

Registration and identification

Everyone who receives treatment at Amstelland Hospital is registered as a patient. In order to declare your treatment with your healthcare insurer, we need some information from you. If any of these details are missing, Amstelland Hospital will have to charge you for the costs of the medical care provided. In this brochure, you can read what information Amstelland Hospital needs from you to be able to declare the medical care provided to your insurer.

Proof of identity

Every patient must identify himself/herself with a valid proof of identity. The following documents are considered valid proofs of identity:

- passport;
- Dutch driver's license;
- identity card;
- valid residence permit.

The law on identification requires that we determine your identity in person. This means that we cannot process a copy of your ID sent to us. The identification and insurance obligations also apply if your child is born or treated at the Amstelland Hospital or is admitted as a newborn. Within 90 days of admission, you must show your newborn baby's identity and insurance certificates at the Registration Desk.

Your insurance information

Always take your health insurance card with you when visiting the hospital.

Your GP's information

Amstelland Hospital needs your GP's

details to be able to declare the medical care provided to your health insurer.

Your referrer's information

A valid referral letter is required for your treatment at Amstelland Hospital.

Invoice management

If any details are missing from your file, the invoice for the delivered care will be sent to your home. Due to price agreements with the health insurers, the price you will be charged is in many cases higher than the price we would invoice to your health insurer. As a result, it is not possible for you to submit the invoice received to your insurer.

Changing your details

Any changes to your personal details can be submitted:

- at the registration desk (only on business days from 08:00 to 17:00);
- via the Amstelland Hospital website: www.ziekenhuisamstelland.nl/en (search for 'Registration');
- via e-mail: inschrijfbalie@zha.nl (include your name, date of birth and address);
- by phone (only on business days from 08:00 to 17:00) on +31 (0)20 755 6388 or +31 (0)20 755 6389.

More information concerning compulsory identification can be found on the Dutch Government website:

www.government.nl

Notes on this leaflet

If any information in this leaflet is unclear or incomplete, please notify us. You can share your remarks with us via voorlichting@zha.nl.