

House rules of the Stroomz physiotherapy practice

1 General

- The practice is open Monday to Friday. Opening hours may vary by location; please refer to our website, www.stroomz.nl, for the specific opening times of each centre. Appointments can be scheduled by telephone or online.
- Appointments may be cancelled up to 24 hours in advance, either by telephone (speaking to a staff member or leaving a voicemail message) or online. If you become ill during the night, please cancel your appointment before 08:00 a.m. (or earlier, if possible) by leaving a message on our voicemail. If you fail to cancel your appointment in time, you will be charged 75% of the treatment fee. This cost will not be reimbursed by your health insurance.
- An initial appointment can be requested via www.stroomz.nl. The appointment is confirmed once it has been approved by the physiotherapist.
- Upon arrival, please take a seat in the physiotherapy waiting area. Your therapist will collect you there. If you have been waiting more than 10 minutes past your scheduled appointment time, please report to the nearest reception desk.
- If you have received an appointment card, please remember to bring it with you.
- At your first visit, please bring a valid form of identification and a document stating your BSN (citizen service number). If you have been referred by your general practitioner or hospital specialist, please also bring your referral letter.
- We expect all patients to behave in accordance with generally accepted standards of conduct and respect.
- We are not liable for theft of or damage to personal belongings on our premises, including the car park. Please ensure that you keep your valuables secure at all times.
- In the unlikely event of an emergency, please follow the instructions provided by our staff or by the appropriate authorities, such as the police or fire brigade.

2 Privacy

- Your physiotherapist is required to handle your electronic physiotherapy record with due care and confidentiality. If you have been referred by your general practitioner or another referrer, a report will be sent to them at the conclusion of your treatment. If you do not wish to give permission for this, please inform us during your first appointment (intake).
- All physiotherapists at Stroomz are registered in the BIG register and are bound by professional confidentiality.
- The processing of your electronic data complies with applicable legislation, including the Personal Data Protection Act, the Medical Treatment Agreement Act, and the Client Rights Act.
- Your data may be used anonymously for (internal) scientific research purposes. In addition, anonymized data are submitted to the National Database for Physiotherapy (LDF) of the KNGF and to the National Quality Database (LDK) of Nivel. These databases collect information to monitor and improve the quality of physiotherapy care in the Netherlands. If you do not consent to this, please indicate this during your intake appointment.

3 Costs

- In most cases, physiotherapy treatments are not covered by the basic health insurance package (unless you are under 18 years of age). Short-term physiotherapy may be reimbursed if you have supplementary health insurance. We strongly recommend that you check your insurance policy before starting treatment. If you have any questions regarding the extent of your coverage, please consult your physiotherapist or contact your health insurance provider.
- For patients under the age of 18, physiotherapy is covered by the health insurance company for at least 18 treatment sessions per calendar year.

- There is a price list in the waiting room showing the average cost of physiotherapy sessions. This can also be found at www.stroomz.nl

4 The gym

- Please use a towel when exercising in the gym. Clean each device after you have finished using it. You can use your towel or the paper cleaning rolls available for this purpose.
- You are obliged to wear clean and suitable shoes while training in the gym. They don't necessarily have to be training shoes but have to be clean and not leaving any traces.

5 Suggestions / complaints

- If you have any suggestions on how we can improve our services, we would be pleased to hear from you.
- If you have a complaint regarding your treatment or our staff, please let us know. We can arrange a meeting to give you the opportunity to explain your concerns.
- If a personal discussion does not lead to a satisfactory resolution, you may make use of the Stroomz complaints procedure available on our website or submit your complaint in writing.
- When submitting a complaint, you may indicate whether you simply wish to report it or whether you would like to be contacted. If you request contact, the practice manager will get in touch with you.