



Fysio Physique

Conditions and house Rules for Patients

Becoming a patient

At registration, we will ask for your **identification**, your name and address details, insurance information and, if applicable, your referral letter. Since 2006, physiotherapy has been directly accessible. This means that a referral from a general practitioner or specialist is not necessary, except in cases of a chronic indication or home treatment. With the **appointment confirmation** by email, you will receive **several questionnaires**. We kindly ask you to complete these **before your treatment**. If you have not received them, please check your spam folder.

During the first appointment, the physiotherapist will ask for some **personal details** in order to create a treatment file. Your health problem will then be discussed, usually followed by a **physical examination**.

Based on the **results** of the examination, a **treatment plan** will be drawn up. This **treatment plan** includes **the type of therapy** and the **expected number of treatments**. This will be **discussed with you** before we **start treatment**. At the second appointment (sometimes immediately following the first, if necessary), we begin treating your complaint. **If treatment starts immediately after the intake, this counts as two treatments: the intake and one treatment session.**

Cancelling an appointment

Appointments that cannot be attended must be cancelled at least 24 hours before the scheduled time. If you fail to cancel at least 24 hours in advance, we are obliged to charge the full treatment fee. Therefore, always cancel at least 24 hours in advance. You can cancel via the patient portal, the MijnZorgApp, by email, by phone, or by leaving a voicemail message. For the Huissen and Rheden locations, you can call 026-4955103 or email fysio@physique.nl.

Accessibility

For our opening hours, please visit: <https://fysiophysique.nl/vestigingen>. During opening hours, we are reachable by phone. For Huissen and Rheden, call: 026 – 49 55 103. For Arnhem, Elst and Renkum, call: 026 – 3700243. Outside these hours, you may leave a voicemail message or send an email to fysio@physique.nl.

Reimbursements

We have contracts with all health insurance companies. If you have supplementary insurance for physiotherapy, we will submit these treatments directly to your health insurer. For treatment rates or the number of treatments you are entitled to, please contact your health insurer. Physiotherapy is not always reimbursed. This depends on your complaint (chronic or non-chronic) and whether you have supplementary insurance. Please read your policy carefully or contact your insurer.

You are responsible for keeping track of the number of treatments that are reimbursed. The insurer only reimburses medically necessary care. This means that once your treatment goals have been achieved, care is no longer considered medically necessary and the treatment process will be concluded. If you are not insured or insufficiently insured, you will receive an invoice via Infomedics. For questions about your invoice, please contact Infomedics via www.infomedics.nl or by phone at: 036 – 20 31 900.

For complaints that fall under the chronic “Borst list” and receive a chronic code, the first 20 treatments are covered by your supplementary insurance. From the 21st treatment onwards, these are reimbursed from the basic insurance package (please note the deductible/excess). A list of rates used in the practice is displayed in the reception area. These are also available on our website: <https://fysiophysique.nl/tarieven/>. Administrative costs will be charged via Infomedics for late payment of invoices. After your treatment, you may choose to take out a training subscription to maintain your level.

Quality

Our physiotherapists are registered in the general register of the Keurmerk Fysiotherapie (Quality Mark for Physiotherapy). They are also registered with the recognized professional associations of their respective specializations. More information can be found on our website: www.fysiophysique.nl

Privacy

The practice has enclosed treatment rooms to ensure your privacy. In order to provide the best possible treatment, your treating physiotherapist keeps a record of your medical and administrative data. The General Data Protection Regulation (GDPR) applies to this registration.

For more information about GDPR privacy regulations, please visit the Dutch government website:

<https://www.rijksoverheid.nl/onderwerpen/privacy-en-persoonsgegevens/privacyregels-beschermen-persoonsgegevens>.

Complaints

The practice has a complaints procedure: the “Complaints Regulation and Disputes Committee for Physiotherapy” (Wkkgz). If you have a complaint, please first discuss it with your physiotherapist. If you cannot resolve the issue together, you may submit a complaint in writing or by email. The quality manager will then contact you to discuss your complaint. Other applicable laws include:

- The Individual Healthcare Professions Act (Wet BIG)
- The Medical Treatment Agreement Act (WGBO)

For more information, please visit: www.keurmerkklachtenregeling.nl

House rules

- You are expected to adhere to generally accepted standards and values. In the event of inappropriate behavior, we reserve the right to remove you (or have you removed).
- We request that you silence or switch off your mobile phone in the waiting and treatment rooms.
- Participation in activities within the practice is at your own risk.
- We are not responsible for your personal belongings, inside or outside the practice.
- Personal hygiene of both client and therapist is considered self-evident.
- Reading materials in the waiting area are the property of the practice and may not be taken.
- Wear clean (sports) clothing and (sports) shoes in the exercise room.
- If resuscitation is required, we are obliged to perform it in all cases unless you visibly carry a Do Not Resuscitate (DNR) declaration on your body. You can request this from the Dutch Heart Foundation (www.hartstichting.nl) or the Dutch Association for a Voluntary End of Life (www.nvve.nl)

Information provision

We work closely with general practitioners and/or other referring professionals (e.g. specialists). However, without your consent, we are not permitted to exchange information or send reports. We therefore ask you to indicate below whether you agree to this exchange of information.

We also ask whether we may use your data for anonymized research and audits. Your data may then be used to improve the quality of the practice and for scientific research. If you object to the use of your data, you may inform your physiotherapist. Your medical data will not be shared with third parties unless you give explicit written consent.

By Starting Treatment With Us, You Agree To:

- The exchange of information with your general practitioner and/or referring professional when necessary;
- Anonymized data exchange for improvement of the quality of the practice;
- Use of data for scientific research;
- Use of your email address exclusively for emails sent by the practice;
- Having read and understood our cancellation policy, complaints procedure, house rules, and the section on reimbursements.
- If you have any objections, you may indicate this to your therapist.

In the MijnZorgApp, you can give your consent to the above conditions.