



# Carefree transport

Healthcare transport with ZCN



In this brochure, you will find information on how we arrange your healthcare transport.

# Authorization for healthcare transport

To access ZCN healthcare transport services, you need authorization from your health insurer.

This is referred to as “machtiging” or “Akkoordverklaring”.

## Do you have authorization from your health insurer?

They will automatically forward your information to us.

If your mobile number is included, you will receive an SMS notification once we have processed your information.

Depending on your health insurer, this process may take anywhere from a few minutes to 10 working days.

From that moment, you can book your taxi using the ZCN Vervoer App or through our website. Until then, you can book your taxi by phone.



## Exception

If you are insured with one of the following health insurance providers, you will need to send the authorization to us yourself:



Via Whatsapp: 06 106 25 515



Via email: [machtigingen@zcnvervoer.nl](mailto:machtigingen@zcnvervoer.nl)



Via our website: [www.zcnvervoer.nl/machtigingen](http://www.zcnvervoer.nl/machtigingen)

## Do you not have authorization yet?

Please contact your health insurer to arrange this.

# Booking and tracking your taxi

At ZCN, you can easily book a taxi in three different ways. Here's how:

## 1. Through the App

The fastest way to book a ride is with our user-friendly app. Avoid waiting times on the phone and arrange your taxi with just one click.



### Benefits of the App:

- Easy to use.
- Quickly book rides, including return trips.
- View your ride history and upcoming rides.
- Track your taxi with 'track & trace'.
- Instantly rate your ride and provide feedback.

Visit [www.zcnvervoer.nl/app](http://www.zcnvervoer.nl/app) to download the app. Here, you will also find a step-by-step guide on how to use the app.

## 2. Via the website

Book your taxi online at [www.zcnvervoer.nl/ritboeken](http://www.zcnvervoer.nl/ritboeken).

## 3. By phone

The phone number for booking rides varies per health insurer. For the correct number, please consult the overview on the back of this folder.

## Booking of recurring transport

Do you regularly travel to the same destination, for example for dialysis treatment? Then you can create a fixed transport plan together with your healthcare provider.

To book recurring transport, you can contact us by telephone (see the back for the telephone number) or send an e-mail to [klantenservice@zcnvervoer.nl](mailto:klantenservice@zcnvervoer.nl).



## Your opinion matters!

We value your feedback on your ride with ZCN. At the end of your ride, you can easily share your experience using the app by selecting a suitable smiley and if you like, adding a comment.

We strive to make every ride as comfortable as possible. Sometimes, things don't go as expected. Let us know so that we can learn from your this and improve our services.

Visit [www.zcnvervoer.nl/klantenservice](http://www.zcnvervoer.nl/klantenservice) to learn how to submit your suggestion, compliment or complaint.



# We ensure your safe transport to your healthcare location and back.



## Good to know

You will be picked up by a professional, caring driver from a local taxi provider. These drivers are experienced and have undergone special training to ensure your safe and comfortable ride.

- Book your ride at least 24 hours in advance. The driver may arrive up to 15 minutes earlier or later than the agreed time. For example, if you book for 10:00 AM, the taxi may arrive between 9:45 and 10:15 AM. A few minutes before your pickup, you will receive a notification.
- Using the app, you can track the taxi's location live on a map.
- You may travel with others (shared transportation).
- Book your return ride at least 30 minutes before the pickup time. Make sure you are ready, as the driver may arrive within those 30 minutes.

# Do you have any further questions?



## Scan the QR code

Find answers to frequently asked questions via the QR code or visit [www.zcnvervoer.nl/klantenservice](http://www.zcnvervoer.nl/klantenservice)

## Prefer to call?

The phone number varies depending on your health insurer. Check the overview to find the number you can call:



Zilveren Kruis, Interpolis, FBTO,  
De Friesland, De Christelijke  
Zorgverzekeraar



**Call:**  
088 – 579 88 88



CZ, CZ direct, Just, Nationale  
Nederlanden, OHRA, PZP



**Call:**  
085 – 112 82 32



DSW, Stad Holland



**Call:**  
010 – 280 81 82



HollandZorg, Salland



**Call:**  
085 – 487 98 00



Menzis, AnderZorg, VinkVink



**Call:**  
085 – 112 82 22



VGZ, UMC Zorg, IZA, Univé,  
Zekur, Bewuzt, IZZ, Zorgzaam



**Call:**  
085 – 112 82 82



Zorg en Zekerheid



**Call:**  
010 – 280 81 82