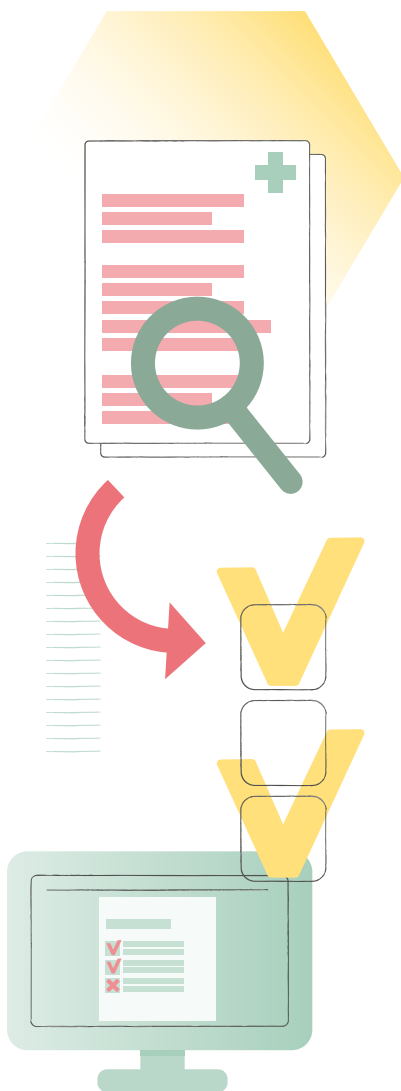


# Terms and conditions 2022



## What are terms and conditions?

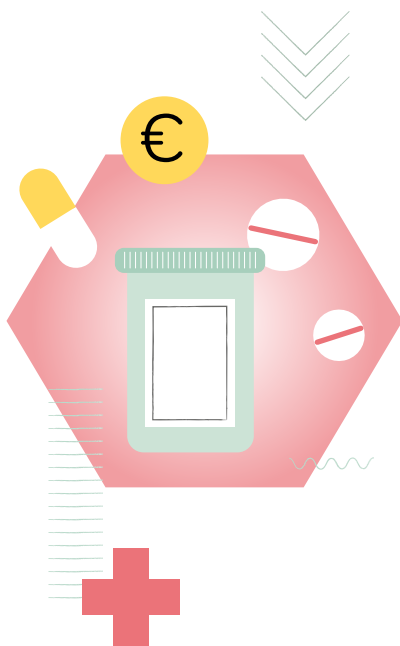
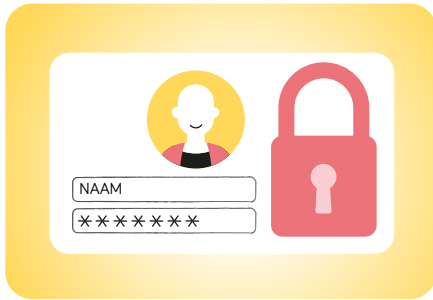
Terms and conditions are agreements that apply to the healthcare agreement between you and the care provider. The terms and conditions govern your rights and obligations and those of the care provider. The terms and conditions consist of a general section and special sections. The general section always applies to the care agreement, regardless of the care you receive. The special sections only apply to specific types of care.

## Who wrote the Terms and Conditions 2022?

These terms and conditions were drafted by: ActiZ and Zorgthuisnl (on behalf of the care providers) and the Consumentenbond, LOC Waardevolle zorg and Patiëntenfederatie Nederland (on behalf of clients).

## Who uses the terms and conditions?

- Care providers affiliated with ActiZ or Zorgthuisnl use the terms and conditions for current and new clients.
- You will receive the terms and conditions on paper or through the care provider's website.



### Can you make other care agreements with the care provider?

There is a care plan in addition to the terms and conditions. The care plan describes the care you will receive and the agreements made with you in that regard.

### What are the most important agreements in the terms and conditions?

The most important agreements are:

- You will receive clear information about the care offered by the care provider. This information will be provided on paper, verbally or through the care provider's website.
- You will receive information about any additional services and extra care. You will be liable for the costs of any optional services or care you use.
- The care provider will inform you of how it processes your personal information.
- You are entitled to safe care and safe medical devices.
- If you receive care from multiple care providers, you must notify them so they can coordinate and agree on who is ultimately responsible for the care you receive.
- You and your family must abide by any applicable house rules.
- You must pay the care provider's bills on time.
- You must ensure that the care provider's employees can do their jobs safely.



Voor betrokken ondernemers.

This is a summary of the terms and conditions 2022.  
This information does not replace the terms and conditions 2022.