



# INTERNATIONAL INSURANCES

QUICK • EASY • SURE

## WAITING LIST MEDIATION

When you have a medical issue, you want to be seen as soon as possible. To wait for treatment is inconvenient and often unnecessary. That is why International Insurances can mediate in the waiting list process for your treatment. In nearly 80% of the requests we can mediate to a health care provider with a shorter waiting list. For instance for an operation, first consult with a specialist or treatment from a psychologist. We mediate for every employee or student of TU Delft, even if you don't have your health insurance through our company. We don't charge any fee for the mediation.

**Do you want to know more about waiting list mediation or you want us to mediate for you? Please contact us by telephone at 088 – 12 10 221 or send an e-mail to [tudelft@internationalinsurances.nl](mailto:tudelft@internationalinsurances.nl)**

If you request mediation, please provide the following information:

- Name, address, date of birth and phone number
- Health insurance company and insurance package
- What are you treated for (diagnosis or reason for referral)
- Current health care provider and waiting time
- Maximum travel distance to alternative health care provider
- Other (medical) information that is useful

After receiving all the information, one of our specialists will mediate for you. We will look for the most suitable option within your preferences and possibilities. Our specialist will contact you with the options. You can then choose the best alternative, or stay with your current health care provider.

Your medical information will be treated confidentially and will not be shared with third parties. We do not set up an appointment for you with any health care provider. You decide where and when you want to be treated.

 [www.internationalinsurances.nl/tudelft](http://www.internationalinsurances.nl/tudelft)  
 [tudelft@internationalinsurances.nl](mailto:tudelft@internationalinsurances.nl)  
 088 – 12 10 221  
 walk-in hours at the TU Delft