

House rules of the SGE physiotherapy practice

General

- The practice is opened from Monday to Friday. The opening times will differ per centre and should be checked on the website www.sge.nl. Appointments can be made by phone with the physiotherapist or at the counter of the doctor-assistants.
- You can cancel an appointment up to 24 hours beforehand, either by calling and speaking to someone in person or leaving a message. If you fall ill during the night, make sure to cancel your appointment before 08.00. Failing to cancel an appointment on time means you will have to pay for it yourself (75% of the tariff) - it won't be covered by your health insurance.
- When you arrive, take a seat in the waiting room for physiotherapy. You will be picked up by your therapist. If you're still waiting 10 minutes after your appointment was due to start, please report at the nearest counter.
- Please make sure that you have your appointment card with you when you come, if you received one.
- Bring some form of ID with you on your first visit and, if not on your ID, something with your bsn-number on it. Also make sure you bring the letter of referral from either your doctor or your hospital specialist, if you received one.
- You are expected to behave according to generally-accepted standards and values.
- We are not responsible for theft or loss of property on our premises (including the car park). Please make sure you take good care of your valuables.
- In the unlikely event of an emergency, make sure to follow the instructions given by our personnel or by qualified experts like the police or fire brigade.

Privacy

- Your physical therapist is required to carefully handle your electronic physiotherapeutic data file. With a referral from your doctor or other referrer, a rapport will be made to this referrer after the end of the treatment. If you do not give permission for this, please mention this at your first appointment/intake.
- Every physiotherapist at SGE is BIG registered and has professional secrecy.
- The processing of electronic data complies with legislation (Personal Data Protection Act, the Medical Treatment Agreement Act and the Client Rights Act)
- Your data can be used anonymously for (internal) scientific research. If you won't give any permission for this, you must mention this during your first appointment/intake.

Costs

- Physiotherapy treatments will, in most cases, not be covered by your basic health insurance (unless you are under 18). Short-term physiotherapy will be paid for if you have supplementary health insurance. We strongly advise you to check your policy before treatment. If you have any questions regarding the limits of your insurance cover you can ask your physiotherapist or your insurance company for advice.
- For people under the age of 18, physiotherapy will be covered by the insurance company for at least 18 consults per year.
- There is a price list in the waiting room showing the average cost of physiotherapy sessions.

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 necessary have to be training shoes, but at least have to be clean and not leaving any traces.

Suggestions/complaints

- If you have any suggestions about how we can improve our service, please let us know.
- If you have complaints about the treatment you receive or about our employees, please let us know. We can arrange a personal conversation so you can explain what it is you are unhappy about.
- When a personal conversation about your complaints had no satisfying results, feel free to use the "SGE Klachtenregeling" (complaints procedure) on our website or write a note.

- You can mention either you just want to mention your complaint, or if you want to be contacted about it. In that case the manager will contact you about it.