

## Our house rules

We are pleased to welcome you as a new patient. Our practice distinguishes itself through a high level of service and a pleasant and relaxed atmosphere. And we intend to keep it that way. That is why we consider it important to establish a few rules upfront.

### on time

We try our utmost to work on time. For this reason we kindly ask you to be present 5 minutes before your appointment and to announce your presence to the assistant at the desk. In case of a late arrival we are forced to reschedule the appointment.

We strive to prevent extensions from taking place, however unfortunately a medical treatment can sometimes require extra time and attention. We will take time for you as well in a similar situation!

### cancelling an appointment and our no-show policy

An appointment with one of our dentists or dental hygienists must be cancelled per telephone no less than 48 hours in advance. Our desk assistant will handle your cancellation. A missed appointment without a timely cancellation will be charged in conformance with the national guidelines, regardless of the reason for missing the appointment. We will also enter a notice in your file. It is your personal responsibility to correctly record an appointment and keep it or to cancel or reschedule it no less than 48 hours in advance. If you repeatedly show up too late, leaving us with too little time for your appointment, or if you repeatedly fail to keep your appointment we retain the right to deregister you as a patient.

**You have to pay your no-show fine first, in order to be able to schedule a new appointment.**

### dental records

Does your previous dentist have any recent dental pictures of your teeth? Have them mail these to us at [info@vandeveertandartsen.nl](mailto:info@vandeveertandartsen.nl). This way we can help you as cost-efficiently as possible. Other relevant information and old records can be mailed to us as well. We will promptly add this to your personal file. Do you have any particular information such as pregnancy, comprehensive medication lists or allergies? Please let us know!

### anxiety

Are you anxious and are you concerned about the treatment? Please inform us about this.

We have extensive experience when it comes to treating patients with anxiety, much to their own satisfaction.

### modifications

It is your responsibility to notify us of changes in your personal details such as address and telephone numbers. Changes regarding for example the use of medication or your health are important as well. We would like to receive a notification of these changes in writing. You can use the forms on our website under the tab **arrange it online** or send a letter to the above-mentioned postal address or email us at [privacy@vandeveertandartsen.nl](mailto:privacy@vandeveertandartsen.nl).

**privacy**

Dental practice Van de Veer attaches great importance to the adequate protection of your personal data. You can read all about it in **our Privacy and Cookie statement** in the footer at the bottom of our website. If you are unable to locate this statement, we will gladly send it to you per email at your first request.

**reminder service**

Our reminders per SMS regarding your appointment are an extra service to you. Not receiving a reminder per SMS does not mean that your appointment is cancelled. **Your dental treatment stays scheduled and we expect you to show up, unless you have cancelled it yourself 48 hours in advance by telephone.** It is not possible to reply to these text messages. In case of a combined treatment you will receive two text messages. Please note the time of the first appointment.

**insurance**

You are responsible for your dental insurance and personal contribution (if applicable). Of course we are more than happy to think and work together with you regarding the details of your dental year.

Thank you in advance for your understanding and cooperation and we hope that you enjoy coming to our practice.

Looking forward to meet you soon,

**Team Van de Veer**  
Dentists at the Zuidas



BIG-geregistreerd



kwalitytsregister  
mondhygiënist



koninklijke nederlandse maatschappij  
tot bevordering der tandheeskunde



kwalitytsregister  
TANDARTSEN

tandartsen op de Zuidas  
dentists