

# Welcome to our practice

You have just registered in our practice or you are already a client for a longer period of time. Because we want to work very carefully with your data in our practice and because you have certain client rights, we ask you to read this leaflet carefully. This way you know exactly what you can expect from us. This makes the contact between the (new) client and our practice clear! At your next appointment we will ask you if you have read the leaflet and sign below.

## ALGEMEEN

*I visit the practice for the first time. What can you do for me?*



We, in our practice, aim to give you the best care possible, based on our knowledge, skills and experience and your (health care) wishes!

*Wishes? That sounds good! What would you like to know about me?*



We would like to receive your permission to process your identity details (\* passport or ID card and insurance details) and to be allowed to have a look into your mouth. In addition, we would like to receive information about your (medical) circumstances, your oral hygiene habits and lifestyle.

*Why do you want to know that?*



Because these factors have an impact on your mouth. We can only provide you with good dental care and personal advice if sufficient information is provided.

*I will try my best to follow your advices. What if I do not succeed?*



Please tell us. We are here to help you!

## WERKWIJZE

*I would like to have white teeth. Is that possible?*



That (care) wish is no problem at all. Do you have any long-term wishes regarding your teeth?

*I want to keep my own teeth as long as possible.*



We translate these wishes into (health care) aims: the prevention of cavities and problems with the gums. How does that sound?

*Fine! Will you draw up a treatment plan and budget for me?*



Yes. And if the budget amounts to more than € 250,- , you'll receive an offer to read at home.

*If I would like to change my (care) wishes at any time, would that be possible?*



Yes, this is always possible. The most important aspect is that we know what you want, so we can take this into account!

## ALGEMENE VOORWAARDEN

*General conditions of a dental care practice. Isn't that odd?*



We think not. The general conditions describe clearly what we might expect from one another.

*It sounds formal.*



In this way, we avoid surprises later on. Here you can find what has been laid down as regards payments and what to do if you have a complaint.

## DIGITAAL DECLAREREN

*Could you forward my expenses statements to the health insurer?*



Yes, but only if you have given your consent to do so.

*Which information will be forwarded to my health insurer?*



Only the treatment codes of the treatments that have been carried out. No treatment details.

## DELEN VAN CLIËNTGEGEVENS MET ANDER ZORGVERLENERS

*You ask for my consent to information sharing. Why?*



This is required to be able to share treatment specific information with other (dental) care providers.

*I have told you a lot about my (personal) situation. Will you share this information with others as well?*



No, I will only share your (personal) details if you explicitly gave your consent for this.

## CLIËNTRECHTEN

*I have given you permission to process my personal data (\* Passport, ID Card and my insurance details. Can I also view my file or withdraw my consent if I would like to?*



Yes you have the right of inspection but also the right to supplement, correct and shield, delete and destroy your data. We also keep track of who we have passed on the data. In this way we can also ask your care provider, for example, a correction or a destruction. In this way, no (medical or sensitive) information will circulate from you if you do not want this.

*How long do you keep my medical data?*



The practice stores your (medical) data for 15 years.

*I have a question about a dental treatment that I prefer to ask anonymously, where can I go to?*



The T.I.P (Dental Information Point) can help you. It answers questions such as, "Do I need this crown?" "or" "What rate can my dentist actually count?" "T.I.P. is only by telephone available: 0900-20255012 (€ 0,90 per call).

*I have a complaint about your practice, what can I do?*



Our terms and conditions clearly state what the procedure is whenever you have a complaint.