

## General Terms and Conditions

FamilySupporters has to observe a number of laws and rules that apply to the healthcare industry. On the website you can find the quality statute approved by the Dutch Healthcare Authority NZa of our legally permitted and recognised healthcare institution. In addition, we also have a number of internal arrangements in place. You can find a summary of them in these General Terms and Conditions.<sup>1</sup>

### Information before the start

Before we can start with the provision of assistance, we need a number of things from you: your agreement to our General Terms and Conditions, permission for requesting information from and providing information to your GP and other bodies involved, and arrangements on the financing of your care. We record these arrangements in the 'Care Agreement'. During the first appointment, we will ask you to sign this agreement.

### Cooperation based on respect

We are open and above board in our cooperation with clients and other parties involved. We respect the cultural background, habits, religion, orientation, gender, norms, values and choices of our clients. We take up an equivalent position and align with the wishes and boundaries of our clients. Conversely, we expect you to do the same. We do not accept discrimination, threats or violence. We take action in the case of domestic violence, maltreatment, neglect or criminal behaviour. The safety of clients and colleagues is paramount. If we feel that boundaries have been reached or exceeded, we will indicate this and where necessary make a report to protect clients and colleagues.

### File & plan

At FamilySupporters, we use the digital client portal Your Environment for the electronic patient record (EPR). Here you have access to your own file. You will be given an explanation about this at the start, and you will receive an invitation by email to activate Your Environment.

You make arrangements with your care provider about the cooperation. We make a plan together with you and other parties involved. If we are in agreement, we adopt this plan together. It is important that we all keep to the arrangements. If you feel that things should be done differently, we would like to hear this. If we see any (new) problems or solutions, you will hear it from us. In this way, we are working on improvement together.

At the start, during and/or at the end of the care we carry out one or more questionnaires. We do this to get a complete picture of your possibilities and problems. In addition, financiers (for example insurers, municipalities) sometimes make certain standardised questionnaires compulsory. The outcome will be anonymised and used for impact study and comparison between healthcare providers.

For help to clients aged under 23, we report our involvement in the Young People at Risk Reference Index (VIR) as stipulated by the law. The index only contains information about contact persons and does not contain any substantive information. It is intended to enable proper coordination between different aid agencies (if any).

### Privacy & information exchange

We record data of clients and other parties involved in our digitally protected file (EPR). In our Privacy Regulations you can find extensive information, including a description of your rights with regard to our processing of personal data, what personal data we use and why. When processing personal data, our organisation complies with the current laws and regulations. This means, among other things, that we treat your data confidentially. Colleagues who work with us only exchange information where necessary. We record arrangements on the privacy, file and exchange of personal data in the care agreement. The general rule for sharing substantive file information is that this does not happen without your permission and that we limit the information shared to what is necessary. Based on statutory regulations or in emergencies, we may deviate from this rule. When submitting an expense claim to a municipality or health insurer, provision of general personal data (name, birth date, gender, BSN) is required. In some cases, we may be obliged to provide data on your health, such as your policy or claim details. When submitting claims to your health insurer, we are obliged to include a diagnosis-related claim code in our claim. If you do not want this data to be included in the claim, you will have to sign an additional privacy statement. It should be noted, however, that this privacy statement does not mean that the health insurer will not be able to trace back a performance claimed to a diagnosis, because a claim is always linked to a unique rate. If you do not want to share any personal data - or other data required for a claim - with financiers at all, you can choose to pay for your care yourself.

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<sup>1</sup> You can also find these General Terms and Conditions and all other formal documents on the website or in the client portal and/or request them on paper from your branch.



Zorg voor je leven.

## Complaints procedure

Wherever people are working, mistakes are made, and unfortunately, we are no exception to that rule. We do everything we can to carry out our work in the best possible manner, but we too remain people who may take a wrong decision or make an assessment or take a decision that is incomprehensible to you. As a client or a party involved, you can submit a complaint about these (supposed) mistakes or decisions. For clients, the complaints procedure is a way to express dissatisfaction, for us it is an incentive to improve the quality of our work.

If you have a complaint, you can first of all turn to your own contact person. If you cannot work it out together, a meeting with the manager or another mediator is a next step. If it concerns a confidential matter between you and your care provider, you can also directly turn to the manager or the confidential adviser (see below). If the complaint is not resolved satisfactorily or if you do not want to follow the above-mentioned procedure, you can directly submit a written complaint to the external Complaints Committee: [klachten@familysupporters.nl](mailto:klachten@familysupporters.nl). This is an independent committee that investigates the complaint and gives a decision. The working method in the case of complaints has been set out in the Complaints Regulations.

If you feel that despite the above-mentioned procedure, we cannot work it out and therefore there is a dispute, you can submit this dispute to the external, national Healthcare Industry Disputes Committee (Bordewijklaan 46, Postbus 90600, 2509 LP The Hague; [www.degeschillencommissiezorg.nl](http://www.degeschillencommissiezorg.nl)). You can also choose to go to the Disputes Committee directly.

## Confidential adviser

If you have a question or problem and you cannot or do not want to go to your contact person or his or her manager with it, you can turn to the confidential adviser. The confidential adviser is independent and always treats questions confidentially. Substantive information will not be disclosed if you do not give permission for this. The confidential adviser discusses the problem with you and advises you on possible actions. The confidential adviser can also mediate in conflict situations. You can contact the confidential adviser directly via: [vertrouwenspersoon@familysupporters.nl](mailto:vertrouwenspersoon@familysupporters.nl).

## Safety first

Together with all parties involved, our employees do everything they can to realise a safe living situation for our clients and their environment. If safety can no longer be guaranteed, we will take action, even if you or the person involved with you does not want this. If possible, we will discuss our concerns first of all with you or with the person involved with you. Together we will make a plan to restore safety in the short term. In serious situations, where we think that insufficient improvement can be realised with support, or if there is an acute danger, we will make a report to the police or a (municipal) reporting centre. Even in those situations we do not withdraw. We keep in touch. Intervening is sometimes part of the job, and we are open about this to all parties involved. When we do this, FamilySupporters always complies with the national laws, protocols and procedures. We do not judge and know that people sometimes do not succeed very well in taking good care of themselves or each other in a certain period or phase.

## Financial obligations

At the start, you receive the information that is relevant to you, about how your treatment is financed and if you may have to pay an own contribution. If you are unable to come to an appointment, you have to report this at least 24 hours before that appointment. The appointment can be cancelled by telephone, voicemail and email, via the branch or your own care provider. If you do not show up at an appointment (and you do not cancel it in time), we will be forced to charge a rate of 75 euro per hour.

## Customised accessibility

We make clear arrangements, so you will know where you stand. Together with your care provider, you look at what you need and make arrangements on when your care provider can be reached by you. In the case of acute danger, you always call 112.

## Your opinion matters

We are constantly working on the improvement of our care, and therefore would like to know what you think of our way of working and the mutual cooperation. We also think it is important that clients and their relatives think along with us about the development and improvement of our services and care. We have a clients' council that consists of clients who think along with us about our way of working. If you want to join the clients' council or have a question, send an email to [cliëntenraad@familysupporters.nl](mailto:cliëntenraad@familysupporters.nl), and you will come directly into contact with other (former) clients or relatives who think along with us!