

Introduction

Kraam & Co.| ACK/Zorgmaat/De Baker Kraamzorg attaches great importance to a good relationship with its clients and wants to ensure that the care provision runs as smoothly as possible. We therefore think it is important that you know what you can expect from the organization and how we can address each other. This is laid down in the following terms and conditions.

Care agreement

The general terms and conditions are part of the care agreement. This agreement describes the specific agreements between you and the organization. During the intake, your expectations and our possibilities will be discussed and recorded.

Indications

Since 2006, the hours of maternity care you receive have been determined using the National Indication Protocol for Maternity Care. This protocol is used by all insurers and all maternity care providers in the Netherlands. The hours of maternity care you will receive are determined on the basis of your family and medical situation. For example, special circumstances are taken into account and maternity care can be customized. If everything goes well and you have chosen to breastfeed, you will receive a maximum of 49 hours of maternity care. In case of a re-indication, it is possible to extend the maternity care hours. With the arrival of the national indication protocol, you are responsible for arranging informal care by family members, neighbors and / or acquaintances. These caregivers will, if necessary, be able to perform additional tasks that you temporarily cannot do yourself.

Growth guide/care file

For the purpose of care provision, a growth guide is created, which is present at your home during the care provision period. At the end of the care, this file will remain with you.

Funding

If you receive maternity care from Kraam & Co.| ACK/Zorgmaat/De Baker Kraamzorg it will be at a fixed hourly rate. The rates are adjusted annually and are stated in the information package. The indicated maternity care falls under the basic package of the health insurance and is therefore reimbursed by your insurer. For maternity care, a personal contribution per hour of maternity care applies. This personal contribution is determined annually by the government.

Certain criteria apply to additional maternity care and incubator aftercare. These can be requested from your insurer. Depending on your supplementary insurance, this additional (extra) maternity care or your own contribution for maternity care will also be reimbursed. In the unlikely event that you do not make use of already agreed maternity care, the registration costs and any intake costs will be charged.

Invoicing

Invoicing of the care is done on the basis of the care actually provided, unless this has been agreed otherwise in the contract / agreement with you. In principle, the invoice for the care is sent to your insurer. You will receive the invoice for the personal contribution from your insurance. There are still some insurances that do not arrange the personal contribution themselves. Invoices must be paid within 14 days of the invoice date in the manner indicated by the organization.

Cancellation

You can cancel the care in writing, by telephone or by e-mail. If you cancel before the start of care, acceptance will only follow on the basis of medical indication or exceptional situations, the latter at the discretion of Kraam & Co.| ACK/Zorgmaat/De Baker Kraamzorg. In these cases, no costs are due.

If you cancel the care before the start of the care without a valid reason according to the organization, you owe the sum of € 150. In case of cancellation during the duration of the care at your own request, you will owe the costs for the planned care.

Multiple employees

Kraam & Co.| ACK/Zorgmaat/De Baker Kraamzorg strives to keep the number of employees who come to you as limited as possible. In connection with holidays, illness or a fixed work schedule, it is possible that several maternity nurses are deployed with you.

Working conditions

The organization is responsible for the working conditions of all employees. This means that the organization sets requirements for the working conditions. It concerns safety, hygiene, work equipment, smoking, physical and psychological stress. Provision must be made for this. For example, the bed will have to be brought to a working height of 70 cm for the provision of care. We work according to established working methods and hygienic guidelines. This means that in some situations, employees wear protective materials.

Good working conditions also have to do with dealing with each other. The organization assumes that you and the employee treat each other according to generally accepted standards. Together with you, agreements will be made during the intake so that we can work under good working conditions and with good material. These agreements are recorded in the care agreement. Failure to comply with these agreements can lead to the refusal of certain tasks or the early termination of care. It goes without saying that we always consult with you first and, if necessary, with the health insurer and look for a solution.

Sexual harassment, violence, aggression and discrimination

If a caregiver in the maternity family is confronted with sexual harassment, violence, aggression and / or discrimination, this can be a reason for immediate termination of the care. After receipt of the report, the organization will initiate an investigation and take measures to prevent recurrence. The termination of care is seen as cancellation at your request and therefore you owe the costs for the planned care.

Complaints

It is possible that you have a complaint. We ask you to discuss this complaint with the person about whom you have a complaint. If a conversation with the employee concerned does not bring a solution, you can contact the manager. The manager will handle the complaint. If the complaint has not yet been dealt with satisfactorily, you can contact the complaints committee in writing or by e-mail.

Privacy

In order to provide care in a responsible manner, the organization needs personal information from you. The organization registers this data. You are obliged to provide data for the purpose of providing care. To protect the privacy of its customers, the organization applies a privacy regulation, which results from the Personal Data Protection Act. Of course, you always have access to your data. The organization manages your personal data carefully. The data is not accessible to unauthorized persons and will not be passed on to third parties without your permission. Your child's data necessary for the transfer will be passed on to the youth health care in your region. Our employees have a confidentiality agreement.

Liability

Kraam & Co.| ACK/Zorgmaat/De Baker Kraamzorg is insured against material damage caused to a client by an employee. If an event occurs that leads to liability of the organization, you can submit a claim for compensation. You must report the damage to Kraam & Co.| ACK/Zorgmaat/De Baker Kraamzorg as soon as possible . A number of rules are used.

1. The damage must have been caused by inattention/carelessness of the employee.
2. The damage caused by working with faulty devices is excluded.
3. Your own risk is € 115, -. The organization is only obliged to compensate the damage up to a maximum of the amount that the insurance pays out to the organization.
4. Original notes must be submitted.
5. An employee of Kraam & Co.| ACK/Zorgmaat/De Baker Kraamzorg, or an inspector of the insurance or a recognized loss adjuster must be given the opportunity to determine the damage.
6. The compensation is awarded with due observance of a customary depreciation period.

Car use

The employees do not perform any work that requires the use of your car. The employee is also not allowed to use her own car to, for example, drive your children to school. The organization is not liable for damage caused as a result of the aforementioned car use by one of its employees.

Access to the property

The house must be accessible at the time that the care must be provided. In principle, no house key is used by the employee. The employee may also not be left alone in your home.

What can you expect from our employees

You can expect the employee to:

- Identifies itself at your request;
- Treats you with respect and has personal attention for you and your housemates;
- Take into account your wishes, ideas and precepts as much as possible within the guidelines of the organization;
- Perform the agreed work in and after consultation with you independently, well and expertly;
- Comply with the agreements made and if this is not possible for certain reasons, consult with you about this.

Disputes

Dutch law applies to all disputes. Any disputes, insofar as they fall within the jurisdiction of the District Court, will be submitted to the District Court in Amsterdam.