



## Maternity care agreement

How nice that you have registered at Kraamzorg Het Zonnetje! ☀️ Thank you for this.

We hereby confirm your registration with Kraamzorg Het Zonnetje. As soon as we have accepted your application, you will receive a final registration confirmation by e-mail. The general terms and conditions of delivery, this care agreement and the registration confirmation jointly form the agreement between you and Kraamzorg Het Zonnetje.

We would like to list the most important agreements about our care provision for you. It also contains some additions to the general terms and conditions of delivery.

### 1. National Indication Protocol and intake interview

- To determine the nature and extent of maternity care, Kraamzorg Het Zonnetje works according to the National Indication Protocol for Maternity Care (LIP).
- In order to be able to make an indication, we will hold an intake interview for the 32nd week of your pregnancy.
- Are you expecting your first child? Then this intake interview preferably takes place at your home.
- Are you expecting a second or next child? In that case, the intake interview usually takes place via video calling, unless a home visit is desired based on a special circumstance.

### 2. Scope of maternity care to be provided

- Kraamzorg Het Zonnetje will do everything in its power to provide you with the indicated number of hours of maternity care. However, due to unforeseen circumstances, this can be deviated from within the organization.
- We always guarantee the legal minimum of 24 hours of care spread over 8 days. We will endeavor to deliver the indicated hours.
- The indicated hours cannot be adjusted unilaterally by the family
- The health and well-being of mother and child largely determine the number of hours of maternity care we provide. In principle, the spending of maternity care hours is aimed at monitoring and strengthening them.
- The number of hours of maternity care per day that we provide is a minimum of three hours per day and can increase to 10 hours per day. If, other than for medical reasons, you send the maternity nurse away within three hours, the remaining time will be claimed from your health insurer.

Exceptions from Kraamzorg Het Zonnetje are:

- In the event of force majeure due to an epidemic of illness, extreme crowds, Kraamzorg Het Zonnetje reserves the right to terminate the care in less than three hours a day, of course only the hours delivered to you will be claimed from your health insurer.



# Kraamzorg Het Zonnetje

### 3. Digital care

- The maternity care offering of Kraamzorg Het Zonnetje consists of physical maternity care at your home, but can also be supplemented with digital support maternity care.
- The package of digital support is counted as 1 hour of physical maternity care in accordance with indication.

### 4. Costs of maternity care to be provided

- Maternity care is necessary care. All indicated hours are therefore covered by the Health Insurance Act and are a standard part of the basic package. The standard number of hours under the Health Insurance Act is 49 hours. On top of these hours, more hours can be indicated, which then also fall under the Health Insurance Act and the basic package
- You pay a statutory personal contribution for the hours of maternity care provided. For 2024 it's €5.10 an hour.
- You do not pay a personal contribution for the hours provided for childbirth assistance and digital care.
- Are you additionally insured? Then you may be reimbursed (part of) the statutory personal contribution by your health insurer.
- Kraamzorg Het Zonnetje reserves the right to charge you for costs that are not reimbursed by your insurer. Think of costs that arise from switching maternity care providers (registration costs) or the costs for the intake interview if you have already had an intake elsewhere. The current rates can be requested via [info@kraamzorghetzonnetje.nl](mailto:info@kraamzorghetzonnetje.nl)

### 5. Working conditions legislation and safe workplace

- Your home is the maternity nurse's workplace. Like everyone else in the Netherlands, she has the right to a safe workplace.
- As a client, you are therefore obliged to comply with the applicable occupational health and safety legislation. Think of things like bed risers / bobbins and proper furniture. If the aids discussed during the intake, among other things, are not present or used correctly during the maternity week, this will affect the care that the maternity nurse can offer. Any risks and liability that arise due to the lack of resources are at the expense of you as a client.
- Your maternity nurse treats you and your family with respect. We ask you to treat her in the same way.

### 6. Good to know

- As a client, you pay the parking costs for the maternity nurse if there is paid parking around your home.
- Our maternity nurses are insured through Kraamzorg Het Zonnetje for damage that occurs during the performance of or as a result of her work. However, in all cases a deductible of €100 applies to the client,-.



## **7. Processing client data**

We process data about you, your child and your family for the following purposes:

- Being able to provide maternity care
- Being able to provide Digital Support for Maternity Care (dock)
- Optimal support in your preparation for parenthood and the maternity week through digital information that we offer in the form of email, or the client portal.
- Mandatory quality measurements
- Mandatory check-ups by your health insurer

Only if you actively give us permission to do so, we will process your data for other purposes. More information about, among other things, the frequency of the digital information we provide to you. and other privacy-related matters can be found in our privacy statement on the website.

## **8. Early termination of the care agreement**

In case of early termination of the agreement, we will charge a cancellation fee of €150.

## **9. Charging the rate in the event of non-compliance with agreements**

If, other than for demonstrable medical reasons, an appointment is not cancelled at least 24 hours in advance, Kraamzorg Het Zonnetje will charge you for the costs. These are as follows:

- If you do not show up for an appointment or do not cancel a remote intake or e-consultation in time, € 75,-
- If you do not cancel an intake in time by a home visit, € 150,-

## **10. Changes to the care agreement**

A change to the care agreement can only be made in mutual consultation and after written confirmation.

## **11. Termination of the care agreement**

Both you as a client and Kraamzorg Het Zonnetje as a care provider can terminate the care agreement. This is only possible in the cases described in articles 20 and 21 of the general terms and conditions.

## **12. Formation of the care agreement**

The care agreement is automatically concluded if you agree to the above agreements, as stated in Article 6 paragraphs 1 and 2 of the general terms and conditions. If you cannot agree to these agreements, you must notify us in writing or by e-mail within 14 days. In that case, the care agreement can be cancelled free of charge.



### **13. Amendment clause**

Kraamzorg Het Zonnetje is entitled to unilaterally change this care agreement. In that case, Kraamzorg Het Zonnetje will inform you of the changes in a timely manner. There will be at least one month between this notification and the entry into force of the amended terms and conditions. If the change results in a substantial deviation from the originally agreed services, you are entitled to dissolve the agreement free of charge as of the date on which the amended terms and conditions enter into force.

### **Questions, comments or is something not clear?**

Do you have a question? Please let us know if we can help you with anything. We are available on weekdays from 09.00 – 17.00 on 088 – 7950000. You can also reach us by e-mail at [info@kraamzorghetzonnetje.nl](mailto:info@kraamzorghetzonnetje.nl)