

Privacy policy

Multi Speech Care Speech Therapy

We believe it is important to protect the privacy of our patients. This privacy policy describes how we handle your personal information, including medical information.

The following data may be processed:

- name
- address/contact details
- date of birth
- BSN number
- medical data
- name of GP/other care providers
- details of parent(s)/legal representative
- method of identification + document number

If you have any questions about the privacy policy, please contact your therapist. You can also email info@multispeechcare.nl or contact the practice by phone: +4915751300909.

Reimbursement of speech therapy

We have contracts with all health insurance in the Netherlands.

They provide 100 % treatment of the children (age till 18).

Speech therapy is also reimbursed for adults, but the deductible is charged first (Dutch health insurance policy). Please contact your health insurer for reimbursement of speech therapy and more details.

If you come from a different country, please contact your health provider if reimbursement is possible.

The rate list for speech therapy can be found [here](#). Private paying without insurance companies is always possible.

Payment methods

Treatments take place by appointment. If you cannot keep an appointment, please call at least 24 hours in advance to cancel the appointment. For appointments not canceled or canceled late, the practice will charge 100% of the scheduled treatment time. You cannot recover this fee from your health insurance. You can find our rate list [here](#).

Treatment agreement

The WGBO (Medical Treatment Agreement Act) regulates certain aspects of healthcare in the context of the individual relationship between patient and healthcare provider. The law assumes a relationship of trust in which the patient and speech therapist consult and decide as much as possible on an equal footing. There are therefore requirements in terms of information, consent and insight. To meet these requirements, you automatically agree to them after discussing the treatment plan and starting treatment. You can read the requirements and fill out the treatment agreement, it needs to be signed, filled out, and send to us via e-Mail: info@multispeechcare.nl

Quality register for paramedics

Our speech therapists are registered in the Paramedics Quality Register. To keep abreast of the latest developments in our field, we attend courses and lectures. Each speech therapist has his or her own specialisation and expertise.

Complaints procedure

There may be times when you have a complaint about your speech therapist or speech therapy treatment. If you have a complaint, it is best to contact your speech therapist first. If you cannot resolve the problem together, you can take further steps. It is best to send an e-mail to: info@multispeechcare.nl.

We will try to resolve the problem.