

# Your payment at the emergency and urgent care centre

## Why and how?

You received treatment at the emergency and urgent care centre and have been asked to pay because you do not have health insurance or are insured abroad. We offer general practitioner care and hospital care at the emergency care centre. Both require payment. This leaflet provides more information.

### Your medical bill

The amount you have to pay depends on the care you received:

- you pay a flat fee for general practitioner (GP) care
- you pay an advance for hospital care. You will receive the final bill from the hospital at a later date

In some cases, the GP may refer you to the hospital after treatment. In that case, you will have to pay twice. We understand that this may be unpleasant and apologise for the inconvenience.

### Payment

You can pay by debit card. You will receive a receipt for your payment.

### Insured abroad

If you are insured abroad, you can submit the receipt to your health insurance company to get your money back.

### Questions

#### Do you have questions about your hospital bill?

Please contact Northwest Clinic's costs and payments service desk:

- telephone: +31 72 548 3867
- opening hours: Monday through Friday from 08:30 – 12:30 and 13:00 – 16:30

You can also visit the service desk at Northwest Clinic's Alkmaar location, Metiusgracht entrance, street number 012.

#### Do you have questions about your general practitioner bill?

Please contact the HKN secretariat by email: [secretariaat@hknhuisartsen.nl](mailto:secretariaat@hknhuisartsen.nl)

