

# Welcome to Physique

Dear client,

We would like to inform you about the proceedings at our center, specifically for the Physiotherapy department.

## **General Information**

Physique Prevention Center is a sports and health center where various forms of care and sports are offered. We provide services such as general physiotherapy, sports physiotherapy, manual therapy, oncological/edema therapy, and psychosomatic physiotherapy. Additionally, our therapists have various specializations. As a physiotherapy practice, we have contracts with all health insurance companies. Besides physiotherapy, we also offer movement programs, reintegration, lifestyle coaching, dietetics, haptotherapy, osteopathy, fitness, and group classes. Our main location is in North Arnhem, and we also have several satellite locations in the vicinity of Arnhem. The available treatments may vary per location. For more information, please visit our website: [www.physique.nl](http://www.physique.nl) or [www.fysiophysique.nl](http://www.fysiophysique.nl).

## **Accessibility**

The practice can be reached by phone at 026-3700243 from Monday to Friday from 07:45 to 12:30 and from 13:00 to 22:00 (until 21:00 on Fridays). We are also available on Saturdays and Sundays from 08:00 to 13:00. At all other times, you can leave a message or email us at [fysio@physique.nl](mailto:fysio@physique.nl).

## **Intake and Follow-up Appointments**

You can schedule an appointment through the reception or the website. Afterward, you will receive a confirmation and a link to the online intake form ([mailservice@intramed.nl](mailto:mailservice@intramed.nl)). You can fill this out in advance if you prefer. Your personal details will be noted when scheduling the appointment, but your physiotherapist will need to verify them. Therefore, please bring your identification document to your first appointment. Also, please remember to bring any referrals, a large towel, comfortable clothing, and indoor shoes.

Upon arrival, please check in with the receptionist and wait in the waiting area. If you haven't been called in by your therapist 5 minutes after the scheduled time, please check back with the reception. During your initial appointment with the physiotherapist, there will be an interview and, if necessary, a physical examination. This may include one or more measurements or filling out a questionnaire about your physical complaints. This helps us get a better understanding of your health. Based on the findings, a plan of action (the treatment plan) will be developed and discussed with you. For follow-up appointments, your therapist will inform you where to go. Throughout the treatment process, regular evaluations will be scheduled to monitor your progress. A final evaluation will take place during the last treatment session.

## **Responsibility for belongings**

You are responsible for your belongings in the practice. Physique is not liable for any loss or theft of belongings. Lockers are available in the changing rooms for your use.

## **Change of address/personal information**

If you move or there are changes in your personal information during the treatment period, please inform the receptionist or your treating physiotherapist. This is to prevent issues with insurance.

## **Cancellation**

You can cancel an appointment free of charge. However, if you cancel within 24 hours or fail to attend the appointment, the full treatment will be charged. Therefore, please always cancel at least 24 hours in advance. You can do this by calling 026-3700243, emailing us at [fysio@physique.nl](mailto:fysio@physique.nl), or leaving a voicemail.

### **Reimbursement for Physiotherapy**

Physiotherapy is not always covered by insurance. This depends on the condition (chronic or non-chronic) and whether you have supplementary insurance. It is your responsibility to check your insurance coverage and whether your treatments are reimbursed. A list of rates is available in the waiting area and on our website. If you are not or insufficiently insured, we ask you to settle the payment in cash or by card at the reception before the treatment. Failure to pay on time will incur administrative costs.

### **Hygiene**

We ask you to bring a towel, indoor shoes, and a water bottle for each treatment. If you use the fitness equipment, please cover it with a towel. Additionally, we expect you to maintain personal hygiene and ensure proper body care. Shower facilities are available after treatment.

### **Complaints**

If you have any complaints about your physiotherapist and/or staff members, please report them to your physiotherapist or the receptionist. Your complaint will be handled according to the complaints procedure of our professional association, KNGF.

### **Information Provision**

We collaborate closely with general practitioners and/or other referrers (e.g., specialists). However, we cannot exchange information or send a report without your consent. Therefore, please indicate below whether you agree to this information exchange. We also ask for your consent to use your data for anonymized research to improve the quality of the practice and for scientific research. If you object to the use of your data, please inform your physiotherapist. Your medical data will not be disclosed to other parties unless you provide written authorization.

- I have read and understood the above information and agree to it.
- I agree to the exchange of information with the general practitioner and/or referrer.
- I agree to the anonymized data exchange for the improvement of the practice's quality and for scientific research.

Name:

Date of birth:

Citizen Service Number:

Date:

Signature:

We hope you are sufficiently informed by this document. If you have any further questions, please contact the receptionist or your physiotherapist. Would you like to review this information again? Please visit our website [www.fysiophysique.nl](http://www.fysiophysique.nl) under "Frequently Asked Questions".