

We have
received
your claim.

Please visit
www.centramed.nl
for more information
about the way your claim
will be handled.

Expert in medical liability



Centramed

You have submitted a claim to a healthcare facility because you believe your doctor or other healthcare provider has made a mistake. You are now dealing with Centramed, because the healthcare facility where you received your treatment is insured with us for medical liability. What happens to your claim and what can you expect from us?

Home visit

We offer you the opportunity to have a personal conversation with one of our employees. During that conversation you can explain what has happened. You can also ask questions about the further handling of your claim or discuss any other queries you may have.

A claim process takes time

One of our employees will process your claim. We do this as fast as we can, but it may take some time. Various parties will be consulted for the careful handling of your claim. The doctor or other healthcare provider involved in your treatment and our medical advisor are included in this process. Naturally, we will keep you informed of the progress of your claim.

Advice from a specialized representative

Medical liability is complicated. That is why we advise you to engage your legal expenses insurer or a representative who specializes in medical liability. You will find specialized representatives in your area on www.deletselschaderaad.nl. These are affiliated with the *National Keurmerk Letselschade* (Dutch quality mark for personal injury service providers). By choosing one of these service providers, you are assured of high-quality and customer-oriented service.

What can you do?

We handle your claim as well and quickly as possible. You can help us by:

- ◆ describing clearly what you are accusing the doctor or other healthcare provider of;
- ◆ providing insight into the financial and practical consequences of the alleged error;
- ◆ giving permission to access your medical file. You do this by sending a signed medical authorization to the healthcare institution as soon as possible.

Do you have any further questions? Please feel free to contact us via telephone on +31 (0)70 301 7070 or via e-mail: schade@centramed.nl

Experience survey

Centramed is constantly improving its claims handling. That is why we have started a survey together with several other insurance companies to find out what people think about our services. You may be contacted on your e-mail address to sign up for this experience survey. By participating, you will help us improve our claims handling process. You are not obliged to participate. Your decision and answers will not affect the handling of your claim and cannot be traced back to your claim file.



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