

## **Mind your Motion Physiotherapy and Manual Therapy 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 (by email or by phone/voicemail). If no notice is given or it is within 24 hours of your appointment, we will charge you the cost of the appointment.



Mind Your Motion

Directly after making an appointment, you will receive a confirmation by email. If the information in the confirmation is incorrect please contact your Mind your Motion a.s.a.p. 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. Mind your Motion 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.

### **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. We asked you kindly to bring your own bath cloth to the appointment. This is because of Corona precautions.

### **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 Mind your Motion. You can file your complaint you're your physiotherapist or send an email to [info@mindyourmotion.nl](mailto:info@mindyourmotion.nl). 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 Mind your Motion physiotherapists are bound by the complaints procedure of Keurmerk Fysiotherapie.



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