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Are you pregnant? Congrats!

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T. 088 – 7777 666

Are you pregnant? Congratulations!

Congratulations with your pregnancy. A beautiful and sometimes eventful time lies ahead. Before, during and after the birth, you naturally want the best for yourself and your baby. Naviva Kraamzorg will be more than happy to explain what we 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, family and household at your home during the first 8 to 10 days after the birth.

Selecting the maternity care

You can choose from which maternity care organisation you receive care. Naviva Kraamzorg is one of the largest maternity care organisations of the Netherlands. Do you want to find out whether we provide maternity care where you live? Check your postcode at www.naviva.nl/postcodecheck or call us on 088 - 7777 666.

Arranging maternity care

You can arrange Naviva maternity care yourself quickly and simply. It is best if this care is arranged before the 16th week of your pregnancy. Visit 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 must also have healthcare insurance in place. 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.

Registering

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. Maternity care will then be guaranteed. Approximately three weeks after registering, you will receive a welcome letter and a magazine (*in Dutch*) full of tips and advice by post.

Maternity care cost

Maternity care is required care. Maternity care is therefore reimbursed by your basic healthcare insurance. You do, however, need to pay a personal contribution of €4,40 per hour *(2019)*. 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

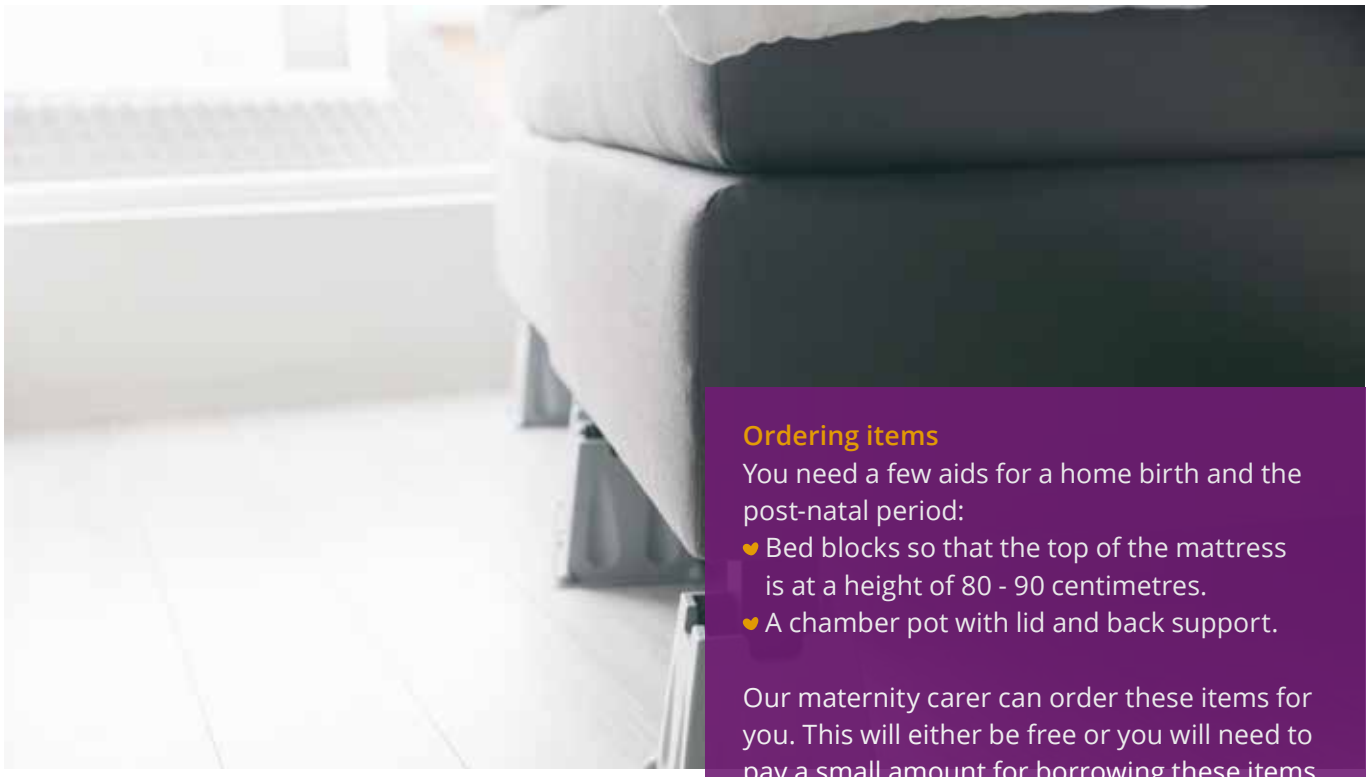
The number of maternity care hours will depend on your situation and preferences. We will organise an initial assessment interview to determine the number of maternity care hours that you require. Our maternity carer will visit your home if it is your fist child. The initial assessment interview will often be on the phone in relation to a second or consecutive baby. If, however, you prefer a home visit, please let our customer service know.

The initial assessment interview

Our maternity carer will explain what you can expect from Naviva during the initial assessment interview. She will 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.

Home visit

The maternity carer will visit you at home for the first initial assessment interview in relation to your first baby or if there are special circumstances that apply. If you want, she will gladly check whether all required items for you and baby are available in your home. She will also gladly give you tips and advice for buying the items.



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.

Our maternity carer can order these items for you. This will either be free or you will need to pay a small amount for borrowing these items depending on where you live. Note: even if you are planning a hospital birth, you must have these aids at home.

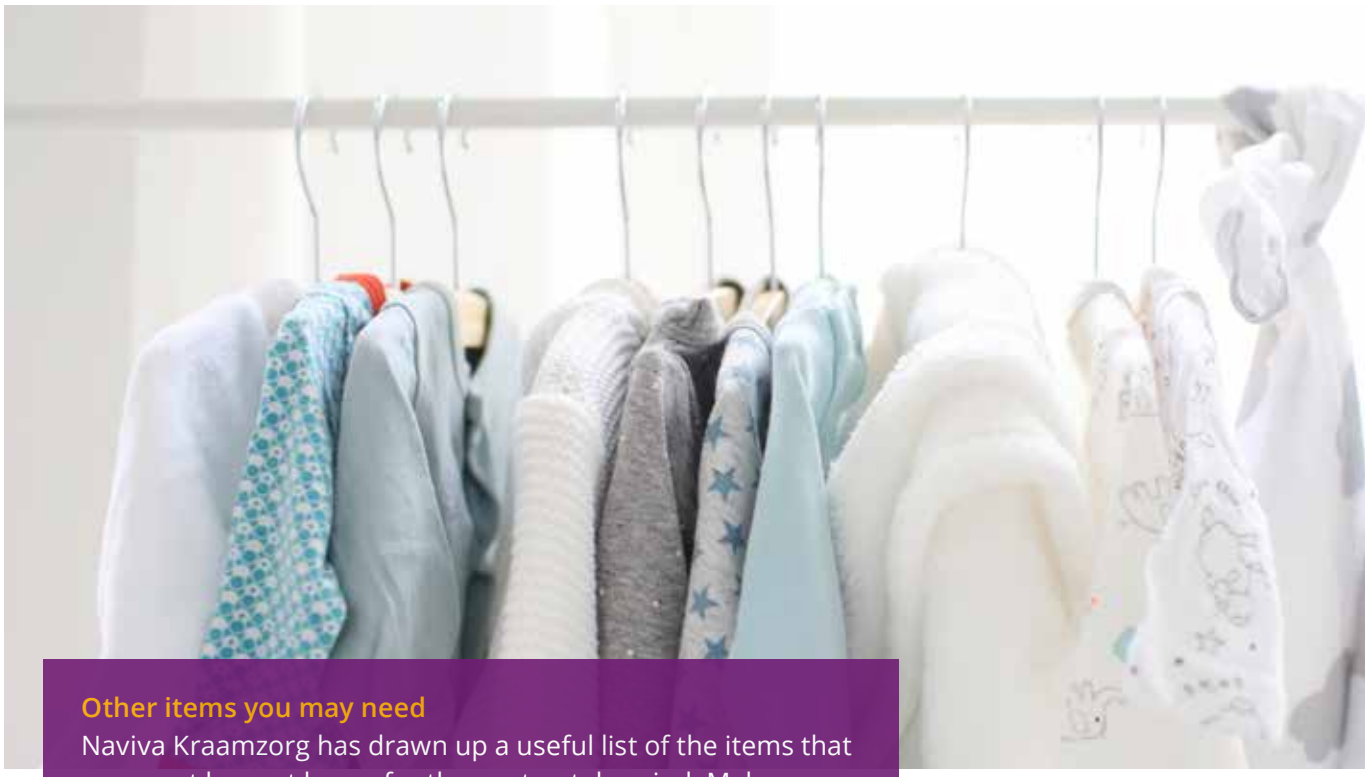
Maternity package

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 for yourself as the mother who has just given birth.

Items that it will include are gauze, maternity pads, mattress protectors and cotton wool. You can receive a maternity package through your healthcare insurer *(ask about this at your healthcare insurer)* or you must 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.*



Other items you may need

Naviva Kraamzorg has drawn up a useful list of the items that you must have at home for the post-natal period. Make sure you have the following items at home.

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Baby essentials

When you have a baby, often a whole new world opens up in front of you regarding all the things you can buy to ensure that looking after your little one is as easy as possible. You also need a few things when you are planning to give birth at home. We have compiled a list for you to make you aware of what you really need, what is useful and what is sometimes completely unnecessary.

tip
You can also borrow items. After all, a few things you will only use for a very short time.

HOME BIRTH

We recommend at least getting the following items when giving birth at home.

- 2 sheets or duvet covers
- 2 flannel fitted or bottom sheets
- Waterproof mattress protector
- 4 pillowcases
- Bottle *(to rinse)*
- 1 plastic wash basin and 1 new bucket *(for midwife care)*
- 2 hot water bottles *(metal or electric baby warmer appliance)*
- 4 packs of sanitary pads *(without plastic because this may heat up)*
- Rubbish bags
- 1 roll of soft toilet paper
- 1 hand sanitiser pump bottle
- 10 washed and ironed hydrophilic nappies
- 1 roll of aluminium foil *(to maintain the baby's temperature)*
- 1 kilo of salt *(to soak blood stains)*

tip
We recommend having everything ready at home by the seventh month of your pregnancy.

MATERNITY PACKAGE

You will also need a maternity package. Different insurance companies will reimburse you for these packages or will issue them for free. You can also buy a maternity package in the (home) care shop if you are not insured.

**This list has been compiled in cooperation with midwives.*

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Buying for baby

We recommend buying the following items for baby. This is the minimum that you should buy. Many people prefer to have more of the listed items so that they do not have to wash every day.

BABY

- Crib and/or cot without a head protector
- Robust mattress and 2 flannel fitted sheets
- 2 fitted sheets
- 2 sheets
- 2 blankets
- 2 metal hot water bottles *(seamless with washers in the screw top)* or 1 electric baby warming appliance *(for example, Zensy©)*
- Baby changing unit or table *(height between 90 and 105 cm)*
- 1 changing mat and 2 covers
- 2 digital thermometers *(1 for mother and 1 for baby)*
- 2 baby hats
- 6 vests or bodysuits
- 1 cardigan or coat
- 4 to 6 sweaters and trousers or sleepsuits
- 2 wrapping blankets
- 18 hydrophilic nappies *(including the 10 nappies listed for the birth)*
- 8 muslin squares/burping cloths
- 6 hydrophilic washcloths
- 1 nappy bucket or pedal bin
- Liquid baby soap
- 1 baby bath on a stand and possibly a Tummy Tub
- 1 brush and comb
- Small paper nail file or nail set *(for baby)*
- 2 bottles, 2 teats, formula milk and a bottle brush *(if you will not be breastfeeding)*
- Baby car seat

tip
If you want to massage your baby during the days after the birth and thereafter, we recommend buying a gentle vegetable oil.

Naviva takes care of you
Call 088 - 7777 666 or visit naviva.nl

Trusted and near to you

Hospital bag

Births cannot be planned. It is therefore wise to pack a hospital bag as from the 34th week of your pregnancy. This will ensure that you have everything at hand should baby suddenly arrive. Make sure you pack the following items.

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Checklist Hospital bag

A birth cannot be planned. If you suddenly need to go to hospital, it is great if you have a hospital bag ready with all the important things. For yourself and for your baby but also for your partner. Naviva Kraamzorg therefore decided to draw up this handy checklist. This list will give you a good idea about what you need to take to hospital. We recommend having the hospital bag ready as from week 34.

FOR THE MOTHER

- Toiletries
- Any medication that you may be taking
- Lip balm
- Your glasses or contact lenses with the contact lens case and liquid
- The clothes you want to wear to give birth
- Extra clothing
- Nightwear
- Extra comfortable clothing
- Thick socks *(women are usually very cold after giving birth)*
- Dressing gown
- Underwear *(possibly a nursing bra)*
- Slippers
- A bottle of water
- Glucose
- Mobile phone and charger
- Distraction material *(such as a magazine or music)*

FOR THE BABY

- Baby car seat and footmuff/blanket
- Wrapping blanket
- Two baby hats
- Three bodysuits
- Three shirts
- Two pairs of trousers
- Two pairs of socks
- Coat

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Checklist Hospital bag

PARTNERS BEWARE

As a partner you may also want to be prepared to spend a night at the hospital. Therefore also bring spare clothes, toiletries and any medication you may be taking.

TOGETHER

- Purse with your PIN card and possibly hour healthcare card
- Change for the wheelchair/car park
- Paperwork of the midwife
- The birth plan if you have drawn one up
- Proof of identity for both of you
- Keys are essential

essential!
The camera (do not forget to bring chargers and memory cards)!

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Call 088 – 7777 666 or visit naviva.n

Trusted and near to you

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.

Reception care

If you are allowed home from hospital in the afternoon, evening or night, do not worry! Naviva Kraamzorg offers special reception care. Our maternity carer will go to you. She will give advice and support so that you can spend the first night alone safely and in a relaxed atmosphere. The next day the post-natal period will fully start.

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.

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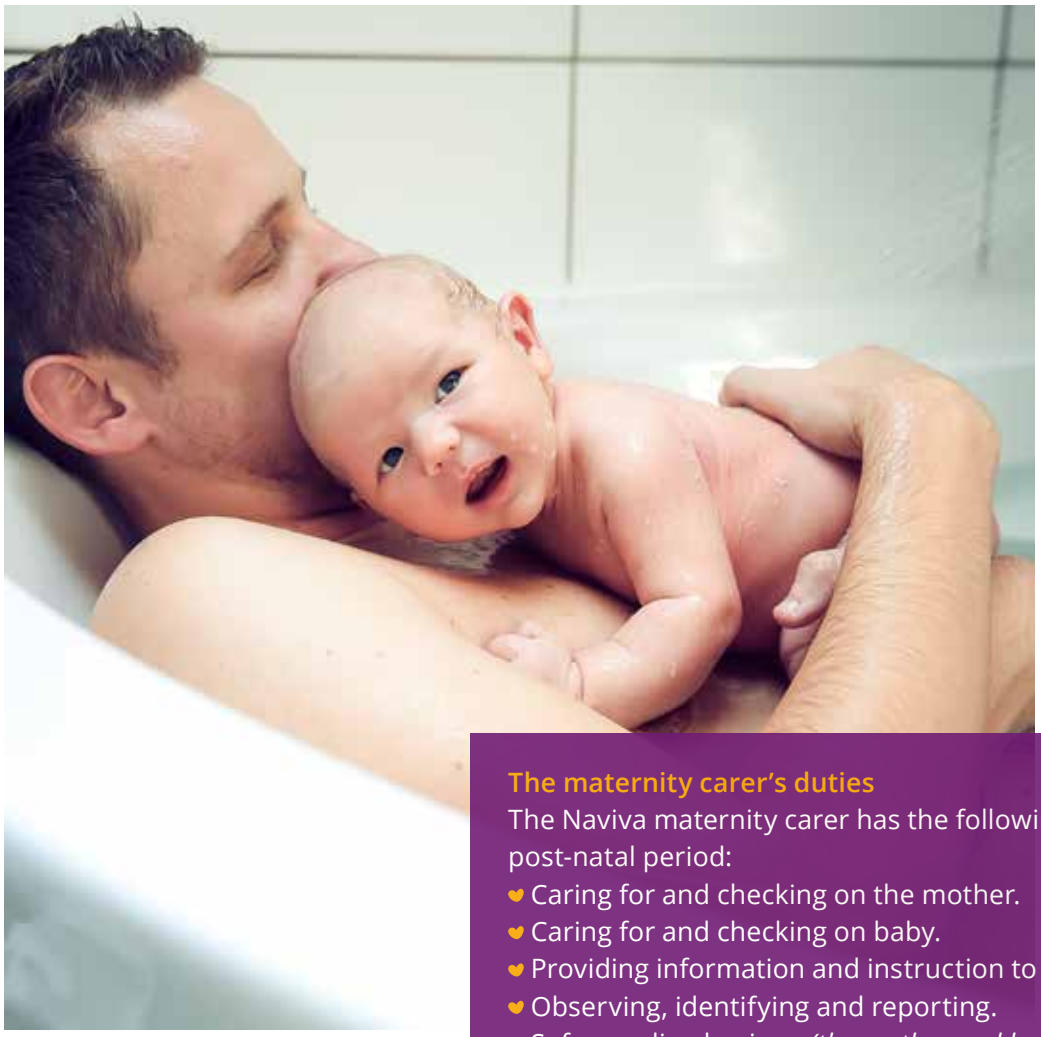

The maternity carer's duties

The Naviva maternity carer has the following duties during the post-natal period:

- Caring for and checking on the mother.
- Caring for and checking on baby.
- Providing information and instruction to the parent(s).
- Observing, identifying and reporting.
- Safeguarding hygiene *(the mother and baby rooms, bathroom and toilet).**
- Household chore support.*

**These duties will not apply if the statutory minimum maternity care is selected.*

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 a Kraamzorgdossier *(Post-natal Care File)*. She will also use this document 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?

Health

Good health and the well-being of yourself and baby have the highest priority. Your maternity carer will check and observe. She will make a note of many things in the Post-natal Care File. If she sees risks, she will discuss them with you. If required, she will immediately call in additional assistance.

Care

Your maternity carer will care for you and your baby. She will give instruction and advice about caring for baby. This refers to issues such as changing nappies, bathing your baby, dressing and undressing baby and temperatures.

Safety

A safe environment for your baby is, of course, very important. Your maternity carer will give you tips and advice on how to create a baby friendly home. She will also teach you safe techniques for sleeping, picking up and putting your baby down and about actions related to caring for your baby.

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.

Bonding

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. You can help your child sooner by recognising sleep and hunger signals. This will prevent excessive crying. This will strengthen the bond between parent and child.

Your family

The maternity carer will, of course, pay attention to your entire family. She will also gladly help your partner. She will offer support in relation to household chores. The brothers and sisters of baby will be involved in looking after the new member of the family. And she will gladly spoil you with a healthy snack.

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. Baby massage is a relaxing activity that strengthens the bond between baby and parent. And draaiend verzorgen *(rotational care)* is a safe technique that stimulates the physical development of your baby.

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 Post-natal Care File. She will also write a transfer letter for Jeugdgezondheidszorg (JGZ; Youth Healthcare). You will receive an invitation for your first visit to the early childhood clinic within a few weeks after the post-natal week. You will be visiting this centre on a regular basis with your baby. To check on your baby's health but also for vaccinations.

Assessment and invoice

After a few weeks you will receive an assessment by 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.

Language barrier

The working language of our maternity carers is 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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