



## **TERMS AND CONDITIONS AND PRIVACY**

We warmly welcome you to our practice. Our team consists of skilled and friendly dental specialists. With the presence of our team, we can serve you for almost any dental treatment. In order to (continue to) guarantee the quality of our services for you and to offer our services as efficiently as possible, we ask you to read these general terms and conditions and to observe the following 'house rules'.

## **HEALTH QUESTIONNAIRE**

We complete a health questionnaire with each patient. All questions in the list relate to the mouth, your health and any medication you use. We use this list to exclude any risks and, if necessary, to take this into account during the treatment. If there are changes in your general health, you are obliged to inform your practitioner of these changes. You bear the responsibility if we are not fully aware of your health condition.

## **YOUR PERSONAL DATA**

At the first appointment, we ask you to bring a valid proof of identity on which your BSN\* (Citizen Service Number) is stated. This is possible with a valid passport, European identity card or driving license. If you move or change address, please notify us as soon as possible. This also applies in the event of a change of health insurer, telephone number or email address. \*We are legally obliged to perform a BSN registration and identity check. This is stated in the Use of Citizen Service Number in Healthcare Act. More information can be found on the website of the Dutch Data Protection Authority.

## **PRIVACY REGULATION AND CONFIDENTIALITY OF PATIENT DATA**

Patient information is not sent or told to third parties without consultation with the practitioner and with the knowledge of the patient. All information remains within **STRIJP Mondzorg**, except if it concerns information for a specialist or general practitioner who needs the information for medical research (for example for a referral). If your patient data is requested by another doctor, healthcare practice or family members, we will always ask you to provide written permission for this. Are you moving and choosing a new dentist? Then we ask you to fill in a transfer form. With this form you give us permission to release and forward your patient data.



### **CANCEL OR RESCHEDULE AN APPOINTMENT**

We will receive cancellation or rescheduling of an appointment at least one working day in advance. We operate a 24-hour schedule. We prefer to receive the cancellation by telephone. This way we can immediately discuss your situation and make a new appointment with you if necessary. You can email us outside working hours. Did we receive your cancellation too late or did you not arrive at the agreed time? Then we will charge for the reserved time. We thank you for your understanding.

### **EMERGENCIES**

In the weekend, on national holidays and outside our working hours, you can call Tandartsenpost Eindhoven on 040-3111915, you can also make an appointment via [www.tandartsenpost eindhoven.nl](http://www.tandartsenpost eindhoven.nl)

### **STAY IN THE PRACTICE BEFORE, DURING AND AFTER THE TREATMENT**

Upon arrival, we ask you to report to the desk so that your presence is noted. It is not always easy to estimate in advance how long a treatment will take. This is especially true for emergency treatments. This causes an appointment to run out. We count on your understanding. Are you late for the appointment? Then you run the risk that the appointment will be rescheduled due to lack of time. The costs for this appointment can be charged to you. Therefore, always arrive on time. Watch over your belongings yourself. **STRIJP Mondzorg** is not liable for damage, theft or loss of your property. Do not leave it unattended. Aggression and violence within and around the dental practice will not be tolerated and will lead to the police being called in and deregistration from the dental practice. The use of drugs or alcohol is not allowed in our practice.

### **INVOICES AND PAYMENTS**

Because we want to focus as much as possible on your care and treatments, the payment of the treatments takes place via the factoring company [www.infomedics.nl](http://www.infomedics.nl). Treatments that fall within the basic package of your health insurance are in most cases forwarded by Infomedics to and handled by your health insurer. Do you have additional dental insurance? Then Infomedics will also forward the bill to your health insurer. It is possible that there is a personal contribution. This depends on your insurance package. Do you have questions about the note? Then call Infomedics on 036-2031900



### **A BUDGET AT STRIJP MONDZORG**

You will receive a budget for treatment of which the costs are likely to exceed € 250. We will do our utmost to set the budget as accurately as possible. Unfortunately, there is no standard situation in dentistry. As a result, the total amount may differ on your dental invoice. This can be higher or lower. We count on your understanding.

### **CUSTOMER SATISFACTION**

We continuously measure satisfaction to keep abreast of your wishes and needs. Would you like to give us feedback? We would appreciate it if you send an email to [info@strijpm.nl](mailto:info@strijpm.nl). Of course you can also pass this on to the practitioner or desk assistant.

### **COMPLAINTS**

We do our best to serve you as best as possible. If there are unexpected complaints, we would like to know. You can then contact the practice so that we can discuss your complaint and look for a suitable solution together with you.

### **PRIVACY IN DENTAL CARE PRACTICE**

For proper oral care treatment, it is necessary to compile a dental file for each patient. The file contains notes on his/her dental condition, data on the treatments performed and reports of examinations. Data is also included that has been requested elsewhere, for example from his/her general practitioner, with his/her permission. Conversely, data from the file can be provided to other healthcare providers. This will not happen if he/she expressly objects to this. The data can also be used by an observer or for consultation with other dental care professionals. A limited number of data from the file is used for the financial administration. Data from the file is also provided to others if this is required by law.

### **SECURITY OF THE DATA**

The practice ensures that the data is stored securely, that it is not lost and does not fall into unauthorized hands. Only persons directly involved in the treatment have access to the data. For example, the dental



hygienist, the assistant or an observer. They only have access to the data in the file that is necessary for their task. These persons are, of course, bound to secrecy.

### **RETENTION PERIOD**

The general retention period of the data is fifteen years. It is possible that the data must be kept longer, for example because this is important for long-term or recurring treatments. The initiative for longer storage can also come from the patient. Right of access, copy, correction, addition and shielding The patient has the right to view his/her data and can request a (photo)copy of the data. If the patient is of the opinion that the data in his/her file is incorrect, he/she can request that it be corrected. He/she can also ask to add a (additional) statement issued by the dental care about the data to the file. He/she can also, if he/she appreciates the retention of the data, request that (certain) data be protected from others. The patient should receive a response as soon as possible, but in any case within four weeks.

### **RIGHT TO ERASURE AND DESTRUCTION**

The patient can request that (part of) his/her data be destroyed. This request must be executed within three months, unless it is plausible that the retention of the data is of considerable importance to someone other than the patient, because a legal provision prohibits destruction. Every patient has the option of submitting a complaint to the Dutch Data Protection Authority.

### **YOUR RIGHTS**

You have the right to request access to and correction or deletion of your data. See our contact page for this. To prevent misuse, we may ask you to identify yourself adequately.



## **PRIVACY**

The following points are processed within the practice:

- Name and address details
- Citizen Service Number
- Sex
- E-mail address
- Phone number
- Information regarding your health
- The name of your health insurer
- The name of your other healthcare providers
- Time of your appointment
- Payment details

**STRIJP Mondzorg** ensures the safe storage of this data in the oral care practice. The attending physician indicates that everyone in his team is aware of the current privacy rules and that these rules are always available for inspection. The personal data is processed because it is necessary for the execution of the agreement between the patient and the doctor (Art. 6 paragraph 1 sub b and f GDPR).

The following goals are included:

- Keeping medical records
- Scheduling an appointment
- Performing a treatment
- Keeping track of preferences indicated by you

If data must be forwarded, the doctor will ask the patient's permission. The patient is fully informed about the purpose of this forwarding and with whom this data is shared. After approval of the patient, the data that falls within the approval will be forwarded. Any forwarding of the data will only take place



via the following media: encrypted email, medical communication systems, etc. The patient can withdraw the consent granted at any time. The patient can make this known to the doctor by sending an e-mail to [info@strijpm.nl](mailto:info@strijpm.nl). In addition, the patient may submit requests for access, rectification and deletion of patient data.