

~ EDITORIAL ~ HOW WELL DO YOU KNOW SZV?



SZV representative and insured during Happiness Event on October 10, 2019.

Many persons in our community have had at least one contact moment with SZV. At any point in time, each person will have a different experience based on the service received. Over the past years, it has been our objective to improve the customer experience at each level of contact. At events for example, we are flexible to provide the information requested by those that visit our table but also offer new information and services. Most recently, we have introduced our "How well do you know SZV?" quiz. The quiz is a short and fun way to test your knowledge about your Social & Health

Insurances SZV. We find it important to ensure that all our customers are well informed about their basic rights and of new developments within the organization. The quiz has proven to be a new fun way to engage with SZV and we are eager to see more people participate. The quiz was launched on World Mental Health day, October 10th during the Happiness Event hosted by the Mental Health Foundation. Would you like to take the SZV quiz? Go to www.szv.sx or visit our Facebook page and see how well you know your SZV.

STRONGER TOGETHER CAMPAIGN



SZV Registration department staff during in-house Breast Cancer Awareness campaign.

The month of October is annually recognized as Breast Cancer awareness month. SZV's theme for this year's campaign is "Stronger Together", highlighting that awareness initiatives are most complete when united for the cause. Our staff was out in full force during the Pink Parade, hosted by the Positive and Elektralaytes Foundation. This year we also hosted an in-house breast screening for visiting SZV insured. Read more about the screening event on page 3.

Each year we collaborate with local foundations and health care providers to bring more awareness to diseases such as cancer. This year, we have committed ourselves to bring more awareness on prominent diseases affecting our community by way of our radio program, this supplement, social media and speaking events. Our aim is to not only speak on the diseases, causes and preventive measures, but to also highlight the curative care that is available via the social & health insurance funds that are managed by SZV.

It is still true that we experience persons in the community who are fearful of being tested or screened for diseases as they are unsure of their insurance rights, fear the medical bills that

may be related to treatment or may be influence by a public stigma. We encourage these persons to not let these fears stand in the way of preventive health actions. Prevention is better than cure, and to date, this has never been truer. Knowing your status allows you to make informed decisions about your medical care and lifestyle choices. Having the opportunity to make these choices may influence your quality of life and in some cases, prolong life.

Your treating house doctor or specialist is always your first point of contact for medical questions. If you are ZV insured, the website of SZV has a summarized overview of your medical care coverage. Go to www.szv.sx. > Customer Service > ZV Medical Coverage Overview.

Increasing awareness in the community on matters such as preventable diseases and care for cure is a collective responsibility. While we've adopted the theme "Stronger Together" for our Breast Cancer awareness campaign, the theme is true for all our community initiatives. We are stronger together if we are to impact positive change in health care awareness.

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WWW.SZV.SX
HAS THE ANSWERS!



Tune in and get to know **YOUR** Social & Health Insurances.

Me & SZV on air every 1st and last Tuesday from 6pm – 7pm on 98.1 Pearl FM.

Missed a show or want to listen again? Go to www.szv.sx.



READY FOR A NEW
RADIO EXPERIENCE?
WITH SZV



HOSPICE CARE IS NOW AVAILABLE FOR ALL RESIDENTS OF SINT MAARTEN



Go to www.szv.sx > radio and listen to episode 10 of Me & SZV radio show for a guest interview with White Yellow Cross representatives about this new care product and more.

Hospice care is now available for all residents of Sint Maarten. Insured do not have to pay additional costs to be admitted, as this is covered by your social & health insurance SZV.. The hospice has recently opened and is located in a renovated section of a wing in the Sint Martin's Home. The 2-bed facility offers care to terminally ill persons with a life expectancy of three (3) months or less, rooming-in facilities for families, including a kitchenette, dining room, covered garden terraces and bathroom. "The Hospice is staffed with qualified and experienced registered nurses and the focus is placed on warm, end of life care, quality of life and relief of suffering." Family physicians and medical specialists may refer their patients to the hospice, in the same way as patients are referred for admission into the Elderly Care and Nursing Home care facilities of the White Yellow Cross Care Foundation (WYCCF).

The admission criteria of the Hospice:

Hard criteria (potential client must adhere to all):

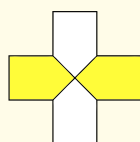
- Life expectancy of 3 months or less (written declaration of treating GP / specialist)
- Treatment is focused on quality of life
- Patient has a Do Not Resuscitate (DNR) declaration
- Valid health insurance
- Proof of registration from Census

- Medical history of GP or medical specialist, including current treatment and meds

Soft criteria (potential client must adhere to at least 1 of the following criteria):

- Curative treatment is no longer possible in a hospital setting (locally or overseas) and discharge from hospital is possible if client can transfer to hospice care.
- Need for complex care due to multiple care needs, the required care exceeds the possibilities in primary care.
- Regardless of extra assistance in the home situation, the potential client cannot or does not want to remain at home.
- Lack of home support ("mantelzorg").
- The potential client resides in the Nursing Home of WYCCF and needs hospice care in the terminal phase. However, preference for admissions is always given to a terminally ill client from an overseas or local hospital.

For more information, contact the WYCCF Social Worker Minerva Maccow. E-mail: socialworker@whiteyellowcross.org or mobile: + 1 721 5881460.



SENIOR SERVICES AT SZV



SZV representative sharing information during Golden Age Expo at White & Yellow Cross.

Senior services at SZV is a "hot topic". Conversations with our seniors are important to exchange ideas on the development of senior services. On the topic of "going digital", concerns are addressed relating to senior access to internet, computers and technical skills. While many new contact points are digital, the traditional means of contact remain. We are still one phone call away and when visiting our Seniors & Benefits desk; enjoy a hot cup of tea/coffee. Do you have ideas for our senior services? Contact us!

SZV MEDICAL STAFF ATTEND W.I.M.A. DIABETES CONFERENCE



Some of SZV medical staff in attendance at Diabetes conference.

The SZV medical department staff recently attended the annual Windward Islands Medical Association (WIMA) medical conference, this year on the topic of Diabetes. SZV is a proud sponsor of this event, featuring sessions for both the general public and medical professionals. The medical staff of SZV attended a two-day session featuring various international speakers shedding light on issues of diabetes diagnoses. Highlights included the tasks of care providers, bottlenecks encountered on a daily basis and the challenge of illiteracy and social-emotional issues faced by diagnosed patients. The sessions offered broader insight in the various medical interventions that take place for diabetic patients being treated locally, the journey to a medical referrals abroad request and a behind the scenes look of the role of the sole diabetic nurse on (Dutch) Sint Maarten, Nrs. De Cuba.

SUCCESSFUL IN-HOUSE BREAST SCREENING EVENTS HOSTED AT SZV



SZV representatives and Dr. Joanne Siebel during the opening of the in-house breast-screening event.

On October 18th and 25th, SZV hosted its first in-house breast-screening event for visiting customers at the SZV office. This event was made possible in collaboration with Dr. Joanne Siebel who carried out the breast screenings. Interested men and women got the opportunity to get free breast screenings and information on breast cancer. The event was a great success. Many

persons were screened for the first time and shared that the experience was positive, comfortable and well organized. The free breast-screening event is a preventative measure aimed at bringing awareness and if necessary, a referral to the house doctor would be recommended. SZV intends to host the event again in 2020 for Breast Cancer awareness month.

Did you know that your SZV insurance covers:

- Breast exams and testing
- Chemo or Radiotherapy treatment
- Visits to the specialist
- Prescribed medication
- Surgery

For more information on medical coverage by SZV visit www.szv.sx.



SZV Director Glen A. Carty and participating SZV customer posed for awareness campaign.

GO ONLINE WITH SZV!

- ✓ VISIT
- ✓ LIKE
- ✓ FOLLOW
- ✓ MESSAGE



SZV SOCIAL & HEALTH INSURANCES
WWW.SZV.SX | INFO@SZV.SX



EMPLOYER

Manage all your employee SZV data in the

Employer Portal

REGISTER TODAY!

- No more standing in line at SZV offices!
- 24/7 availability to help you meet your deadlines
- Go online, no need to visit SZV offices
- Online overview and archive of your monthly declarations
- Online verification of your data
- Automatic calculations
- E-mail confirmations
- 3rd party authorization (for accountants)
- COMING SOON: Online employee mutations

Go to WWW.SZV.SX and register for an account today!

For more info or demo, contact info@szv.sx.



REMINDER

UPDATE YOUR COMPANY INFORMATION

An important employer obligation is to have your company information updated at SZV. Employers are obligated to inform SZV of changes such as address, name of Director, etc. It is often the case that these changes are not reported to SZV. Being sure to have your company information updated allows you to continue to operate your business hassle free when it comes to your SZV matters. Your administrative duties towards SZV must be secure to avoid

unnecessary fines and delays in processing of claims or services to you. There are several ways to update your company information at SZV. You can start by visiting the Employers desk located at Building 1, Level 1. If you are unsure of what information you may need to update, you can contact us in advance via e-mail info@szv.sx, send us a Facebook message or call our contact center. A compliant company is a secure company, also by SZV.



Leaving the island temporarily?

Your SZV insurance card is only valid on (Dutch) Sint Maarten.

WWW.SZV.SX HAS THE ANSWERS!



**FREE
WORKSHOPS**

**6:30 pm - 8:00 pm
Building 3, Level 1**

Final Session for 2019: November 27

REGISTRATION AND MUTATION OF EMPLOYEES

How to fill in and submit Employee mutations to SZV.

You will learn:

- How to fill in the form in the cases of an Employee Commencement, Mutation or Termination.
- The importance and implications of the Employer obligations.

This session is NOT for Employees.

**Register online via
WWW.SZV.SX**

