

General Terms and Conditions Amsterdam Osteo Osteopathy

Cancellation

If an appointment cannot proceed for any reason, it must be reported 24 hours before the scheduled treatment. If this does not happen, we are obliged to charge the treatment price to you. We send a confirmation to your email address for every booked appointment. If this is not correct, please contact us as soon as possible.

Quality

The osteopaths working in our practice are registered with the Dutch Register of Osteopathy (NRO). To remain registered, we must meet various requirements, including continuous professional development. Furthermore, we consider patient satisfaction important; therefore, we systematically use patient satisfaction surveys. This ensures that we continuously want and are able to improve our quality. Amsterdam Osteo works intensively with other (para)medical professionals for optimal care provision.

Rates and Payment

Current rates can be found on our website under the "rates" section. Payment is made immediately after the treatment via a payment link. The invoice is sent to you by email. If you have an additional alternative package, you can submit this to your health insurer. Generally, about half of the amount is reimbursed. Information about the exact reimbursement can be requested from your health insurer.

Coverage

To ensure that your treatment process is not disrupted, we cover for each other should one of us be unable to be present for an extended period due to circumstances. This is, of course, done in consultation.

Privacy Regulation

Your osteopath keeps a record of your medical and administrative data to perform your treatment as well as possible. The WGBO is the new law for the protection of privacy and personal data. Under this law, an organization that works with personal data has certain obligations, and the person whose data is being processed has certain rights. In addition to this general law, specific rules for privacy in healthcare apply. These rules are stated in the Medical Treatment Contracts Act (WGBO) among others. Information on how we handle this can be found in our privacy regulation, which is posted on our website. You always have the right to information and to view your treatment file. If you believe that data has been recorded incorrectly, you can request the treating osteopath to amend it. You can receive a copy of your data at

cost price. The osteopath may not pass on data from your treatment file to third parties without your permission.

Hygiene

We expect you as a patient/client to observe personal hygiene rules and to ensure good body care. Due to Coronavirus measures, we are obliged to ask you to bring your own bath towel for the treatment. We adhere to the hygiene guidelines of the NRO.

Property

The practice is not liable for loss, damage, or theft of your possessions.

Complaints Procedure

In case of complaints, you can contact Amsterdam Osteo. A complaint form will be filled out, and based on that, appropriate measures will be taken. These measures concern the organization; how we prevent new complaints in the future. And concern the complainant; how we ensure that the complainant is satisfied with a suitable solution. The complainant is kept informed of the progress of the solution, if desired. Complaints are reported in the quality annual report.

All osteopaths of Amsterdam Osteo are affiliated with the complaints scheme of the Dutch Register of Osteopathy.

Last updated January 2024