

Are you
pregnant?
Congrats!





Are you pregnant? Congratulations!

Congratulations with your pregnancy. A beautiful and sometimes eventful time lies ahead. You are asked to make the arrangements for the maternity care. We will be pleased to explain what Naviva Kraamzorg can do for you during this period.

Maternity care in the Netherlands

Maternity care in the Netherlands is unique. You will not find this type of care anywhere else in the world. Maternity care consists of two parts:

- ♥ Assistance by the midwife during and immediately after delivery.
- ♥ Care for you and your baby and family at your home during the first days (maximum 10) after the birth.

Our maternity carer will visit you at home after the birth to give you, your baby and the rest of your family the best start in life. She will focus on your health and will do the necessary checks. She will provide information about feeding, taking care of each other and being safe. If there is time, she will also pamper and support you in the household. She will deploy all her knowledge and expertise so that you can take care of your baby

independently and full of confidence after the post-natal week.

Registering on time for maternity care

It is best if the maternity care is arranged before the 16th week of your pregnancy. Do you want to find out whether we provide maternity care where you live? Check your postcode at <https://www.naviva.nl/postcodecheck>. Next, you can arrange Naviva maternity care yourself quickly and simply. Visit <https://www.naviva.nl/aanmelden/> to register. You can also register by phone by calling 088 – 7777 666. You will require a *Burgerservicenummer (BSN; Citizen Service Number)*. You will receive confirmation after registering by email. If you do not object within the statutory cooling-off period of two weeks, your registration will be definite. An agreement or contract will then be in place. Your maternity care will be guaranteed.



Maternity care cost

Maternity care is regarded as essential care in the Netherlands. Maternity care is therefore reimbursed by your basic healthcare insurance. You must have taken out healthcare insurance to qualify. You do, however, need to pay a personal contribution. If you have additional healthcare insurance, your personal contribution will be reimbursed (in part). Naviva maternity care is reimbursed by all healthcare insurers.

Maternity care number of hours

The number of maternity care hours will depend on your situation, preferences and our capacity. The minimum number of hours that you can have and to which you are legally entitled are 24 hours distributed over 8 days. You will receive 49 hours as standard.

Do you have any questions?

Our customer service department will be happy to help with questions or anything that is unclear. Call 088 – 7777 666 on working days between 8.30 a.m. and 5 p.m. or email klantenservice@naviva.nl.



Preparing for the delivery and the post-natal week

The initial assessment interview

The initial assessment interview will be the first time you meet Naviva. You will automatically receive an invitation for this initial assessment interview from us. Our maternity carer will visit your home if it is your first child. The initial assessment interview will be by phone for a second or next baby. Our maternity carer will explain what you can expect from Naviva during the initial assessment interview. If you would like her to check whether all required items for you and baby are available in your home, she will be happy to do this. She will also gladly give you tips and advice for buying the items. She will also make a note of your preferences and any special details. At the end of the interview, you will receive an indication of the number of maternity care hours that you will get later. If you do not speak or understand Dutch or if your knowledge of the language is insufficient, ask a family member, friend or acquaintance to be present to translate.

Ordering items

You need a few aids for a home birth and the post-natal period:

- ♥ Bed blocks so that the top of the mattress is at a height of 80 – 90 centimetres.
- ♥ A chamber pot with lid and back support.

You must order these items yourself so that they are at your home on time (before the 37th week of your pregnancy). You can place your order through Medipoint, Mediplus or Kersten Hulpmiddelen and the items will be reimbursed by your healthcare insurance. Note: even if you are planning a hospital birth, you must have these aids at home. If the bed is not set at the right height, our maternity carer cannot do her work properly.



Maternity package

In addition to the aids, you will need a *kraampakket* (a *maternity package* that contains the items you need to prepare for a home birth). A maternity package will include all items you need during the delivery and thereafter. Items that it will include are gauze, maternity pads, mattress protectors and cotton wool. Depending on how you have insured yourself, you can receive a maternity package through your healthcare insurer or you will need to buy one yourself. You can buy *maternity packages* at pharmacies, chemists or online.

The baby room

We recommend having the baby room ready by the 24th week of your pregnancy. The baby room must at least have a changing unit or table and a suitable crib or cot. Naviva recommends having baby sleep in the parents' bedroom during the first few months (rooming-in). Note: we do not recommend having baby sleep in your bed. This is unsafe.



Where will you give birth?

You can choose where you want to give birth in the Netherlands: at home or in hospital. In both cases, the Naviva maternity carer will assist your midwife during the birth. An exception is a birth under medical supervision in hospital. For example, in case of a C-section (caesarean delivery) or when there are complications. Then the gynaecologist or clinical obstetrician will take charge of your delivery.

Giving birth at home

If your pregnancy is uneventful and your health is fine, you can give birth at home. If your contractions start, call the midwife. She will come to you. The midwife will contact Naviva. Our maternity carer will assist the midwife during your home birth. She will give a helping hand and will observe you and your baby. She will tidy up and will ensure that you can build up your strength and enjoy this time in a relaxed atmosphere.

Giving birth in hospital

Will you be having an outpatient's delivery in a hospital or birth centre? Then you must also call the midwife. She will call in the Naviva maternity carer for assistance during the delivery. When you are discharged from hospital, contact Naviva Kraamzorg. You can do this 24 hours a day, 7 days a week. Therefore also in the evening, at night and during weekends.



The post-natal week

Post-natal week

We call the first eight to ten days after the birth the *kraamweek* (post-natal week). The Naviva maternity carer will be at your home during this period. She will offer you all the necessary care and required support. Your midwife will be the one who has final responsibility. She will visit you a few times during the post-natal week. Your midwife and the maternity carer will regularly consult each other about your well-being and that of your baby.

More than just good maternity care

Naviva likes to give more than just good maternity care. We will, for example, introduce the Dunstan Baby Language method during the post-natal week. A method that you can use to understand the crying noises that your baby makes. We will also teach you to massage your baby if you want this. Baby massage is a relaxing activity that strengthens the bond between baby and parent. The maternity carer will also help in relation to achieving an optimal bond between parent(s) and baby. For example, by encouraging skin-on-skin contact. And by recognising sleep and hunger signals. This will prevent excessive crying. This will strengthen the bond between parent and child.

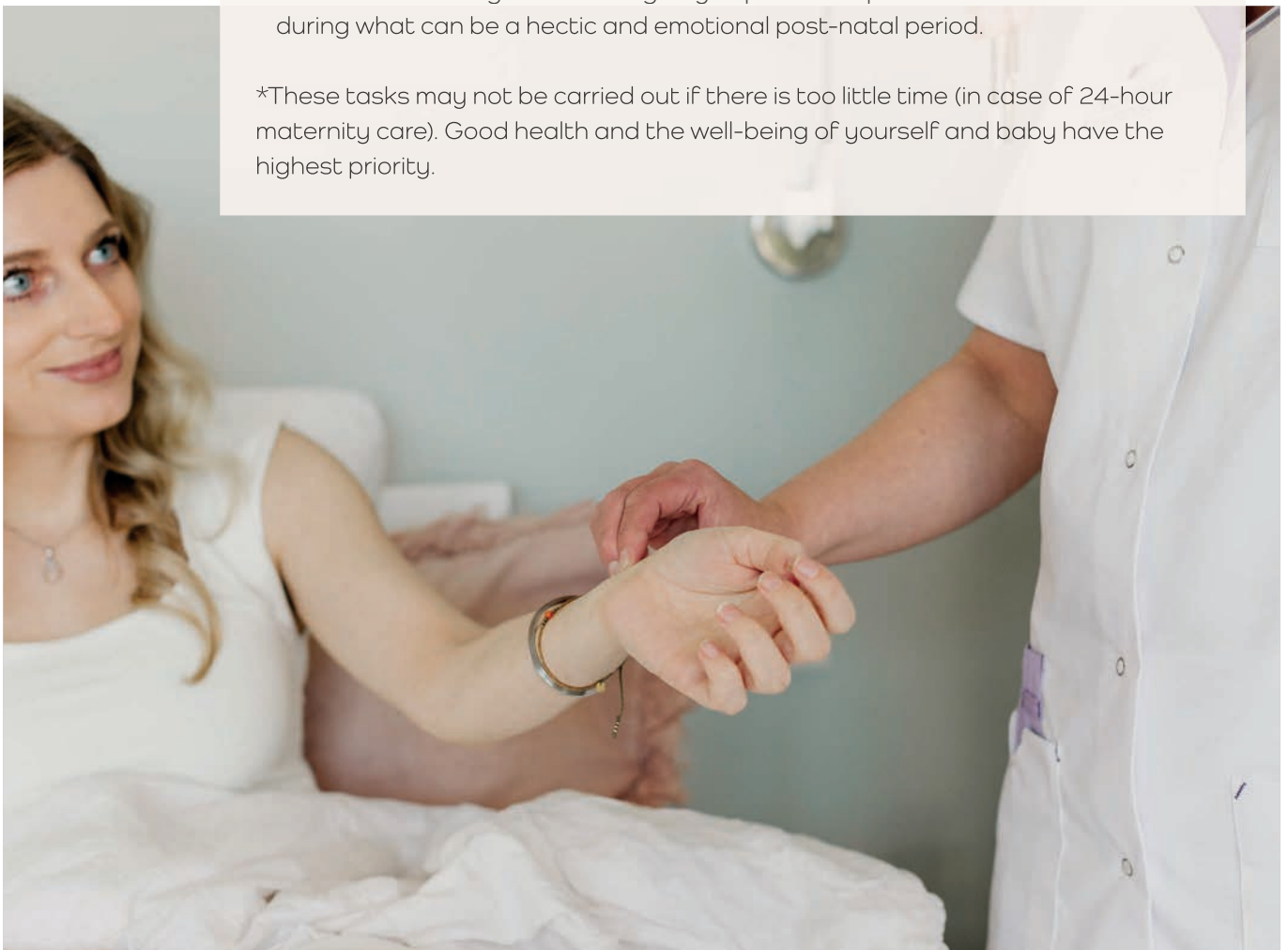


The maternity carer's duties

Your Naviva maternity carer:

- ♥ Pays attention to your health and that of your baby.
- ♥ Makes sure that everything is OK in relation to feeding your baby.
- ♥ Will take care of your baby and will teach you how to do this yourself.
- ♥ Will introduce rotational care, Dunstan Baby Language and Baby Massage to you.*
- ♥ Can provide advice about various topics ranging from your baby's skin to bonding.
- ♥ Will offer digital support if this is possible.
- ♥ Will ensure the post-natal and baby room, toilet and bathroom are kept clean.*
- ♥ Will perform other household tasks and will look after the other family members.*
- ♥ Will offer a listening ear and will give you personal tips and recommendations during what can be a hectic and emotional post-natal period.

*These tasks may not be carried out if there is too little time (in case of 24-hour maternity care). Good health and the well-being of yourself and baby have the highest priority.



Agreements

You will make agreements with the maternity carer at the start of the post-natal week. For example, about the distribution of the care hours and your preferences and habits. Your maternity carer will record

everything in your online file. She will also use this file to register how you and baby are doing. Every day she will look back and forwards with you: what is going well, what can be improved and what you may prefer to be different?

Checking and observing

Your maternity carer will check and observe. She will record many things in the online file that you can also see. If she sees risks, she will discuss them with you. If required, she will immediately call in additional assistance.

Feeding your baby

It is essential that your baby is fed on time and sufficiently to guarantee healthy development. Breast milk is the best food that you can give your baby. The maternity carer will help and provide advice about everything to ensure you can breastfeed successfully. She will also do this if you decide or have to decide to bottle-feed.



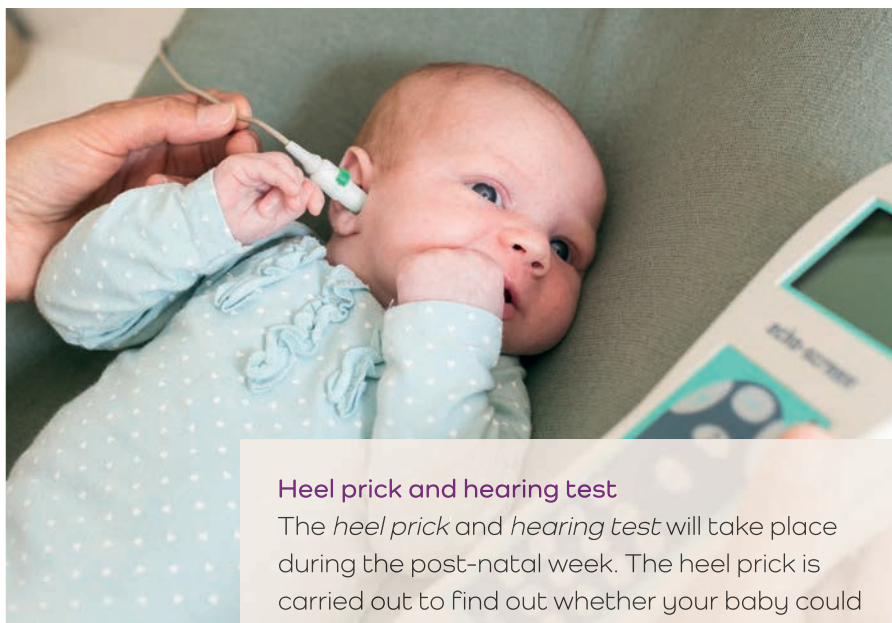
Your family

The maternity carer will, of course, pay attention to your entire family. The brothers and sisters of baby will be involved in looking after the new member of the family. If there is time, support in relation to household chores will be given. And she will gladly spoil you with a healthy snack.

Digital support

In addition to care at your home, we also offer digital support. You can use our Nieuw Leven app, full of information and instructions about pregnancy and the postpartum period. We also offer e-consultations; video calls with a maternity carer.





Heel prick and hearing test

The *heel prick* and *hearing test* will take place during the post-natal week. The heel prick is carried out to find out whether your baby could have a number of congenital and hereditary illnesses that are very rare. A few drops of blood from the heel of your baby are taken for this. The hearing of your baby will be tested during the hearing test. You will immediately receive the result. You will receive more information during the post-natal week and through the midwife.

Conclusion of the post-natal week

The post-natal week will be concluded with an extensive review of the week with your maternity carer. She will make a note of the last data in the online file. She will also write a transfer letter for *Jeugdgezondheidszorg* (JGZ; Youth Healthcare). You will receive an invitation for your first visit to the consultatiebureau (early childhood clinic) within a few weeks after the post-natal week. You will go there regularly with your baby to check on your baby's health but also for vaccinations.

Assessment and invoice

A few weeks after the post-natal week has ended, you will receive a questionnaire from us through email. You can provide all your feedback about the post-natal week and Naviva as an organisation. You will also receive an invoice around this time for your own contribution towards the provided maternity care hours (if your healthcare insurance does not cover them).

Language barrier

Our maternity carers speak Dutch. Is your command of Dutch not sufficient to speak or understand it? Come up with a solution in advance on how you can deal with the language barrier. Our maternity carers work with an iPad and have access to Google Translate. The presence of a family member, friend or acquaintance who can translate for you is pleasant and will ensure that the care is better.





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