

Once our services go beyond providing information and advice, our organisation must deal with several healthcare-specific laws and regulations. The by the Dutch Healthcare Authority approved quality statute of our legally admitted and recognised healthcare institution can be found on the website. We also have a number of internal agreements. You will receive a printed copy of these Terms and Conditions at the start of the care programme. The underlying protocols and regulations are also available upon request.

Information before commencing care

Before we can start with the help, we need a number of things from you: an agreement to our General Terms and Conditions, permission to request and give information to your doctor and relevant authorities; and agreements on financing your care. We record these agreements in the 'Healthcare Agreement'. We will ask you to sign this agreement during the first appointment.

Working together based on respect

We work with an open mind with our clients and other people involved. We respect the cultural background, philosophy, religion, sexual orientation, norms, values and choices of our clients. We adopt an equal position and meet the needs and boundaries of our clients. In return, we expect the same from our clients. We do not accept discrimination, threats or violence. We intervene in case of domestic violence, abuse, neglect or criminal behaviour. The safety of our clients and colleagues comes first. If we believe that boundaries have been reached or crossed, we will report this and, if necessary, file a report to protect clients and colleagues.

File & Plan

FamilySupporters has a digital client portal available in the electronic patient file (EPD): Jouw Omgeving. Here you have access to your own file. You will receive an explanation about this when your care with us commences and an invitation will be sent by e-mail to Jouw Omgeving to activate your file. We create a plan together with you and other persons involved and upon agreement, we establish this plan together. It is important that we all stick to the agreements. If you think it should be different, we would like to hear about it. If we see (new) problems or solutions, you will hear from us. We take one or more questionnaires at the start, during and/or at the end of the care process. We do this to get a complete picture and understanding of your capabilities and problems. In addition, financiers (for example insurers or municipalities) sometimes argue certain standardised questionnaires are mandatory. The results are anonymous and used for research and mutual comparison of healthcare providers. In case of care to clients up to the age of 23, we report our involvement in the 'Verwijsindex risicojongeren / Youngsters Risk Reference Index' (VIR) as required by law. The index only contains information about contact persons and no substantive information. It is meant for various aid agencies to coordinate well together.

Privacy, information exchange and files

We record data from clients and other involved parties in our secure digital file (EPD). Our privacy policy indicates which personal data we use and why. The main objective being, naturally, to provide the best possible assistance. Our organisation observes all applicable laws and regulations. This includes the confidential handling of your data which we do not share with others. Employees exchange information with each other when necessary. Agreements about privacy, file and exchange of personal data are recorded in the care agreement.

The main rule regarding sharing content information from your file is that it does not happen without your permission. Also, we limit the shared information to what is strictly necessary. We can only deviate from this rule on the basis of legal regulations or in emergency situations. For a claim with a municipality or health insurer it is always required that we can provide general personal data (name, date of birth, gender, BSN). In some cases, we may need to provide information regarding your health such as your policy or claim details. We are obliged to provide claims to your health insurer with a diagnose linked declaration code. If you object to your information being shared with the municipality or health insurer for healthcare financing, you need to sign an additional privacy statement. However, this does not automatically mean that your health insurer can't trace a claim back to a diagnosis, since a claim is always linked to a unique rate.



If you do not want to share any personal data necessary for a claim with financiers, you can choose to pay for your care yourself. **Zorg voor je Leven.**

Complaints procedure

Mistakes are made wherever people work and, unfortunately, we are no exception. We strive to perform our work to the utmost of our ability. However, we are human, so we are susceptible to making a wrong, or to you incomprehensible, assessment or decision. As a client or involved party, you may file a complaint about any (alleged) error or decision. For clients, the complaints procedure is an opportunity to express dissatisfaction. For us, it represents an incentive to improve the quality of our work.

If you have a complaint, your first step is to bring it to the attention of your contact person. If you cannot resolve it together, the next step is to meet with the supervisor or another mediator. If it concerns a confidential matter between client and employee, the client can also contact the supervisor (or the confidential adviser, see below). If the complaint is not resolved to your satisfaction, or if you do not want to follow the steps outlined above, you may immediately contact the external Complaints Committee: klachten@familysupporters.nl. This is an independent committee that will investigate the complaint before issuing a decision. The complaints procedure is addressed within our Complaints Regulations.

If, in spite of the above procedure, we are unable to reach an agreement with you, thereby resulting in a dispute, you can bring this dispute to the external Healthcare Disputes Committee (Bordewijklaan 46, PO Box 90600, 2509 LP The Hague, www.degeschillencommissiezorg.nl). You may also directly contact the Disputes Committee about your complaint.

Confidential adviser

If you have a question or problem and cannot, or do not want to, go through your contact person or his/her supervisor, you can contact the confidential adviser. The confidential adviser is independent and handles all questions confidentially. No substantive information will be released if you have not provided your permission for this. The confidential adviser will discuss the issue with you and advise on potential actions to be taken. The confidential adviser can also act as a mediator in conflictive situations. You can contact the confidential adviser directly by e-mailing: vertrouwenspersoon@familysupporters.nl

Safety first

Our employees, along with the parties involved, do everything in their power to provide a safe living situation for our clients and for those in their environment. If the client's safety can no longer be guaranteed, we will take action; even if this is against your wishes. If possible, we will first discuss our concerns with you and/or anyone who is directly involved in the situation in question. Together, we will make a plan to quickly restore safety. In serious situations, if we believe that the support cannot be adequately improved or if the situation presents an acute danger, we will report this to the police or a (municipal) hotline. In those situations, we do not pull back. We remain in contact. Our profession sometimes requires intervention, in which case we are transparent with all parties involved. Our organisation complies with national legislation, protocols and procedures. We do not judge. We also recognise that during a certain period or phase, people are sometimes incapable of taking care of themselves or others.

Financial obligations

At the start you will receive the information relevant to you about how your treatment will be financed and whether you have to pay a personal contribution. If you are unable to come to an appointment, you must report this at least 24 hours before the appointment. The appointment can be cancelled and rescheduled by phone, voicemail and e-mail via the location where you receive care or your own care provider. If you do not show up or you do not cancel in time, we will charge a rate of 75 euros per hour.

Customized accessibility

We make clear agreements so that you know where you stand. Together with your care provider you look at what you need and when your care provider is available for you. In case of imminent danger, always call 112.



Zorg voor je leven.

Your opinion matters

We work constantly to improve our services and care, and we want to know your thoughts about our working methods and mutual cooperation. That is why we measure our clients' experiences. Furthermore, we consider it important that clients in a client council should, along with us, think about the development and improvement of our services and care. If you would you like to take part in the client council, please notify your care provider or e-mail us at cliëntenraad@familysupporters.nl