

## Sento Medical Physiotherapy General Conditions

### **Canceling**

If you make an appointment that you are subsequently unable to keep, notice should be given at least 24 hours prior to the scheduled appointment. If no notice is given or it is within 24 hours of your appointment, we will be forced to charge you the cost of the appointment. In the case of sickness or unforeseen circumstances, an exception maybe made after a consultation with your treating physiotherapist.

You are required to bring your appointment card to every appointment, on which the appointment date and time will be written. If there is any confusion about your bill, then we will refer to your appointment card for verification. We would further like to advise you that you are fully responsible for supplying the correct insurance information and remaining aware of the conditions of your insurance package. We also advise you to keep track of how many treatments you have had, so as to avoid any unexpected charges. In the case that you are not insured or not fully insured, then you will be responsible for payment.

### **Quality**

The physiotherapists working in our practice are registered in the quality register of Keurmerk Fysiotherapie. Further, we find patient satisfaction very important, so we make use of patient satisfaction surveys. This ensures that we can continuously improve our quality. Sento Medical works closely with other (para)medics to provide optimal care.

### **Prices**

In principle we have contracts with every health insurance provider. The treatments will be declared directly to the insurance provider. In order to know if your insurance covers physiotherapy, it is wise to thoroughly read your policy or contact your health insurance provider. The prices that will be charged if you do not have supplemental insurance are posted in the treatment rooms and on our website, as well as the associated payment terms.

### **Substitution**

In order to ensure that your treatment process is not disrupted, colleagues within the practice will substitute for one another in the event of vacation, study or sick leave. In the case of a physiotherapist becoming unavailable for a longer period, it is possible that a physiotherapist from outside of the practice will be asked to take over a part of your treatment. This will always be decided on the basis of specializations, and after a consultation with you.

## **Privacy**

In order to provide you the best possible treatment your physiotherapist keeps a register of your medical and administrative information. These files are covered by the Data Protection Act (Wet Bescherming Persoonsgegevens). Naturally, your physiotherapist understands the importance of keeping your information confidential, which is why, in addition to the above mentioned Data Protection Act, a number of rules have been recorded in a so-called privacy policy. That policy is posted on our website. You always have the right to information, and to see your treatment file. If you believe that your information has been incorrectly recorded, you can request for your treating physiotherapist to change it. You can obtain a copy of your information at cost. Your physiotherapist can not give any information from your file to any other party without your permission.

## **Hygiene**

As a patient/client we expect that you practice proper personal hygiene and ensure proper bodily care. Please bring your own towel. Use clean shoes for training in the fitness room and clean the equipment after each use.

## **Personal Property**

The practice is not responsible for the loss, damage, or theft of your personal property.

## **Complaints**

If you have any complaints, you can contact Sento Medical. You can file your complaint with the physiotherapist on duty at that time or with the desk worker. A complaint form will be completed, on the basis of which, appropriate measures will be taken. These measures concern the management, in terms of how we will avoid new complaints in the future; as well as the complainant, in terms of how we will ensure that he/she is satisfied with the solution. The complainant will be kept informed about the progress of the solution, if desired. Complaints will be recorded in the yearly quality report. All Sento Medical physiotherapists are bound by the complaints procedure of Keurmerk Fysiotherapie.