

## House Rules:

In the Physical Therapy practice, clients / patients / visitors are present, so practice has been set up to prevent incidents. The purpose of these rules is to create and maintain a safe and pleasant working environment for both clients, patients and / or visitors as well as the employee (s).

- The use of a towel during treatment is mandatory.
- The client / patient should be clean and according to the generally applicable hygiene standards for treatment.
- Do you want to be on time? In case of a delay, you must report at least 24 hours in advance.
- Clients / patients should behave in accordance with the generally applicable (proper) standards and values.
- Practice reserves the right to remove persons who express offensive behavior from practice.
- Practice is not responsible for theft or loss of property in the property.
- Do you want to park your bicycle or car without bothering others?
- If you (after permission) take your child (s) to the treatment room, this will be done at your own risk.
  
- In practice, appropriate sportswear is required during training. It is not allowed to train with uncovered upper body.
- If you read a magazine during waiting, you will want to return it if you leave the waiting area. The magazines are available for inspection.
- All smoking is prohibited.
- Pets are not allowed in practice.
- The client / patient is deemed to be aware of the health insurance policies and is responsible for the treatment of non-reimbursable healthcare insurance.
- In the absence of, for example, vacation or illness of the attending physiotherapist, treatment is taken in consultation with the client / patient by a colleague physiotherapist.

## intercommunication:

*A number of guidelines have been prepared for dealing with and treating the client / patient.*

- The method of treatment of the client is explained prior to treatment. This will indicate which actions will be taken. If there are any objections to the actions, the client / patient must immediately indicate this.
- If there is an objection to certain actions and / or forms of treatment, for example, the client / patient should inform this at the first appointment so that the attending physiotherapist can judge whether the patient / patient can be treated.
- If a client / patient has an objection to being treated by a physiotherapist of the other sex, this should be indicated for the first consultation.
- Treatment is generally done in a separate room where only the physiotherapist and client / patient are present. Only in group therapy will there be more people in the same room.
- If third parties (eg a trainee) are present at the treatment, the patient / patient will be asked for prior permission.
- The physical therapist, and any trainee (s), should respect the client / patient respectfully.
- Discussed topics with the client / patient remain confidential and will not be discussed with third parties without the explicit consent of the client / patient.
  
- If you believe that the practice does not deal with you or your data correctly, you can make it known through the current complaints procedure.

## Payment and handling conditions:

1. These payment and treatment conditions are an integral part of all treatment agreements between FysioDelft - Physical Therapy R. Oostdam and its patients. These conditions will be issued as an indivisible part of the intake form to anyone who issues his / her medical reference pending a first appointment or before / during the first session. (also without reference). Further, we refer to the patient folder, which has been published in the waiting room.

2. Appointments made are generally listed on the appointment card for this purpose. Appointments that can not be met by the patient must be terminated by him / her at least 24 hours prior to the treatment. In the event of non-cancellation within the stipulated term, Physiotherapy FysioDelft - Physical Therapy R. Oostdam reserves the right to charge the intended treatment to the patient regardless of whether this patient is insured if no other patient in the patient's reserved time is being treated. The appointments canceled by or due to FysioDelft - Physiotherapy R. Oostdam will be rescheduled to a date and time to be agreed between the parties. In this case, the patient can not claim any form of compensation, discount or financial compensation.

3. Billed payments must be made by the patient within 14 days of receipt of the invoice. The payments are initially deducted from the oldest invoices. Patients who can not or can not claim full compensation for their supplementary insurance can choose from:

- a) Cash payment at end of month or payment by PIN. (Maestro, Mastercard, Visa and American Express).
- b) Billing according to current payment terms.

4. Questions or complaints about the fees charged, or complaints about treatment (s), should be sent to FysioDelft - Physical Therapy R. Oostdam in 8 days after receipt of the invoice or treatment. However, the patient's payment obligation will not be suspended, even if the patient complains to the KNGF or other body unless the suspicion of FysioDelft - Physiotherapy R. Oostdam (partial) suspension is warranted.

5. In the case of non-payment by the patient within 30 days of receipt of the invoice, or invalidation of the bank / giro authorization, the patient is in default and FysioDelft - Physical Therapy R. Oostdam will charge the statutory interest and / or administration charge (€ 15.00) on the due invoice amount in the patient over the period that the patient with or without payment is in default.

6. If the patient is in default, FysioDelft - Physical Therapy R. Oostdam is entitled to suspend further treatment, or to do so only at cash, unless the amount of the payment delay and / or the nature of the further treatment is against this resistance

7. Further, FysioDelft - Physical Therapy R. Oostdam is entitled - if the patient is in default to meet or compensate for the patient's collection measures. All costs incurred by the collection of invoice amounts (including extrajudicial costs) are borne by the patient. The extrajudicial costs amount to at least 15% of the outstanding invoice amount, with a minimum of € 56,00 excluding sales tax.

This document provides general information about FysioDelft's house rules and payment and handling terms. In cases where these conditions are not provided, R. Oostdam decides.

## Rates and Conditions

- Per non-agreed appointment, the rate of the proposed treatment can be charged. (Payment terms according to VVF directive)
- In this practice, the central guidelines for Physical Therapy of the Royal Netherlands Society for Physical Therapy (KNGF)
- The physiotherapists in this practice are registered in the Central Quality Register Physiotherapy of the KNGF and in the Occupational Health Professions (BIG) Register of the Ministry of Health, Welfare and Sport.
- The rights and duties of the patient and physiotherapist are defined in this practice in the "Physiotherapist - patient model scheme" of the KNGF / NPCF.
- Your data is recorded in a computer system in accordance with the Personal Registration Act (WPR). All your data is subject to the privacy policy.
- Taxes are not applicable.
- Rates are found in the practice and on the website of FysioDelft – "Tarieven en Voorwaarden"
- With almost ALL health insurers, contracts have been concluded. You will not receive a note if you are additional insured and have not yet consumed the maximum number of treatments / balances. If you are only BASIS insured and / or you are not entitled to reimbursement, you will receive a note in accordance with the above rate.

