



The third level

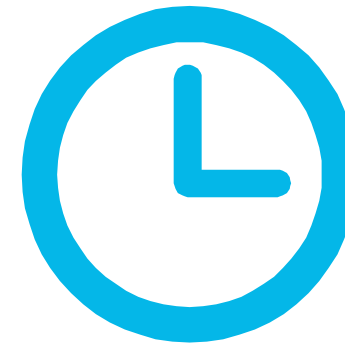
- The medical opinions of the medical specialist and GP can lead to referral to a third level of care: specialised laboratories or expertise centers of an academical (university) hospital

In The Netherlands there is a free choice of medical doctors.



Another kind of healthcare

- Accident and Emergency Aid/Emergency department (SEH – spoedeisende hulp)
- HADOKS (HAP – Huisartsenpost/General Practitioners Post)



Outside office hours
(evening, night, weekend and festive days)

What to do in case of urgency

Accident and emergency aid (SEH)

HMC Westeinde

phone 088 979 23 80

HADOKS

phone 070 346 96 69

Life threatening situations

phone 112





Hospital ID

Hospital ID (1)

A Hospital ID is required when visiting the HMC outpatient clinics

Why a Hospital ID:

- To provide a better and quicker service
- All data, necessary for optimal care, are on one card
- To improve the security of patient data



Hospital ID (2)

How to get a Hospital ID:

- At the Registration Desk in the lobby
- A valid identification document and health insurance card are required for your new Hospital ID
- Valid identification documents are: passport, identity card, driving licence, residence permit

Note: the registration is quicker if you register with a passport or identity card.



What information is included on a Hospital ID?

The Hospital ID includes:

- your date of birth
- your initials and family name
- your social security number
- your HMC patient number
- your personal barcode and photo
- the expiry date of the card





Your first
appointment

Your first appointment (1)

First go to the Registration Desk in the lobby to register and you will receive a Hospital ID with your information

Which documents/papers are needed:

- A valid certificate of registration from your health insurer. A letter of your Embassy or Guarantee of Payment, covering treatment
- Either a passport, driving license, identity card or residence permit
- If you have moved, details of your new GP and/or new address

Your first appointment (2)

- If you are not insured, cannot produce any documents for the planned outpatient treatment or a letter of your Embassy covering the treatment, **you will be asked to pay an Entry Fee of 175 euro**
- If there is a direct billing agreement in place, the invoice will be sent to your insurance company. No Entry Fee is applicable

Your first appointment (3)

Your first appointment with a specialist:
referral letter

- When you make your first appointment with one of the medical specialists in HMC you need a referral letter from your:
 - GP (family doctor), consultant or another referrer



Registration
of children

Registration of children

Children also must register as a patient in the hospital. For registration is needed:

- Own passport or identity card of your child (over 14 years)
- A valid registration certificate for your child of the health insurance. Then state the citizen service number (BSN) of your child.

Health Insurance (1)

- Everyone who resides or works in The Netherlands is legally required to have the same basic healthcare insurance package
- The basic (standard) healthcare insurance package can be supplemented by additional optional packages, for example for Dentistry or Physiotherapy
- There are numerous insurance companies in The Netherlands which are used by Expats. Always best to shop around to find the best package which suits you and your family requirements

Health Insurance (2)

- The basic healthcare insurance package covers most general healthcare costs, but does not currently cover the costs of dental treatment for adults, some maternity and post-natal care and the full costs of physiotherapy
- Children under the age of 18 are automatically covered by their parents' basic healthcare insurance package and also receive coverage for most dental care

Reimbursement

- Your insurance company will pay for your hospital visit or admittance and will reimburse you for these costs. If you don't have any insurance, you'll have to pay everything yourself. So please take care that you are adequately insured. This is your own responsibility
- Remember that the costs of treatment by a medical specialist and/or hospital admittance can be very high

Assistance for an Expat or Overseas Patient

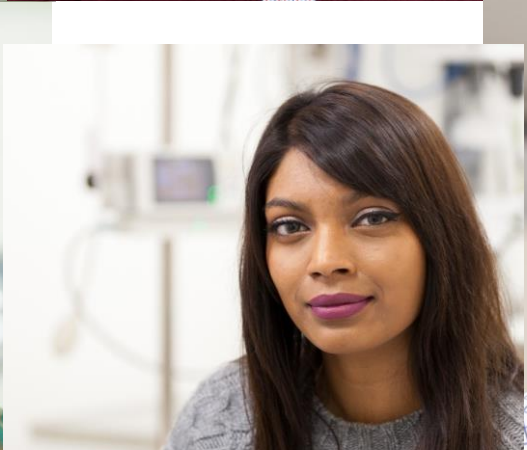
For questions about arrangements or invoices,
please contact our Foreign Business Division

Contact:	Mrs. Saida Chrifi Alaoui
Email:	Foreign-Business@haaglandenmc.nl
Phone number:	088 979 18 64

(Tuesday and Thursday from 10.00 – 12.00 hours)

Numerous quality marks





Dziekuje

Merci

Mahalo

Thank you

Gracias

Takk

Gracias

Danke