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Maternity Care, your way



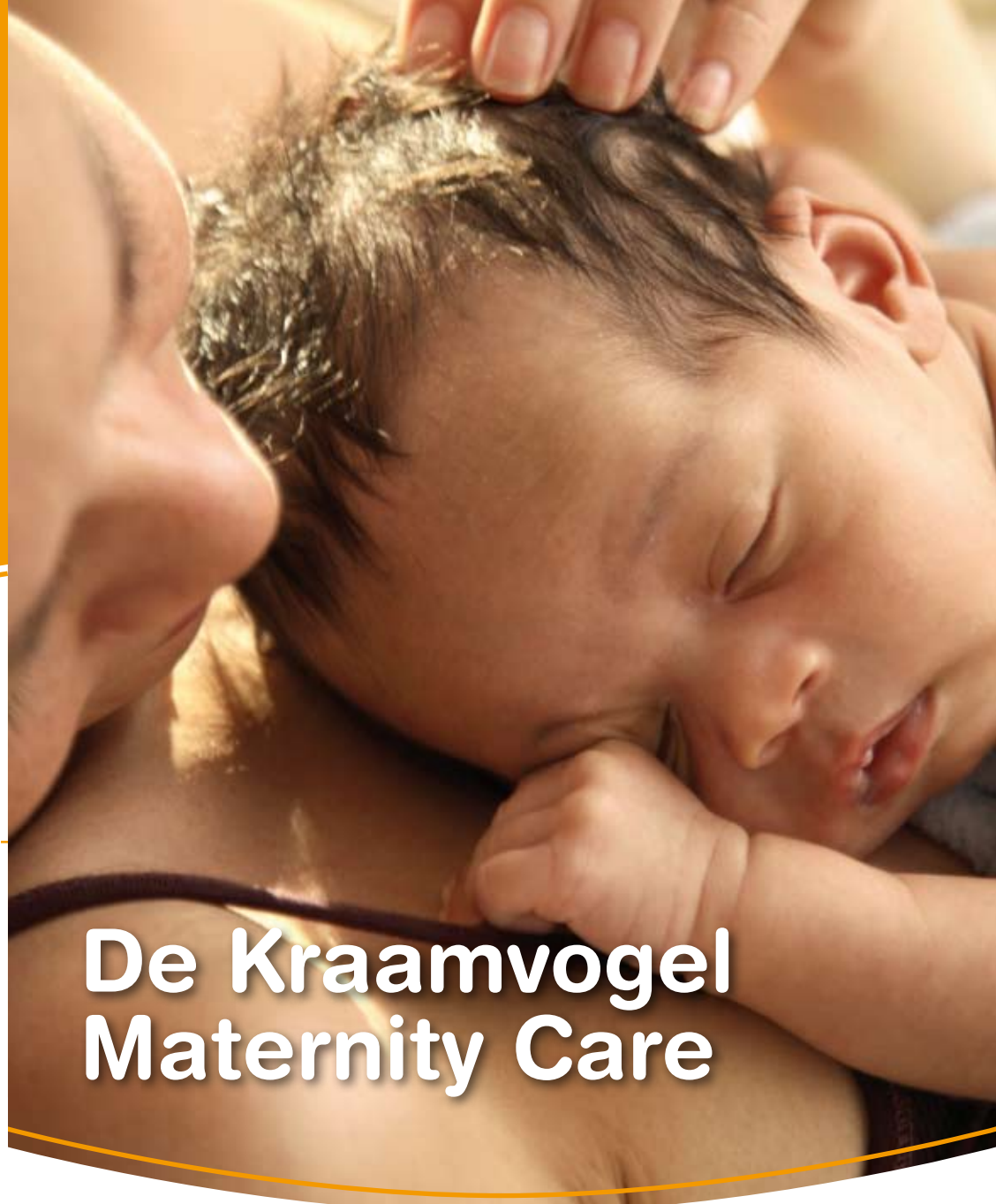
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De Kraamvogel
Attn.: Customer service
Antwoordnummer 23
7940 VB Meppel

De Kraamvogel Maternity Care

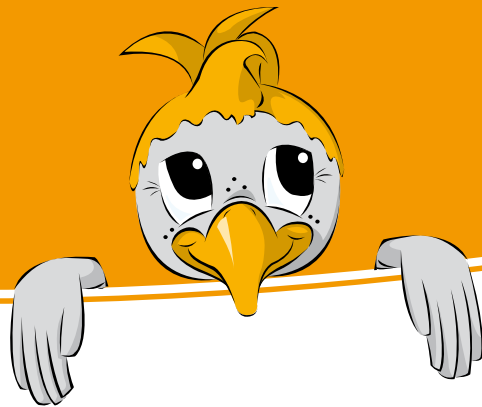


Maternity Care, your way



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‘Maternity care gives you and your child the best possible start’

Welcome to De Kraamvogel

Congratulations on your pregnancy! A special time awaits you, with moments of great happiness, but also with questions, choices and uncertainties. You are of course looking for a maternity care organisation that supports you and understands what's important to you. De Kraamvogel is a dependable, professional organisation providing everything you need during this period. With De Kraamvogel you can count on professional care and personal attention. And you can make use of all the facilities that De Kraamvogel offers to support and advise you during your voyage of discovery in the coming months. De Kraamvogel: maternity care, your way.

Home birth

Most women in the Netherlands want to give birth to their baby at home, in familiar surroundings. Some women opt in advance for a hospital birth, either for medical reasons or because they find it reassuring that medical care is immediately available. The midwife or obstetrician determines whether the new mother can choose a home birth. There is absolutely no problem for healthy women with little risk of medical or social problems during pregnancy to give birth at home. A home birth has many advantages: the birth takes place in your own relaxed environment, you can give birth the way you want and your baby can stay close to its parents after delivery. It has also been shown that a birth at home for low-risk pregnant women is just as safe as in hospital. Midwives and maternity nurses are extremely well trained to assist with home births and to take the necessary steps if problems do occur. If during the delivery you unexpectedly have to go to hospital, they are usually within easy reach in the Netherlands. About 30% of women in the Netherlands eventually give birth entirely at home, under the supervision of a midwife and maternity nurse.

What is maternity care?

Maternity care is the care for mother and child during childbirth and the first eight days thereafter. During the home delivery, the maternity nurse assists the midwife. Subsequently, during the maternity period, she provides all the care and support you need in close consultation with your midwife. The maternity nurse performs check-ups, provides information and guides you with (breast) feeding. She teaches you and your partner how to care for your newborn baby and gives advice on how best to deal with the new family situation. Maternity nurses also keep an eye out for specific problems or risks that require attention. If necessary, she will contact your midwife or other professional bodies. Maternity care is designed to ensure that you quickly recover from the delivery and enjoy your maternity period to the fullest. You can then focus entirely on your first contact and experiences with your baby. Maternity care therefore gives you and your child the best possible start.

Reliable and close at hand

De Kraamvogel provides maternity care in northern and central Netherlands, covering the provinces of Friesland, Drenthe, Flevoland, Noord-Holland and parts of Groningen, Overijssel, Utrecht and Gelderland. Our maternity nurses work in small teams, in close collaboration with midwives and also near to your home. Maternity care from De Kraamvogel is reliable and close at hand.

Competent and experienced

De Kraamvogel is both professional and experienced, and possesses all the necessary quality certificates, thus assuring you of the highest quality of care. We endorse the importance of breastfeeding and De Kraamvogel is, for example, certified in accordance with the WHO/Unicef 'Ten Steps to Successful Breast-feeding'. De Kraamvogel is also certified by the HKZ, a Dutch foundation that provides accreditation to organisations that meet the quality requirements of the healthcare sector, health insurance companies, the government and consumers.

We work closely with other professionals who assist you during and after your pregnancy. This includes your midwife, your doctor, the hospital, as well as the local child healthcare organisation that runs your health clinic, which assists you with the care of your baby after maternity period.

You are the focus

At De Kraamvogel your wishes come first. Every new mother is unique and each personal situation is different. Besides expert maternity care, we therefore offer a large number of services related

to pregnancy and childbirth. This brochure provides a summary of what is possible at De Kraamvogel and also offers some initial practical information on pregnancy, childbirth and the maternity period.

Your own maternity care consultant

During your pregnancy you will primarily be guided by your midwife who performs medical examinations, gives advice on diet and lifestyle and helps you prepare for childbirth. But there is a lot more involved when you have a baby. You want to know about and arrange all kinds of things, but sometimes don't know where to find the right information. Or sometimes you may need advice before making choices. De Kraamvogel offers you a unique service: your own maternity care consultant. From registration to delivery, the maternity consultant is your designated contact person. You can turn to her with all your questions about pregnancy, birth and maternity period.

The area covered by De Kraamvogel



These may be about the number of hours of maternity care, breastfeeding, but also financial issues or your insurance. Your maternity care consultant is literally close at hand, she knows what is happening in your neighbourhood. This makes the contact both enjoyable and personal. The maternity care consultant will contact you several times: after registration, around the fifth month and just before the birth. If you want, you can always contact her yourself at fixed times via a special telephone number. When you are ready to give birth, your maternity nurse is naturally the person with whom you have contact.

After registration: wishes and possibilities

A few weeks after registration, your maternity consultant will call you. She introduces herself and discusses your wishes and the possibilities that are available. You will of course want to know how many hours of maternity care you are entitled to. And what is covered by your insurance? Perhaps you would like to breastfeed and need a course or some guidance. During this initial period, your maternity consultant puts you on your way.

Fifth month: intake

Around the fifth month of pregnancy, the maternity care consultant arranges an intake interview. This is designed to prepare you for what you can expect during your maternity period and to optimally gear our maternity care to your personal situation. Your maternity consultant will, for instance, ask whether you want to give birth at home or in hospital. Other questions concern your family situation, whether you are planning to breastfeed and whether you have any special wishes. She will also explain

what you can expect from your maternity nurse. She takes care of the administrative details and talks to you about safety in the home and the working conditions for the maternity nurse. She will also have information about breast and bottle feeding and other services and courses offered by De Kraamvogel. The intake interview usually takes place at your home. Sometimes, such as in the case of a second or third child, this can all take place by telephone.

Eighth month: final check

Your maternity care consultant will call you again in the final month of your pregnancy. She will ask you whether anything that is relevant to the maternity care has changed and once again explain to you exactly how the care is organised during and after childbirth. Perhaps it has become clear that you will give birth in hospital. Your maternity care consultant can tell you how you can then arrange the maternity care so that you can calmly look forward to your baby.

Maternity Guide

During your maternity period, your maternity nurse uses the Maternity Guide, a comprehensive guide for both you and her. She takes note of everything concerning you and your baby. You can also record your first experiences with your child in the Maternity Guide.



Maternity care: what can you expect?

The maternity period covers the first eight days after birth. Maternity care aims to give mother and child the best possible start during this period. De Kraamvogel provides professional maternity care, tailored to your needs. You can to a great extent determine the nature of the care in consultation with your maternity consultant and maternity nurse. What is in any case included is assistance during the home delivery, the care of – and check-ups for – both mother and child, information, advice and household chores. Attention is also paid to your family and to maternity visits. And there is, of course, a little pampering!

Assistance with the home delivery

If you give birth at home, the maternity nurse assists the midwife or family doctor during the delivery. The maternity nurse is called following consultation with them. She will then be with you as soon as possible, but always within one hour. In consultation with the midwife or family doctor, the maternity nurse can also be present sooner to assist you during the contractions, if this is beneficial to you. If the maternity nurse does come earlier, this will not be at the expense of agreed number of hours of maternity care after the delivery. These are unaffected. After the delivery, the maternity nurse is there to care for you and your baby, to tidy up the delivery room and to help with the first feed. She also ensures there is peace and quiet during your first unique moments with your baby. The length of time that the maternity nurse remains depends upon both the care you have agreed and the time of birth. This will be self-evident at the time.

Hospital delivery

If you give birth in hospital and you know when you will go home, contact De Kraamvogel as soon as possible. We will then make sure that the maternity nurse is at your home at the agreed time. If you come home from hospital at the end of the day or in the evening, there is an option for the maternity nurse to provide some initial care when you arrive home. Your maternity care consultant can tell you how best to organise this.

Maternity care at home

After the delivery, the maternity nurse comes to your home during a period of eight days. Her tasks are tailored as much as possible to your specific situation and wishes, and she evaluates her activities every day with you. In this way, she can optimally do her work within the agreed number of hours of maternity care.

‘Maternity care is designed to ensure that you are quickly able to recover from the delivery and can enjoy your maternity period to the fullest.’

Care for mother and baby

The maternity nurse is there in the first place for you and your baby. If necessary, she helps you with your personal care. Every day, she checks your temperature, pulse, uterine position, bleeding, breasts, legs, urination, bowel movement, as well as any stitches. She also keeps an eye on how you feel and makes sure that you get enough rest so that you can recover quickly and enjoy your maternity period. You can then devote all your attention to your first contact and experiences with your baby. When caring for your baby, the maternity nurse looks at temperature, skin colour, breathing, drinking behaviour, urination, bowel movement, and the umbilical stump. All check-ups are recorded in the Maternity Guide with this information also being intended for the midwife or doctor, who regularly drop by during the maternity period, as well as for the nurse from the local child healthcare organisation affiliated with your health clinic.

Information and advice

In the beginning, the feeding and bathing of your baby may take some getting used to. The maternity nurse will also help you with this. She has an important role in the supervision of (breast) feeding, and can give you tips on how other children can get involved with your new baby. She also helps you to plan your days so you are well prepared for the period after the maternity period. Your maternity nurse is a source of information and provides advice and support so that after eight days you are physically and mentally able to resume the care for your baby, family and household.

Care for family and household

Depending upon the number of agreed hours, the maternity nurse can, in consultation with you, perform a number of household chores and, if necessary, look after other family members. There are a number of restrictions, however. It is not the intention for maternity nurses to do a lot of extra work, like many baskets of ironing or washing the windows. Maternity care is physically demanding work. Therefore, a number of rules apply about lifting heavy shopping, the height of the birthing bed and the safety of electrical appliances. The maternity nurse does not have to look after pets either. She may indicate if she is bothered by people smoking around her. The care will be immediately halted in the case of inappropriate behaviour and sexual harassment. These and other issues are also discussed during the intake interview with your maternity care consultant in the fifth month of your pregnancy.

Trainees and apprentices

De Kraamvogel regards training in the field of care as a social responsibility. Therefore, we offer practical training so that trainees can learn about maternity nursing. Trainees are coached by a supervisor and work alongside a qualified maternity nurse. For you, this has many advantages. You receive extra attention and two maternity nurses can do more work than one. De Kraamvogel also trains maternity nurses itself. Trainee maternity nurses can already work independently during their training. Should you object to the presence of a trainee or student for any reason, you can indicate this during the intake interview.



‘Your maternity nurse is a source of information and provides advice and support’

Maternity help desk

During your maternity period, the maternity nurse is available for advice and support during the day. But it is possible that something happens during the first eight days at a time when she is not present, which you immediately want to discuss with someone. Your baby won't stop crying, for example, or breastfeeding is not possible. Don't let this weigh on your mind, but feel free to call our Maternity help desk. Via a special telephone number you can contact an expert with all your questions 24 hours a day during your maternity period. Our expert provides answers and advice and if necessary refers you to your midwife.

'Beschuit met muisjes'

After the home birth or after returning home from hospital, the maternity period begins and the maternity nurse comes to your home. In the Netherlands, the maternity period lasts eight days. Family and friends come visiting to admire the baby and congratulate the parents. The maternity nurse serves coffee and tea together with the traditional 'beschuit met muisjes', rusks that are sprinkled with sugar-coated aniseed; these are a symbol of fertility. The coating is pink and white if you have a girl, and blue and white if it is a boy.



Hearing test and heel blood test

During your maternity period, you will receive a visit from your local child healthcare organisation. Your baby's hearing is then tested and a heel blood test is performed, with a blood sample being taken to detect the presence of a number of disorders.

Transfer after maternity care

On the final day of the maternity care, the maternity nurse completes a transfer form for the nurse from your local child healthcare organisation. This nurse, attached to your health clinic, takes over responsibility for the supervision of the care of your baby from us.

The health clinic

The doctors and nurses at your local health clinic keep a close watch on the growth and development of your baby. You will receive information and advice on nutrition, education and care of your baby and you can of course turn to them with all your questions. The health clinic will also ensure that your baby is offered vaccinations under the national vaccination programme and gives you information about these.

Maternity care: number of hours

How much care can you expect from us and how much care do you need? De Kraamvogel provides a care package that is tailored to your needs, taking terms and conditions of insurance and your personal situation into account. After all, De Kraamvogel offers you maternity care your way.

National maternity care guidelines

The number of hours of maternity care you receive is calculated on the basis of national (LIP) guidelines established by health insurance companies and other organisations active in the healthcare sector. From January 2008, every new mother in the Netherlands in principle receives 49 hours of maternity care. Depending upon your situation and your care requirements, the number of hours of maternity care you receive varies between a minimum of 24 hours and a maximum of 80 hours. The number of hours is spread over eight days; in some cases up to ten days of care are provided. De Kraamvogel does its utmost to provide the agreed number of hours of maternity care. If for any reason this is not possible we will discuss with you how the available care hours can best be organised.

Made-to-measure care

During the intake interview in the fifth month, your maternity consultant ascertains your specific

situation. Based on this information and the national LIP guidelines, the required number of hours of maternity care is determined. But no birth is the same. If necessary, the number of hours of maternity care will be adjusted to accommodate changes after the delivery in consultation with the midwife and maternity care organisation. The care you receive is thus truly made-to-measure. Furthermore, it is always possible to buy additional maternity care hours at the prevailing hourly rate. Your maternity care consultant can tell you everything about the options and prices.

Deferred maternity care

This form of maternity care is designed for mothers of newborn babies who, following a stay in an incubator or for other reasons, only return home from hospital after the official 10-day maternity period. Deferred maternity care (or incubator aftercare) mainly comprises information and advice. Contact your health insurance company to see if you are entitled to this type of care.



‘You cannot register for maternity care soon enough!’

Registration, changes or cancellation

The period before the birth is one of many preparations. Arranging the baby's bedroom, selecting a pushchair, choosing names.... Don't forget to register for maternity care in good time! And to also let us know if there are any changes in your situation.

Registration

You cannot register for maternity care soon enough! If you register on time, we can optimally plan the care you receive from us. Our advice: apply for maternity care before the fourteenth week of your pregnancy. You can do this by filling in the registration form/care agreement and sending it to us. You can also register through our website and by means of the registration form at the back of this brochure. You will receive confirmation approximately three weeks after receipt of your registration.

Maternity care costs

Maternity care in the Netherlands is covered by the basic health insurance policy. This means that every policy reimburses the designated hours of maternity care. A small hourly contribution is charged. To make it easier for you, De Kraamvogel assumes responsibility for the financial settlement of this contribution from your insurer. We will inform you of the exact details after registration. If you have supplementary insurance, the chances are that your personal contribution, as well as many other expenses – such as those incurred for advice on breastfeeding – will be reimbursed. Therefore, read your policy conditions carefully.

Our maternity care consultant can help you figure out the options and extras covered by your insurance. In this way you can also avoid any disappointments or unexpected expenses.

Changes

Changes can, of course, occur during your pregnancy. For example, you may move house, switch insurer or change telephone number. You can notify your maternity care consultant of these changes by telephone or via our website. We will ensure that our records are updated to include the new details as soon as possible.

Cancellation

Situations may occur which mean you no longer can or want to make use of our maternity care. If this is the case, please inform us as soon as possible. This will also apply if you move away from our working area. Once you have cancelled your registration with us, you can register with a maternity care organisation in your new place of residence. Upon cancellation, the registration fee will be charged. If the intake interview has already taken place, this will also be charged to your insurance.

Breast or bottle?

Have you already thought about how you will feed your baby? In the opinion of the WHO, the first choice is breastfeeding because of its demonstrable health benefits. De Kraamvogel also believes that breastfeeding provides the best start. Therefore, all our maternity nurses are trained to provide optimum assistance with breastfeeding. We also employ lactation consultants and we offer a special breastfeeding package. Would you like to know more about breastfeeding and how you can best prepare for this? Read our special brochure on breastfeeding that you will receive from us. You can find out more about our breastfeeding package further on this brochure. If for any reason you cannot or do not want to breastfeed, bottle-feeding is a good alternative. Your maternity care consultant can give you a special brochure on bottle-feeding.

Change of maternity nurse

De Kraamvogel strives to ensure that you have the same maternity nurse throughout your maternity period. However, a change is sometimes unavoidable due to pressure of work, holiday or illness. Every day, the maternity nurse will consult you to determine your expectations and what she can do for you. These agreements are recorded in the Maternity Guide. Therefore, there will always be a smooth transfer to colleagues. Our maternity nurses are open and warm and used to adapt to yet another new family situation. They are all well trained and knowledgeable. In the unlikely event that it doesn't click between you and your maternity nurse, you can request a replacement. We will then examine what is possible together with you.



The extras provided by De Kraamvogel

De Kraamvogel not only offers professional maternity care, it also has a wide and varied range of services related to pregnancy and childbirth. Your maternity care consultant can tell you everything about the extras available in your area. A number of possibilities are described below.

Breastfeeding package

Breastfeeding is the best start for you and your baby! But breastfeeding is not always easy. Therefore, De Kraamvogel has developed a breastfeeding package consisting of:

are ready to provide you with more specialised support. They come to your home to advise and assist you, but can also answer your questions on the phone or by email. This service is available until 14 days after the delivery.

Breastfeeding/Bottle-feeding brochure

The Breastfeeding brochure contains everything you need to know about breastfeeding. If for any reason you cannot or do not want to breastfeed, there is also a booklet about bottle-feeding. This booklet describes how you can successfully reduce breastfeeding and switch to bottle-feeding. The booklets are only available in Dutch.

Breast pump rental

It is sometimes necessary or desirable to start pumping breast milk during your maternity period. To get your breast milk flowing properly you can rent a professional breast pump via De Kraamvogel and Leefwinkel websites (see information on page 18). Your maternity nurse can tell you all about this and can help you order the pump online.

Accessible 24 hours a day during maternity period

Sometimes breastfeeding does not go as well as you hoped and you have questions when there is no maternity nurse with you. The Maternity help desk, which can answer all your questions about breastfeeding, can therefore be reached 24 hours a day during your maternity period.

Advice on breastfeeding

De Kraamvogel employs its own lactation consultants, experts who know everything about breastfeeding and have a lot of experience. They

Birth announcement cards

To announce the birth, the parents usually send special cards to family and friends. Sometimes, they put an advertisement in the newspaper. In the past, children were often named after saints or family members, but these days there is an almost infinite variety of names.





Members association

Customers of De Kraamvogel can join the members association of one of the parent organisations of De Kraamvogel. Members can make use, either free of charge or at a discount, of many services that are specially designed for parents with young children.

‘Leefwinkel’

You will need all kinds of things for your baby. In our shops (‘Leefwinkels’) you can find everything for your pregnancy and the period thereafter. There are items for babies, fathers, mothers and people looking for attractive and useful gifts. You can also borrow or rent items and receive expert advice. We have eight shops and a webstore at www.leefwinkelonline.nl.

Courses

As an expectant mother you obviously want to be well prepared for whatever lies ahead. Attending a course is a good idea. Your maternity care consultant can tell you everything about interesting courses in your area.

And lots more besides

And we offer much more, such as initial care when you return home from hospital, extra hours of maternity care or a welcome-home comfort package.

You can read all about our services in the brochure: ‘The extras provided by De Kraamvogel!’

List of essentials

To ensure your delivery and maternity period go smoothly, you will need a few things at home, ranging from alcohol to nappies and from an umbilical cord clamp to bed blocks. To make sure you don’t forget anything, we include here a useful list that you can cut out and take to the shops.

Preparing for the delivery

Whether you give birth at home or in hospital, it is recommended to have a number of things organised at home when you are 37 weeks pregnant. During delivery and maternity period, your bed should be about 70 cm high. From your 36th week, you can rent bed risers/blocks from the home care shop (thuiszorgwinkel). A birthing bed can also be rented.

Most insurers offer a maternity package that includes the basics. The maternity package is also available from home care shops and chemists.

List of essentials – Basic maternity package:

- 5 cellulose under pads
- 2 packs of sterile gauze bandages (16x16 cm)
- 1 pack of zigzag cotton wool
- 1 sterile umbilical cord clamp
- 1 soap dispenser (unperfumed)
- 1 bottle (100 ml) of alcohol (70 %)
- 1 pack of maternity towels
- 2 packs of sanitary towels
- 1 plastic bedcover

Miscellaneous:

- 1 digital thermometer (not ear)
- 1 measuring jug (for rinsing in the toilet)
- bed raised to a height of 70 cm or bed risers (blocks)
- 1 extra set of bedclothes

Home delivery

If you plan to give birth at home, you must have made all the practical preparations for this after 36 weeks of pregnancy. The following should be considered.

List of essentials: Home delivery supplementary items:

- 1 maternity mattress
- 5 cellulose under pads
- 1 pack of maternity towels
- 1 packet of salt (for rinsing the laundry)
- 2 rubbish bags
- roll of kitchen/toilet paper
- 2 buckets, 10 litres, with handle
- bedpan (chamber pot)
- portable lamp
- emergency lighting (candles or flashlight)
- reserve fuse for the electricity



Bag for hospital delivery

It is sometimes known in advance that your baby will be born in hospital. But it can also happen that you plan to give birth at home but must unexpectedly go to the hospital instead. Therefore, after about 36 weeks it is a good idea to have a bag ready containing your underwear, nightgown, (feeding) bra, comfortable shirt for during the delivery, toiletries, something to read and a camera and/or video recorder. For your baby: clothes, jacket and hat, shawl and an approved car seat for the journey home. Don't forget your hospital patient card if you have one.

Baby clothes:

- 6 baby vests or rompers (size 50/56 and 62/68)
- 6 sweaters and pants or jumpsuits (size 50/56 and 62/68)
- 1 jacket, 1 hat

Cot:

- crib or cot
- firm mattress (6-10 cm thick)
- 2 metal hot water bottles and 2 covers for hot water bottles
- 1 molton mattress cover (mattress protection)
- 2 fitted sheets
- 1 molton cover
- 3 molton mats
- 2 top sheets
- 2 blankets (wool or cotton)

Other baby articles:

- chest of drawers (at least 90 cm high, 70 cm deep)
- changing mat
- baby bath with stand
- nappy bin with lid
- 1 wrap towel or bathcape
- 12 muslin nappies
- 6 muslin face cloths
- 1 digital thermometer (not ear)
- 1 pack of disposable nappies
- baby soap, baby cream and baby bath oil
- jar or tube of Vaseline
- hairbrush and comb

For breastfeeding:

- 1 pack of disposable breast pads
- feeding bra

For bottle-feeding:

- 2 bottles
- 2 teats
- 1 bottle cleaning brush
- food, in consultation with midwife



Safety first

You obviously want your baby to be safe. Your maternity nurse will teach you how to make the bed. You can read all about safe sleep on the Consumer Safety (Consument en Veiligheid) website. See: www.veiligheid.nl

Smoking? Not around the baby

There is a clear link between smoking and cot death. There is an increased risk of cot death if the

mother actively smokes during and after pregnancy. Even passive smoking by the baby increases the risk of cot death. If someone smokes in your house, make sure the baby stays in another room. Our maternity nurses obviously do not smoke in the presence of your baby. Your maternity care consultant can provide you with more information on this subject.



Finally

Terms and conditions of supply

All our contracts and agreements are subject to our terms and conditions of supply. You can read these on www.dekraamvogel.nl. A copy will be sent to you upon request.

Privacy

De Kraamvogel records data that is required for maternity care. This information (name, address, age, information about your health) is recorded in accordance with the Data Protection Act and is not accessible to outsiders. Employees of De Kraamvogel are bound by a duty of professional confidentiality. They never give information about you to third parties without your permission. Information is exchanged within our organisation for the heel blood test and hearing test and for the deployment of maternity nurses outside office hours. You are entitled to know what this information is and you can always inspect it and have it amended.

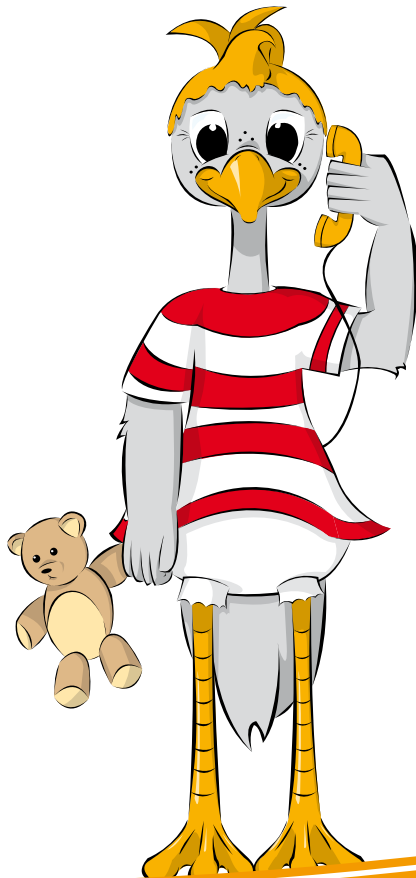
He/She

The maternity nurse is usually a woman, but there are also male maternity nurses. For the readability of the brochure, we always refer to 'she'. In such cases, 'she' is also taken to refer to 'he'.

Always accessible

De Kraamvogel customer service is accessible via one central telephone number. After registration you will receive the special phone number of your maternity care consultant and the number to call when you are going to give birth. You will also be given the number of the Maternity help desk for all your questions during the maternity period.

De Kraamvogel
T 0900 51 51 575
www.dekraamvogel.nl



Register now for maternity care?

It is important to you register for maternity care as soon as possible, preferably before the 14th week of pregnancy. This enables us to optimally plan your maternity care. You can register via www.dekraamvogel.nl or by calling 0900 51 51 575. If you would prefer to register by post, please use the registration form below. Fill in your details and send the card to us (postage free). We will then contact you as soon as possible to make all the arrangements with you.



Yes, register me for maternity care with De Kraamvogel!

Name: _____ Date of birth: _____

Address: _____ Expected date of delivery: _____

Postal code and town/city: _____ Insured by: _____

Telephone number: _____ Policy number: _____

Email: _____ Signature: _____