

Treatment of international patients in Amsterdam UMC (Engelse vertaling)

If you live abroad and would like to have an examination or undergo medical treatment at Amsterdam UMC in the Netherlands, this leaflet provides you with information on how to request medical treatment.

Can I receive treatment at Amsterdam UMC if I live abroad?

To be eligible for treatment in Amsterdam UMC, the following conditions must be met:

- It is not possible for you to receive the requested medical treatment in your own country.
- The requested medical treatment is being offered by Amsterdam UMC.
- It is clear in advance how and by whom your medical treatment in Amsterdam UMC will be paid for.
- You arrange your own accommodation in the Netherlands during the treatment. This applies to the entire period: from the diagnostic examination to treatment and recovery. If you will be travelling with attendants, you will also need to arrange accommodation for them in the Netherlands. This is an absolute prerequisite for the treatment of minors (children <16 years old).

Registration with Amsterdam UMC does not guarantee medical treatment. Your medical information

To determine whether treatment is possible in Amsterdam UMC, we will need to review your medical treatment request and your medical records. We also need personal data: name, surname and date of birth & contact details of the patient: email address and telephone number.

You can send this information by email to the Serviceteam (inschrijfbalie@vumc.nl), including any relevant information such as laboratory tests (eg blood tests) or radiologic investigations (eg X-rays, CT or MRI scans).

You must submit your medical information either in Dutch or English. If the information is written in another language, you must provide Dutch or English translation yourself.

The Serviceteam will submit the request to a doctor of the relevant medical specialty. The department decides whether treatment in Amsterdam UMC is possible.

Screening for multidrug resistant microorganisms

In the Netherlands, hospitals and other care facilities apply a strict infection prevention program to prevent the occurrence of so-called multidrug resistant “hospital bacteria”. In that context all patients who were admitted to a foreign hospital in the last two months prior to treatment in Amsterdam UMC, will be tested according to the Amsterdam UMC guidelines. This test can also be used in other cases when applicable. For this we would like to refer you to the following information (in Dutch): [Transfer from a foreign healthcare institution - Infection prevention policy - Amsterdam UMC](#).

What does medical treatment in Amsterdam UMC cost?

If your medical treatment can take place in Amsterdam UMC, we will prepare in advance an estimate of the costs of the treatment. The definitive treatment costs will only be known after the completion of treatment. Please note that the final costs may be higher than previously indicated (many times higher when complications occur), thus the initial cost estimate is always provisional. Please also note that there may be charges for medications and/or medical aids. We ask you to contact your insurance company in advance to cover these costs, or to make sure you can pay for them yourself. The Bureau Niet- en AndersVerzekerden (NAV) will contact you on this matter before your registration in Amsterdam UMC. Because of the Dutch healthcare system it can take up to 4 months to receive the final invoice.

If you have a health care insurance policy in your own country

If you are insured in your own country (within Europe) for the costs of the treatment in Amsterdam UMC, you can use the so-called 'S2' form (formerly the E112 form) if you will be registering with Amsterdam UMC. You are required to bring this form with you not only to outpatient clinic appointments, but also if you are admitted to a nursing ward.

If you do not have a (sufficient) health care insurance policy in your own country

If you do not have a health care insurance policy, or if your health care insurance does not guarantee coverage or provides insufficient coverage, Amsterdam UMC will require a financial guarantee for the costs of the treatment. This can be done by paying the requested amount in advance. In determining the amount due, the risk of a complicated course of treatment may be taken into account (see patient information '[Uw eerste bezoek](#)', available in Dutch on our website www.amsterdamumc.nl).

Acute medical care (for example Emergency Department care)

Emergency care, in case of a life-threatening condition, is always provided. If you have a valid European Health Insurance Card (EHIC), the cost of emergency medical care will likely be paid in full or partially under the terms of the European Union Reciprocal Healthcare Agreement. If you do not have an EHIC card, but you do have travel or care insurance other than that which is covered by the European Health Card Agreement, you will need to pay for your treatment directly after the consultation. In some cases you can be asked to make standard payment in advance to cover the first costs. If you are insured for this, you can submit a claim for the treatment costs with your health care insurer. In all cases, you (or the guarantor organization) will receive an invoice for the costs of the acute care. Be aware: the final invoice can take up to 4 months.

What is EHIC?

If you hold Dutch nationality and are living in an EU/EEA country or in Switzerland, you are entitled to medical care in the Netherlands. You can send your request for medical care to “Nationaal Contactpunt voor grensoverschrijdende zorg”: [CBHC Nationaal Contactpunt](#).

Any questions?

We hope this information helps you to plan your request for medical treatment in Amsterdam UMC if you do not live in The Netherlands. If you have any questions regarding this topic, please contact us by sending an email to: inschrijfbalie@vumc.nl

Contact email addresses

- Serviceteam: inschrijfbalie@vumc.nl
- Bureau Niet- en Anders Verzekerden (NAV): Location AMC: NAV@amc.nl