

# Advance Payment Procedure Treatment at Elkerliek hospital

## Introduction

According to our information, you currently do not have any or you have insufficient insurance for medical care or you cannot prove that you are insured by a health insurance company outside the Netherlands. It may also be the case that you have not paid on time for previous treatment, even after an official demand for payment has been made.

In these cases the hospital will set up a so called 'advance payment procedure'.

## The advance payment procedure

- **The advance payment procedure before a (scheduled) treatment**

If you arrive at the hospital for a scheduled treatment, we set up an advance payment procedure before the start of your treatment. You will be required to pay an amount in advance. Once we have received the advance amount, we will start the treatment.

- **The advance payment procedure in an emergency**

In emergency cases we will always provide necessary medical care, irrespective of whether or how you are insured. The doctor determines whether medical care is necessary. If medical care is necessary then we will always provide it. We will still set up the advance payment procedure, even if we have already provided the care.

### **What should you do**

A registration form is enclosed with this leaflet. You should complete this form and hand it to the receptionist together with a valid proof of identity and your bank card or credit card. You then pay the (advance) amount of a maximum of € 200 by bank card or credit card. Please keep your payment receipt and the registration form in a safe place.

### **Important to know**

- If you are not prepared to pay the advance amount you run the risk that we will not treat you or stop your treatment.
- As long as you are not (adequately) insured, we set up the advance payment procedure each time you attend our hospital for treatment. In exceptional cases we make separate arrangements. You do not need to make any advance payments if you are able to produce a valid European Insurance Card.

### **Avoiding the advance payment procedure**

If you are insured as a resident of the Netherlands we do not have to set up an advance payment procedure. For more information we refer you to the Health Care Insurance Helpline [Zorgverzekeringslijn](#).

### **Information about financial settlement.**

#### **• Invoice after treatment**

At the end of the treatment you will be sent an invoice stating the total costs. Any advance payments will be deducted from this. Please ensure that you fill in the correct details on the registration form.

#### **• You did have Insurance**

If you can prove after your visit that you were in fact insured, we will make arrangements with you for reimbursement of the (advance payment) amount.

### **Any questions about financial settlement**

If you have any questions about the financial settlement of your treatment, please contact the Care Records Office (Zorgadministratie) during office hours. (See contact details section).

### **Illegal residence in the Netherlands**

People who reside in the Netherlands illegally cannot take out any health insurance. They are entitled to necessary medical care.

Illegally residing patients who need (non-emergency) care are referred to hospitals specially allocated for this purpose. These are Maxima Medisch Centrum in Veldhoven, Viecuri Medisch Centrum in Venlo and Hospital Bernhoven in Uden.

## Telefoonnummers en adressen

Care Records Office (Zorgadministratie)

T: 0492 59 53 83 (on weekdays between 09.00 - 12.00)

E: [infonota@elkerliek.nl](mailto:infonota@elkerliek.nl)

Health Insurance Helpline

T: 0800 – 64 64 644

[www.zorgverzekeringslijn.nl](http://www.zorgverzekeringslijn.nl)



### Locatie Helmond

Wesselmanlaan 25

5707 HA Helmond

T: 0492 – 59 55 55

### Locatie Deurne

Dunantweg 16

5751 CB Deurne

T: 0493 – 32 88 88

### Locatie Gemert

Julianastraat 2

5421 DB Gemert

T: 0492 – 59 55 55