

SECOND OPINION OR TRANSFER



REQUESTING A SECOND OPINION OR TRANSFER



The Netherlands Cancer Institute is a leading hospital and research institute specialised in cancer. If you are interested in a second opinion on your diagnosis or treatment, or want to continue your treatment with us, please request a referral. This flyer can help you navigate this process.

How do I start?

Please ask your current medical team to submit your request, or to provide you with the necessary documents. If your general practitioner is handling the referral for you, the process will take longer.

Necessary information

Important: All documents need to be submitted in Dutch or English. Please consult a medical translation agency for the translation of necessary documents.

- A referral from your practicing physician containing the following:
 - 1) whether this concerns a transfer or a second opinion;
 - 2) in case of a second opinion, what you would like to hear our opinion on.
- Your medical history, including test reports and results from the pathologist, laboratory, etc.
- Your practicing physician's: name, phone number and e-mail address.
- Your personal details: name, address, date of birth, phone number, e-mail address and health insurance plan.
- If applicable, your contact's: name, e-mail address, phone number.

You or your physician can submit this information through:

1. Our website (healthcare providers)

Your physician can submit all necessary information at www.avl.nl/verwijzers. You can also find further information on submissions through fax on this page. If applicable, a CD-ROM containing visual material can be submitted by mail.

2. E-mail (health care provider or you)

You or your physician can e-mail all necessary information to: tpp@nki.nl

3. Drop-off (you or someone you know)

If you (or someone you know) are in the Netherlands and have all necessary documents on hand, you can submit the information in person at our Patient Information Centre in our central hall on weekdays, 9 AM - 5 PM.

Important: due to our corona policy, it is currently not possible to submit your documents in person. We apologise for the inconvenience.

CD-ROM or body materials

Please send medical information that cannot be submitted digitally, such as x-rays, (nuclear) scans, or body materials to:

Netherlands Cancer Institute
Attn. Radiologisch Archief
Postbus 90203
1006 BE Amsterdam
The Netherlands

Appointment

Everybody has different medical needs. That's why we wait until after our specialist(s) have reviewed your medical history to schedule your appointment. It will take us about **five weekdays** to review your file, after which we will contact you.

If your general practitioner handles your request, the process will take longer. He or she might not have access to all necessary information and will have to request the documents at the hospital first.

When to request?

Most people request a second opinion once all tests are done and they have discussed their treatment plan. Please consult your practicing physician about the best moment to transfer.

Costs

Most health insurance providers in the Netherlands will cover one second opinion a year. Please make sure to ask your provider whether your tests, treatments or second opinion will be covered.

If your health insurance does not cover the costs, we will ask you to pay an advance of € 500. You can pay by PIN before your appointment.

The actual costs will be settled afterwards. These depend on the care provided, such as additional testing. In case you would like to continue your treatment in the Netherlands and your costs are not covered by your insurance, our care administration department will notify you of the expected costs beforehand.

Spend the night nearby

The Gasthuis next door offers a place to stay at a reduced price, as do several hotels in the neighbourhood. Read more about your options for accommodation at: www.gast-huis.nl (in Dutch) or call the number below for more information.

Important: The Gasthuis has closed its doors during the corona crisis. They can be contacted for alternative options, between 10 AM and 12 PM at: +31 (0)20 346 2020.

Further questions?

For further information, please contact our Patient Information Centre. They can be contacted on weekdays through our general phone number: +31 (0)20 512 9111, or by e-mail at: cpi@nki.nl

For inquiries on the status of your request, please call our general phone number and ask to be transferred to our Outpatient Back Office.

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Second opinion

A second opinion means asking our specialist(s) to take a look at your medical history after having received your first opinion at a different hospital. A second opinion can help you trust your suggested treatment plan, or offer you more clarity about your diagnosis.

Once our specialist has reviewed your medical history, he or she may want to invite you for additional tests at our hospital. A second opinion is not a transfer: treatment will still be provided by your primary hospital, even during your second opinion, although you can discuss a transfer to our hospital with your physician during your second opinion.

If you are invited to a consultation with one of our specialists, the appointment will take place at our hospital or through a video call. Sometimes you are not invited for a consultation appointment. In that case, we will inform you about the reasons behind our decision. Please note that we always review your medical files thoroughly before making this decision.

Physical address Amsterdam

Plesmanlaan 121

1066 CX Amsterdam, The Netherlands

+31 (0)20 512 9111

www.avl.nl



Transfer of treatment

Requesting a transfer of treatment means that you will receive treatment at the Netherlands Cancer Institute instead of your current hospital. Once the transfer has been processed, we will discuss and implement your preferred treatment plan.

If you live (or stay) further away from our hospital and need regular treatments, such as chemotherapy for instance, we might be able to cooperate with a hospital close to you. Please ask your specialist whether this is an option for you.

Upon your request for a transfer, we will review your medical history to see whether we are able to take you on as a patient. We take all necessary expertise, our availability, and the necessary time frame of your treatment into consideration during this process. You will receive treatment at your current hospital until your request has been approved.

You can request a transfer to our hospital at any time. If you would prefer a second opinion before your transfer, you can discuss a potential transfer after the second opinion consultation.

Read more about our corona policy at: www.avl.nl/corona