

## General Terms for ZiNKraamzorg and its clinics

These terms apply to all care agreements concluded with ZiNKraamzorg or one of its clinics. A client registers for maternity care by signing the registration form prepared by ZiNKraamzorg or one of its clinics. These general terms are also handed to the client along with the registration form. These general terms are also available in other languages upon request.

### Care to be provided

- ZiNKraamzorg and its clinics provide individually tailored care.
- The number of hours of care to be provided is settled in consultation with the client. The amount of compensation for this depends on the terms of the insurance policy. Hours of care provided which are not reimbursed by the insurer will be charged directly to the client.
- Clients insured under the national health service are required to pay a contribution per hour of care provided.
- The priority for maternity assistants is the care of mother and child. Household chores come second.

### ARBO guidelines (Arbeids Omstandigheden Wet; Occupational Health, Safety and Welfare Act)

- ZiNKraamzorg and its clinics work according to the ARBO guidelines. A copy of these guidelines can be obtained from the main office of ZiNKraamzorg or from one of the clinics.
- The workplace must be safe, and the conditions must be practical. If this is not the case, then the care can be terminated.
- For a home birth and during the confinement, the mother's bed must be placed between a minimum height of 70 cm and a maximum height of 90 cm. If this condition is not met, the care can be terminated.
- Running hot water must be available on the same floor where the mother and the baby are to be cared for.

### Transport

- If the maternity assistant has motor vehicle passenger insurance, she can use her own car to run errands for the family. That is strictly up to her to decide, however.
- If she does choose to use her personal car, the number of kilometres driven will be charged to the family according to the secondary terms of employment.
- ZiNKraamzorg advises its staff not to use the client's car. If maternity assistants do use the client's car at the client's request, then the client is fully responsible for all risks. ZiNKraamzorg cannot be held liable for any damage incurred.

### Fees

- The maximum fees for maternity care are set each year by the College Tarieven Gezondheidszorg (National Health Tariffs Authority).

### Invoicing

- From 1 May 2005 ZiNKraamzorg has concluded an invoicing contract with ATC. ATC takes care of the invoicing for ZiNKraamzorg, and all claims should therefore be transferred to ATC. The terms of payment apply that have been established by ATC.

### Cancellation

- Cancellation can only be arranged in writing, unless there are medical reasons for cancellation.
- In case of cancellation, expenses already incurred will be invoiced.

### Inappropriate behaviour

- Inappropriate behaviour includes discrimination, excessive alcohol and drug use, (threat of) violence, coercion, dangerous pets or sexual harassment.
- In case of inappropriate behaviour, the care will be terminated immediately.

### Liability

- ZiNKraamzorg and its clinics are liable for damage to material objects caused by an employee or as a result of the employee's carelessness. The client is required to provide proof.
- Damage resulting from incorrect or insufficient instructions from the client will not be reimbursed.
- Maternity assistants should only be provided with properly working and safe equipment (incl. properly working connections) and properly working and safe materials (e.g. hot-water bottles). Damage resulting from improperly working or unsafe equipment/material will not be reimbursed.
- A report of damage must be submitted in writing within 48 hours to the clinic providing the maternity care.
- Regarding damage, the client is expected to pay an own risk of at most € 100.

### Granting authority

- Personnel from ZiNKraamzorg may not use the client's bank card, codes and/or credit cards. In case of infringement of this rule, ZiNKraamzorg is not liable for any form of damage.

### Complaints

- A complaint about the organisation and/or care provision should be submitted in writing within 5 days after the care has ended.
- Complaints that arise during the provision of care will be considered within 24 hours after submission. Other complaints will be handled within 10 days.

- If the client is dissatisfied with the handling of the complaint, an appeal can be made to the independent complaint committee of ZiNkraamzorg in Gouda.
- A copy of the Complaint Regulations of ZiNkraamzorg can be requested from the main office of ZiNkraamzorg or one of its clinics at cost price.

**Confidentiality & Privacy**

- Maternity assistants are bound by professional secrecy.
- The registration of personal data is treated in strict confidence.
- A copy of the Privacy Regulations of ZiNkraamzorg can be requested from the main office of ZiNkraamzorg or one of its clinics at cost price.