



## Bronovo Hospital

# DUTCH HEALTH CARE SYSTEM

April 2011



## Bronovo takes initiative

In and around The Hague there are an estimated 35,000 - 40,000 expats, or foreigners living on a temporary or permanent basis in a country with a different culture from their own. In many areas, including health care, things are often organized differently in The Netherlands compared to their home country.

Together with the first line medical care (general practitioners), Bronovo is the first hospital in the region to offer its in-house expertise to explain clearly to this target group how health care works in The Netherlands and to optimize its services to expats.

For more information, visit the English-language website of Bronovo Hospital:  
**[www.bronovo.nl](http://www.bronovo.nl)**.

### ***Table of Contents:***

1. Overview of the Dutch Health Care System .....	page 3
2. General Practitioner ( <i>Huisarts</i> ) .....	page 4
3. Hospitals .....	page 5
4. Medical Emergencies .....	page 7
5. Pharmacy ( <i>Apotheek</i> )/ Medication .....	page 8
6. The Dentist ( <i>Tandarts</i> ) .....	page 9
7. Maternity .....	page 10
8. Child Health Clinic .....	page 12
9. The Well Baby Clinic ( <i>Consultatiebureau</i> ).....	page 12
10. Special Help .....	page 14
- Social Services	
- Translators	
- Home care ( <i>Thuiszorg</i> )	
11. Mental Health Treatment .....	page 15
12. Links and Resources .....	page 16
13. List of terms .....	page 16

## 1. Overview of the Dutch Health Care System

**Here we provide various facts about the medical care in Holland that might be different than in your home country. Bronovo Hospital has made it a priority to develop an Outreach Program for the expat community to help make this transition into our medical system easier for you and your loved ones. This is why we have highlighted the general information pertaining to our healthcare system.**

### **Insurance system**

Major reforms have recently taken place in the Dutch Health Care System. A new single healthcare insurance system (*basisverzekering*) was introduced at the beginning of 2006, replacing the old two-tier system. Everyone in The Netherlands is now legally required to hold the same basic health insurance package, although this can be supplemented by additional optional packages.

In general, the legal obligation to have the basic medical insurance package applies to all residents of The Netherlands, regardless of nationality, unless they have a temporary residence permit or student permit. However, foreign students and people staying temporarily in The Netherlands are required to hold some form of health insurance as a condition of entry.

The coverage provided by the basic insurance package is subject to ongoing review and change by the government. It generally includes most general healthcare costs, but does not currently cover the cost 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 health insurance package and also receive coverage for most dental care.

Individuals can buy their basic insurance policy from any of a number of insurance companies (*zorgverzekeraars*) who all legally have to offer the same basic package, and who also offer additional supplementary cover at higher cost. The annual premium for the basic cover is in the region of € 1.050,- to € 1.150,-, and a tax allowance is available to compensate this for people on low incomes.

In general, there is a natural, non-interventionist approach to medical and maternity care in The Netherlands, reflected in the reluctance of doctors to prescribe drugs unless absolutely necessary, the general practice of giving birth without any pain relief and the high proportion of home births. Additionally, doctors tend to volunteer much less information to their patients about their conditions than is normal practice elsewhere, and there is far less preventative health screening than in many other western countries; it is not, for example, usual for women to have annual pap smears.

Some non-Dutch nationals living in The Netherlands reportedly find this approach to healthcare a source of concern. On the other hand, the medical care that is available in The Netherlands is generally of a very high standard with excellent facilities and advanced specialist treatments. The Netherlands has one of the best healthcare services in the European Union.

The Euro Health Consumer Index is an annual ranking of national European healthcare systems across five areas that are key to the consumer: patients' rights and information, waiting times for common treatments, care outcomes, the generosity of the system and access to medication. Dutch healthcare has been in the top three for years in a row. Alternative treatments, such as homeopathy and acupuncture, are very popular in The Netherlands and the cost of these are sometimes covered by health insurance.

## 2. General Practitioner (Huisarts)

In The Netherlands your GP (*huisarts*) should always be your initial contact for all medical matters. The family doctor is key in the world of health care, treating patients for basic non-surgical problems and providing consultations for most of your general health questions. The GP also serves as your link to most other services such as hospitalisation, specialists, midwifery, physiotherapy, etc. If necessary, the GP can refer you to a medical specialist at short notice. The GP keeps your medical record up to date and prescribes your medication.

### How to find a GP?

You should register with a GP upon arrival in The Netherlands. When choosing a GP, make sure you feel comfortable with them, as changing a GP once registered is discouraged and rarely done. Some GP's may not accept any new patients as they are already filled to capacity. Finding a GP indeed requires a lot of footwork, but do not be discouraged and stop looking or leave it to later. They are necessary for all health matters, including prescriptions (even if you have one from home) and even calling in sick at work.

You can choose your GP yourself. The Huisartsen Kring Haaglanden website, [www.kringhaaglanden.nl](http://www.kringhaaglanden.nl), can help you find a GP who is close by you so you won't have to travel far in the event that you are ill or if the doctor must come to you. You can also phone Huisartsen Kring Haaglanden on tel: 070 - 302 98 22 to find a GP in your neighbourhood. To find a local GP you can also try asking neighbours, friends, colleagues, or the nearest pharmacy (*apotheek*) for recommendations or request a list from your insurance company. You can look in the phone book under *Huisarts* for listings near your postcode or you can search the website [www.huisartsen.nl](http://www.huisartsen.nl). Lastly, ACCESS (see list on page 18) provides a list of English-speaking doctors in your area.

### Visiting your GP

In case of illness as well as for general consultations on less urgent matters, first phone your GP. A trained medical assistant will answer your call and note your complaints in order to properly schedule your appointment.

### Consultation hours or visits (*spreekuren*)

Most GP's have walk-in consultation hours in the early mornings (check with your doctor), a reserved amount of time usually in the early morning that operates on a first-come first serve basis for matters requiring quicker attention. If you want to make an appointment or a telephone consultation, you will have to ring the assistant to arrange one. Appointments are scheduled to last 10 minutes, so if you think you'll need more time, or if you have more than one complaint, book a double appointment. As always, write your questions down so you don't forget anything, and always bring your insurance card with you. Your GP has access to laboratory, x-ray and other facilities at hospitals to aid in examination and diagnosis. When the doctor is not on-call, a telephone message provides numbers for emergency service from other doctors or institutions like SMASH (see 4. Medical emergencies). Most GP's work from their doctor's surgery, making house calls only out of dire necessity.

### Home visits

Should you be unable to visit your GP due to a serious illness, a very high fever for example, you can phone the dr.'s office in the morning and arrange for a home visit. Do keep in mind, however, that dr.'s offices are better suited for an examination.

### Referrals to a medical specialist

In some cases your GP might refer you to a specialist, generally in hospital. If your GP can not diagnose or treat a problem, you will be referred to a specialist. You will receive a letter of referral to be given to the specialist, whom you in turn will call for an appointment. In serious matters, your GP will communicate directly with the specialist. Many GP's can

communicate directly with the specialist via a digital system called 'Zorgdomein' for a quick access to Bronovo. Keep in mind you may also seek the opinion of a specialist even though your GP may have not recommended it. It is always your right to seek a second opinion. It is advisable to tell your primary health care provider in order not to disturb the patient-care provider relationship.

### **Medical emergencies**

During office hours first call your doctor. For first aid (open wounds, burns, bruising etc.) your GP can help you immediately. If you phone beforehand the doctor will know that you are coming and can make arrangements for you.

For emergencies outside of opening hours, phone your GP. On the answering machine you will hear options of where you can call. For a serious emergency between 17.00 and 08.00 you can phone the doctors' night and weekend service, SMASH, tel: 070 - 346 96 69. See also chapter 4, Medical emergencies.

### **Payment**

If you are insured with a Dutch health insurance company (*zorgverzekeraar*) and your GP has your insurance number on record, he/she will send the bill electronically to the insurer. In other cases you must pay the doctor yourself and you can declare the bill with your insurer. The fees for medical consultations are determined by law by the Health Service Tariff Tribunal. The extent to which the invoiced amount for the consultation and visits will be reimbursed by your insurance will depend on your coverage.

### **Confidentiality**

The GP is required to maintain confidentiality. Everything you discuss with your doctor remains between the two of you. He or she will not make any information public, not even to family members.

### **Complaints settlement**

The doctor places great importance on providing you with the best service possible. Please inform your doctor if you were not given proper assistance by any person working with, or in lieu of, your GP. Serious complaints can be submitted in writing to:

Complaints settlement - GP Services Haaglanden  
c/o Huisartsen Kring Haaglanden  
President Kennedylaan 15  
2517 JK The Hague  
Tel: 070 302 98 22 / E-mail: info@kringhaaglanden.nl

## **3. Hospitals**

**There are many good hospitals in The Netherlands. You will find University, community and religious hospitals and all can be expected to have a high level of care. Most Dutch hospitals offer the same specializations so that going to one hospital is as good as going to the next. However, some do specialize in particular ailments. Your GP can best advise you on which specialist is best suited to your needs.**

### **When do you go to the hospital?**

In some situations, your GP will refer you to the hospital. You will receive a letter to take with you, and you must make the appointment yourself at the outpatient clinic.

Only in emergencies (broken bones, an open wound, a heart attack or, for example, if a child has consumed poison) should you go immediately to the hospital. In most circumstances, though, you must always go first to your GP. If you need a GP out of business hours, phone SMASH on 070 346 9669. (See more on 4. Medical Emergencies).

## **Hospital Visits**

You will find specialists in the outpatient clinic at the local hospital that you can visit for treatment or examination. For some treatments you may return home the same day. If the treatment or examination lasts longer than a day, you will be admitted to hospital and the hospital will arrange with you the exact date and time of admittance.

If language is a problem, you can ask the specialist to phone the Translation Telephone service (*Tolk en Vertaalcentrum Nederland*) See chapter 10. Special help).

## **Reimbursement**

The insurer will pay for your hospital visit or admittance. If you don't have any insurance, then you'll have to pay everything yourself-- remember that the costs of treatment by a specialist or a hospital admittance can be very high.

## **Register**

When you arrive at Bronovo Hospital, please report to the Registration Desk, located in the Central Hall on the ground floor 10 minutes before your appointment. You will be asked to verify all demographic and insurance information and a registration card will be made for you.

*What do you bring with you to the Registration Desk (all hospitals)?*

- a valid medical insurance document
- your Identity Documentation: passport, driving licence, Identity Card or Residence Permit
- particulars of your (new) family doctor (GP) and/or change of address

## **Registration of children**

Children also have to be registered in the hospital. Children have their own passport/Identity Documentation (from 14 years old) or are entered on their parents' passport. One of these documents must be shown at the Registration Desk. In addition, you must have a valid medical insurance document for your child.

If your child does not have his/her own Identity Document, please bring his/her SOFI-number with you. On request, the Tax Office will send this number to the parents by post.

Are there changes to your personal particulars? If you move home, change your family doctor/GP or your medical insurance, will you please give this new information at the Registration Desk. In this way, we can keep our information up-to-date.

## **Hospital Addresses:**

### **Bronovo Hospital**

Bronovolaan 5  
2597 AX The Hague  
www.bronovo.nl (English site)  
Tel.: 070 - 312 41 41  
Expat Service Telephone number: 070 - 312 40 16  
Expat Service Mail: [expat@bronovo.nl](mailto:expat@bronovo.nl)  
Public transport: HTM bus 22 and 23

### **Bronovo Wassenaar Health Centre**

Rijksstraatweg 324  
2242 AB Wassenaar  
Tel.: 070 - 512 72 00  
www.bronovo.nl → wassenaar health centre (English site)

**Bronovo Satellite Outpatient Clinic Statenkwartier**

President Kennedylaan 15  
2517 JK Den Haag  
Tel: 070 - 312 41 41  
[www.bronovo.nl](http://www.bronovo.nl) (English site)

**Haga Teaching Hospital, Leyenburg Hospital**

Leyweg 275 The Hague  
[www.hagaziekenhuis.nl](http://www.hagaziekenhuis.nl)  
Public transport:  
HTM 4RR, bus 13, 23 and 26  
Connexion bus 37, 123, 126, 135 and 136  
Tel: 070 - 210 0000

**Haga Teaching Hospital: Juliana Children's Hospital/ Red Cross Hospital**

Sportlaan 600 The Hague  
Public transport: HTM tram 12 and bus 24  
Tel: 070 - 210 0000

**Haga Satellite Outpatient Clinic Wateringse Veld**

Dublinweg 1-3  
2548 TM The Hague  
Tel: 070 - 372 11 00

**Medisch Centrum Haaglanden (MCH)/ location Westeinde**

Lijnbaan 32  
2512 VA The Hague  
Tel. 070 - 330 2000  
[www.mchaaglanden.nl](http://www.mchaaglanden.nl)  
Public transport HTM tram 2 and bus 25 and 130

## 4. Medical emergencies

**The emergency phone number for the fire, police and ambulance service is 112.**

The accident and emergency department in hospitals is called ' *Spoedeisende Hulp* ' or Accident and Emergency. You can go to the Accident and Emergency unit at your nearest hospital to receive immediate attention following an accident without making an appointment. Take your Insurance card for the hospital records. They will charge you after your treatment and this amount can be reclaimed from your Insurance company. For first aid (open wounds, burns, bruising etc.) during office hours, first call your doctor. Your GP can help you immediately. If you phone beforehand, the doctor will know that you are coming and can make arrangements for you. For emergencies outside of office hours, phone your GP. On the answering machine you will hear options of where you can call. For a serious emergency between 17.00 and 08.00 hours, you can phone the doctors' night and weekend service, **SMASH, tel: 070 346 9669.**

**SMASH (Urgent out of hours GP service)**

SMASH (*Stichting Mobiele Artsen Service Haaglanden*) is a partnership between all the general practitioners in The Hague, Rijswijk, Voorburg, Wassenaar, Leidschendam and Voorschoten. SMASH provides emergency GP care outside office hours. You can contact the service every day between 17.00 hours and 08.00 hours as well as in the weekend and on all public holidays by calling: **070 346 9669.**

SMASH is closed during office hours from Mondays to Fridays when doctors' offices are open. It is *NOT* a walk-in clinic. More information on [www.smashaaglanden.nl](http://www.smashaaglanden.nl) (also in English)

### Where is the SMASH located?

- \* Near Bronovo Hospital, Bronovolaan 1, 2597 AX The Hague. On the parking lot of Bronovo Hospital, follow the sign 'apotheek/huisartsenpost'.
- \* Medisch Centrum Haaglanden, location Antoniushove Hospital (from 22.00 - 24.00 hours)  
Burg. Banninglaan 1, 2262 BA Leidschendam
- \* Leyenburg Hospital (until 24.00 hours)  
Leyweg 295, 2545 CJ Den Haag

### Who will assist you?

Your call will be answered by a specially trained medical assistant who works under the responsibility of the GP on duty at the unit. You can explain your medical emergency to the medical assistant. In many cases, he/she will be able to offer you advice independently. The medical assistants work according to guidelines that are stipulated in clear and safe procedures. All medical advice offered by the assistant is checked by the GP on duty. If needed, the medical assistant will consult with one of the doctors on duty to see whether a phone consultation, prescription, consultation at the unit or a house call is necessary. The assistant will ask you for the following information: name, address, telephone number and date of birth.

### Life-threatening situation

If the patient's condition is life-threatening, the assistant will immediately send out an ambulance or the GP. She will stay on the line if necessary.

In non life-threatening cases, she will ask you about:

- your complaints and your problem
  - the name of your GP(s)
  - any medication used
  - the body temperature (if a fever is suspected)
  - your medical insurance details (name of medical insurance provider and insurance- number)
- Patients whose family doctor is not affiliated with the GP service (so-called casual patients) can also turn to SMASH for assistance. Casual patients will be required to pay in cash for the consultation.

More information on [www.smashaaglanden.nl](http://www.smashaaglanden.nl)

## 5. Pharmacy (Apotheek) / Medication

**The 'Apotheek', the pharmacy or chemist, is where you obtain prescribed drugs and other related items, such as non-prescription cough syrup, vitamins, pain relievers and homeopathic medicines. You may be surprised to find that some items are only available by prescription in The Netherlands, even though they may be available without a prescription in another country (and vice-versa).**

You can choose which pharmacy you want to use. You'll find telephone numbers and addresses in the telephone book or yellow pages. It's best to always use the same pharmacist as they'll know what medicines you're currently taking and can advise on combinations and interactions.

'*Recept*' is the Dutch word for prescription. Prescriptions may only be given by a doctor. He or she may ask which pharmacy you would like to collect your medicine from and contact them on your behalf. Employees at the pharmacy are qualified, licensed pharmacists and

can answer your questions about the drugs you are getting and about minor medical complaints. Opening hours are usually 08.00 -17.30 hrs, Mondays-Fridays and most are open for a few hours on Saturdays as well.

If you need medication outside opening hours, you can go to a *dienstapotheek* or 24-hour pharmacy. They are meant only for prescription medication and/or refills.

Bronovo Pharmacy (070 - 324 60 85) serves as the emergency pharmacy in The Hague and is situated at the terrain of Bronovo Hospital. Park your car at the Bronovo parking lot and follow the sign 'Apotheek'. **During the weekend and public holidays, Bronovo pharmacy is open 24 hrs per day.**

### **Medication**

Your GP can recommend medication and give you a prescription (*recept*). If you live in a country where the doctor usually prescribes medicine for your ailments, then you may be surprised that Dutch doctors are often likely to recommend that you simply go home and rest. Dutch doctors are more careful on prescribing antibiotics than most other countries. The medicines in The Netherlands are not always the same medicines prescribed in other countries. If you are taking medication prescribed to you in another country, it is best to show these to your doctor and/or pharmacist.

### **Non-prescription drugs**

Some medicines don't require a prescription and these are also available at the *apotheek* or pharmacy. The pharmacist there is also available to provide advice about medicines and their uses. A *Drogist* or *Drogisterij* is a shop that sells over-the-counter medicines, especially homeopathic medicines, as well as day-to-day personal hygiene items, perfumes, baby supplies, etc. They are usually less expensive than at a pharmacy. If you go to a *drogist* and ask for a non-prescription allergy reliever, you may get something quite different than you would get at your chemist.

### **Payment**

Your insurance will cover the costs of most medicines. Always show your insurance card with your prescription. If you are insured in your home country, the Dutch pharmacist will in most instances ask for cash payment. You can then submit the bill to your insurance company for reimbursement.

## **6. The Dentist (*Tandarts*)**

**Choosing a dentist in The Netherlands is very much like finding a doctor. You can ask neighbors for recommendations, suggestions or look in the phone book under '*Tandartsen*'.**

As with doctors, people generally stay with the same dentist, so you should choose carefully. For emergencies first check to see if your dentist offers services outside normal business hours. If not, their phone's recorded message should give the telephone number of another dentist in your area on duty.

### **When do you go to the dentist or *tandarts*?**

Twice a year, you should go to the dentist for a check-up. The dentist will check to see if your teeth are healthy and if problems are visible, cavities for instance, the dentist will make an appointment with you to treat the problem. He/she will also advise you on keeping your teeth and gums healthy. If you have pain or other problems between check-ups, you should phone the same dentist and make an appointment for treatment. Children need to visit the

dentist after their second birthday. You can take the whole family together in a single appointment. Children up to 19 years can also visit a 'jeugd tandarts' or youth dentist.

### **Making an appointment**

At most dentists' offices, you can phone every work day between certain times to make an appointment. Ask your dentist what these times are. In case you are unable to reach anyone to ask this question, just listen carefully to the message on the answering machine. When you go to the dentist, don't forget to bring your insurance card.

### **Emergencies**

Just as for your GP, if you have a dental emergency outside business hours, phone your regular dentist and you will hear on the answering machine where you can best phone for treatment.

### **Costs**

Dental care costs are dependent on your insurance policy and additional coverage is usually available. Your policy will state what dental costs are covered. Mostly children are free up to the age of 18 with the exception of special treatment like crowns, etc. unless you have an additional coverage. Consult your policy first.

## **7. Maternity**

**Most women in The Netherlands remain under the care of a midwife (verloskundige) during pregnancy and childbirth. If you want to go straight to a gynaecologist rather than a midwife, you must first get a referral from your GP.**

In The Netherlands, homebirths are relatively popular. About 55% of births are planned to take place in the home. If this is not for you, you can always choose to have your baby at the hospital. However, some insurance companies will not cover a hospital birth unless there is a medically compelling reason to do so. So you should ask about the cover provided by your policy first.

Bronovo Hospital is the hospital of choice in the area for the monitoring of pregnancy and delivery. A team of midwives and gynaecologists monitors mother and baby from the first weeks of pregnancy through to the delivery. See [www.bronovo.nl](http://www.bronovo.nl) for the English information meetings Giving birth at Bronovo Hospital.

### **Pain medication**

As natural births are also popular, pain medication is normally not offered during birth either at home or in the hospital. If you want pain relief, you must make it very clear to your care providers! Do not be afraid to ask for what you want and stick to your wishes. Inform your doctor or midwife that you are from a different country and want your traditional form of care, whatever that is. Be aware that midwives are usually not trained to administer pain relief medication so having it will possibly require a hospital birth.

**Bronovo can provide pain management during delivery, 24 hours a day.**

### **The Midwife**

In The Netherlands the midwife, or *verloskundige*, guides you through your pregnancy and birth. As soon as you discover that you are pregnant, you should make an appointment with

a midwife, generally for about the 8th - 12th week of your pregnancy. You do not need a referral letter from your doctor.

### **What does the midwife do?**

She checks on the state of your health and that of the baby. Over the course of your pregnancy, you will visit your midwife more frequently; at the end of your pregnancy on a weekly basis. Your midwife will provide information on giving birth at home or in hospital and will give you advice on a healthy pregnancy.

There are, relatively speaking, a large number of home births in The Netherlands and this is encouraged. If your child is born at home, the midwife will be there to support you during the birth. The circumstances at home are usually very good and most women thrive in their own home environment while giving birth.

### **Making an appointment**

You can phone the midwife yourself to make the appointment. You will find midwives listed in the yellow pages under *verloskundigepraktijk*.

#### **The Bronovo Midwife Practice**

A team of several midwives forms the Bronovo Midwives Practice. The midwives practice is located at the building 'Hubertusduin' on the Bronovo terrain. All deliveries take place in the hospital; they do not offer home deliveries.

The midwives offer guidance to the pregnant woman and her partner from the moment the client registers herself at 6 to 8 weeks pregnant up to and including confinement. Especially the guidance during the delivery is central to the care offered.

Telephone number: Monday to Friday between 08.30 - 12.30 hours and 13.30 - 16.30 hours via telephone number: 070 - 312 46 57.

### **Payment**

Most insurance policies costs of the midwife, depending on your policy.

The birth is followed by a program of postnatal care, or 'kraamzorg'. A postnatal welfare practitioner will come to your home for the first week after the birth or your return home with the baby. She will come for several hours a day and help with everything to help you adjust: cooking, cleaning, feeding, changing, child minding, etc. Be sure to register for *kraamzorg* (postnatal care) as soon as possible, preferably at the beginning of your pregnancy.

Sometimes your Insurance company will tell you which organizations you can register with in your area. Some insurers leave the choice to you.

### **Registering your child**

All births in The Netherlands must be registered. The law says that this must be done within three days of the birth. Births can be registered at the municipality of the city where your child is born.

The following documents will be required:

- both parents' passports
- child's birth certificate
- marriage certificate (if applicable) unless both parents are already registered in The Netherlands
- residence permits

In order to register, you must bring along valid proof of identity for both the child's mother and father and a statement by the doctor or midwife. You can register the birth at any of the sub-municipal offices (see [www.denhaag.com](http://www.denhaag.com) for more information).

If you are married, the baby's name can be added immediately to the marriage booklet (received if you were married in the Netherlands). If you are not married and have had a deed of recognition (*akte van erkenning ongeboren kind*) drawn up, please take this along.

Some countries allow you to register the foreign birth of a child at the embassy. Contact the embassy before the birth so that you know what to do and what, if any, the time limits are. When you register your child's birth, you can ask the official for an international birth certificate, which may prove useful in your home country. If you need the international birth certificate to register a foreign birth at your embassy, it will be provided free of charge. A fee is payable for any other copies.

You will also have to register the child with the Aliens Police (*Vreemdelingenpolitie*). Call ahead as an appointment may be necessary. Take the original international birth certificates and your passport with you.

## 8. Child Health Clinic (Consultatiebureau)

**The *Consultatiebureau*, or Child Health Clinic, is provided free of charge to help families care for their babies, providing vaccinations and checking the growth and development of babies and toddlers up to four years of age.**

### How does it work?

Two weeks after the birth of your child, the District Nurse from the *consultatiebureau* will visit you at home. She will give you advice on care and feeding, make an appointment for your first visit to the clinic, and give you a "growth book" which outlines a baby's first year of development, supplies important phone numbers, holds your appointments at the clinic, records vaccinations and charts your baby's height and weight. You should always bring this book with you to your appointments.

As your baby grows, the doctor and district nurse from the clinic will check to see if your baby is healthy and developing well, watch for important developmental milestones like sitting up and walking, as well as providing vaccinations against certain illnesses and a hearing and vision test. If the doctor feels there is something wrong, he will refer you to your GP or family doctor. The clinic is there to answer any questions you might have regarding the health and development of your child.

### Appointments

After each visit you'll be given an appointment for the next visit. Appointments are every few months in the first year and less frequently after that. If you need advice outside this schedule, you can call the central appointment desk at tel. 070 - 752 67 00.

The services of the *consultatiebureau* are free of charge and they are bound by a confidentiality agreement. Remember to take your insurance card and your Growth Book with you to each appointment. See also [www.cjgdenhaag.nl](http://www.cjgdenhaag.nl) (only in Dutch).

## 9. The Well Baby Clinic

The Centrum voor Jeugd en Gezin (CJG) provides information about pregnancy and parenting. You can contact the Centrum voor Jeugd en Gezin in The Hague with all your questions about pregnancy, babies, toddlers, school-aged children and adolescents. All parents receive the booklet 'Groeï op' which follows your child's development. This booklet contains answers to questions about bringing up children. If you have any questions or would like personal advice, you can make an appointment with a qualified professional at the Centrum voor Jeugd en Gezin.

## Upbringing Support Centres

Each of The Hague's eight municipal districts will get a CJG support centre by 2012. You can find the addresses of the support centres by visiting the website [www.cjgdenhaag.nl](http://www.cjgdenhaag.nl) or phone 070 – 752 67 00. The Juvenile Health Care Centre (*Jeugdgezondheidszorg/JGZ*) of the Public Health Department (*GGD*) provides guidance to parents and guardians of children 4 - 19 years of age in terms of their physical, mental and social development.

## Pediatric Care

Paediatricians are available for children from 0 - 18 years. This not only applies to sick children but also to children whose normal growth or development is threatened for whatever reason. The paediatrician guides not only the child but also the parents/guardians. The hospital has a special children's ward to which children can be admitted.

### **Pediatric Outpatients' Clinic for expats in Bronovo Hospital**

*The paediatric outpatient clinic for expats is for children from 0 - 18 years with all kinds of medical problems.*

An appointment can be made at short notice for non-acute cases. You do not need a referral from your GP to make an appointment. Please mention that you want to visit the Paediatric outpatient clinic for expats.

Telephone number +31 (0)70 - 312 41 16.

In urgent cases, if you telephone during working hours, an appointment can be made on the same day.

It is also possible to make an appointment for the consultation hours in the Wassenaar Health Centre on Wednesdays or at the Healthcare Centre Statenkwartier.

## The Juvenile Dentist

The *jeugd tandarts*, or juvenile dentist, is a dental practice for all children between 2 and 19 years of age. The dentists at the *jeugd tandartsen praktijk* have extensive experience in treating children and are extremely patient. Extra emphasis is put on preventing dental problems, advising you and your child on how to keep teeth healthy and giving your child a fluoride treatment at every visit.

## At School

The *jeugd tandarts* visits all primary schools in The Hague twice a year. During these visits, they do a check-up for all children registered with them. If there are any problems with your child's teeth, they will be picked up in a minivan from school by an experienced supervisor and given treatment at the *jeugd tandarts* Dental Health Care Centre.

## Registration

All children can register with the *jeugd tandarts* with permission from a parent or guardian. Once this is done, your child will have a check-up twice a year by the dentist or dental hygienist at school or in the dental practice of the *jeugd tandarts*. This replaces the services of the regular dentist. You can register your child by completing a registration form that can be requested by calling 070 - 305 12 22.

## Appointment

If you wish to bring your child to visit the *jeugd tandarts* dental practice, you must first make an appointment as there is no open consultation.

## Payment

The *jeugd tandarts* is considered regular dental care and is therefore completely covered by the insurer. This insurance doesn't cover special treatment such as crowns, etc.

More information about the *jeugd tandarts* is available from the *Consultatiebureau*, at primary schools and from the Juvenile Dental Care organization itself.

Jeugd tandzorg Den Haag

Calandstraat 1

2521 AD The Hague

Tel: 070 – 380 59 50

E-mail: info@jeugd tandzorgdh.nl

## 10. Special help

### **Social Services**

#### ***Het Algemeen Maatschappelijk Werk (AMW) or Social Services***

The “General Societal Work”, “AMW” or Dutch Social Services can help you when you have a social or psychiatric problem that you can’t solve yourself. Problems, for example, with relatives, money, living, health, raising children, job loss, divorce or with yourself. The AMW will speak with you and together you’ll find the best solution to the problem and the AMW will remain involved for as long as necessary. The Hague has several neighbourhood AMW-teams.

#### ***Opening hours***

Mondays to Fridays from 09.00 - 17.00 hours. In an emergency outside office hours, you can phone 070 329 54 01.

#### ***Other information***

A referral from your GP is not necessary to make contact with the AMW. You can contact them yourself and their services are free and confidential.

#### ***Translator***

The translators centre or ‘Tolkencentrum’.

If you don’t speak Dutch well, there may be some room for misunderstanding between you and the healthcare professional you are consulting. If this is the case, ask your consultant to phone the ‘Tolkencentrum’ or translators centre. The translator can listen over the phone and ensure a good understanding. Very occasionally a translator can come to the appointment if translations over the telephone are not possible. This is a free service.

Contact information for TVCN is as follows:

Telephone number: 088 255 52 22 (24 hrs per day/ 7 days a week)

Website: [www.tvcn.nl](http://www.tvcn.nl) E-mail Address: [klantenwijzer@tvcn.nl](mailto:klantenwijzer@tvcn.nl)

#### ***Home Care, or 'Thuiszorg'***

##### **What does Home Care or *Thuiszorg* do?**

*Thuiszorg*, or Home Care, offers assistance with housekeeping when you are not capable of doing this yourself, through illness or another reason. Many employees who provide home care speak another language in addition to Dutch.

##### **Special Care**

The nursing staff and caregivers who provide Home Care will help you with wound treatment, bathing, use of medication and medical aids. A number of the nursing staff are specialized in the treatment of certain illnesses such as diabetes, asthma, cancer and rheumatoid and neurological problems.

##### **Requesting Home Care**

To request Home Care, contact the Indication Bureau of the *GGD* (Public Health Department) on 070 305 38 00. A representative of this bureau will visit you at home in

order to assess whether you are entitled to this sort of help. The Hague has several organisations on Home Care:

- Florence [www.florence-zorg.nl](http://www.florence-zorg.nl)
- H+B Thuiszorg [www.hbservices.nl](http://www.hbservices.nl)
- Cardia [www.cardia.nl](http://www.cardia.nl)
- All in Care [www.all-incare.nl](http://www.all-incare.nl)
- Curadomi [www.curadomi.nl](http://www.curadomi.nl)

### **Costs**

*Thuiszorg* or Home Care is partially paid for. You will be required to pay a personal contribution of a minimum € 2.27 and maximum € 4.54 per hour, depending on your income. Information and advice are free of charge.

### **Home Care Shop or *Thuiszorgwinkel***

Home Care Shops selling or renting nursing articles such as bed elevators, wheelchairs and walking frames. One of them is Vegro ([www.vegro.info](http://www.vegro.info))

Shops: Betje Wolffstraat 140-146 or Glenn Millerhof 5.

Open on workdays from 08.00 - 17.00 hrs. For more information you can phone the customer service on 0800 - 2 88 77 66 (free number).

## **11. Mental Health Treatment**

**At The Hague there are two large independent providers of preventive, consultative and counseling interventions in most mental health related areas: Parnassia and PsyQ.**

### **Parnassia**

**Informatieservice** tel: 070 - 391 79 79 on work day's from 10.00 - 16.00 hrs.  
[www.parnassia.nl](http://www.parnassia.nl) (only in Dutch)

### **PsyQ**

Laan van Meerdervoort 70  
2517 AN Den Haag

You can visit the office on Monday till Thursday from 8.30 - 21.00 hrs and on Friday from 8.30 - 17.00 hrs.

Information and applying for help:

telephone 06 - 52 56 83 82 (ask for expat program)

fax: 070 - 312 39 49

e-mail: [info-expat@psyq.nl](mailto:info-expat@psyq.nl)

## 12. Links and resources for expats

### Resources and Networking

- ***www.denhaag.com***  
The official website of the City of The Hague provides English- and French-language information for its many visitors, international residents and students, foreign press, investors and business owners.
- ***ACCESS***  
Not-for-profit organisation helping anyone from anywhere settle with ease in The Netherlands. Based in The Hague. [www.access-nl.org](http://www.access-nl.org)
- ***The HaGuest Card***  
This card shows expats the way to the best shops, restaurants, service providers and theatres in and around The Hague. Bronovo Hospital is a member.
- ***The Local Expat***  
Independent English-language monthly newspaper circulated in The Hague. Distributed with breakfast to our patients.
- ***Expat Guide to The Netherlands***  
An overview of useful websites for members of the international community.
- ***Expatica***  
English-language news & information source for expatriates living in, working in or moving to The Netherlands (Holland), Germany, France, Belgium or Spain.
- ***The Hague Online***  
The only website exclusively for expats in The Hague. It provides daily news about the expat community, The Hague, and relevant national and international news.

## 13. List of terms

<i>Huisarts</i>	General Practitioners (G.P) or family doctor
<i>Apotheek</i>	Pharmacy
<i>Drogist/Drogisterij</i>	Drug store
<i>Verzekering</i>	Insurance
<i>Zorgverzekeraars</i>	Insurance companies
<i>Spreekuur</i>	Surgery visit
<i>Consultatiebureau</i>	Well Baby Clinic
<i>Jeugdgezondheidszorg</i>	Juvenile Health Care
<i>Ziekenhuis</i>	Hospital
<i>Spoedeisende Hulp</i>	Accident and Emergency
<i>Recept</i>	Prescription
<i>Verloskundige</i>	Midwife
<i>Kraamzorg</i>	Postnatal care
<i>Thuiszorg</i>	Home care



**General telephone number: 070 - 312 41 41**

**Expat Service: 070 - 312 40 16**  
**(on weekdays between 8.00 - 16.30 hours)**

**e-mail: [expat@bronovo.nl](mailto:expat@bronovo.nl)**

**website: [www.bronovo.nl](http://www.bronovo.nl)**

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