

Terms and Conditions

Registration and Referral

At Wholism, you are welcome to seek our services either with or without a referral from your GP or medical specialist. If you do not have a referral, the occupational therapist will conduct a brief screening to determine if occupational therapy is appropriate for you. This process is called Direct Access Occupational Therapy, and the results will be shared with your GP. For more complex issues, we may still ask for a referral.

Once you register, we will schedule an initial consultation, which usually lasts about 60 minutes. The purpose of this consultation is to get to know each other and to assess your needs. Together, we will discuss the next steps in your treatment plan.

Canceling or Rescheduling Appointments

If you need to cancel or reschedule an appointment, please inform us at least 24 hours in advance. If you cancel or reschedule too late, the reserved time will be charged at €75 for a 60-minute consultation. Unfortunately, these costs are not reimbursed by your health insurance, even in cases of unforeseen circumstances (such as illness, traffic jams, or car trouble). If you have symptoms related to COVID-19, you can opt for a phone or video consultation instead of coming to the practice. Should you still decide to cancel, the reserved time will be charged.

After canceling an appointment, it is your responsibility to arrange a new one. You can do this by emailing info@wholism.nl or calling 06-13290911.

Contact and Availability

Wholism can be reached by phone on weekdays between 09:00 and 17:00 at 06-13290911. If we cannot answer immediately, feel free to send a WhatsApp message with your details or an email to info@wholism.nl. We will get back to you as soon as possible. Our practice is located in the Amstelhof building. When you arrive for an appointment, please check in at the Fysio Amstelhof reception and wait in the designated area.

Practice Address

Noorddammerweg 30
1424 NX De Kwakel

Records and Confidentiality

After your initial consultation, we will create a client file where relevant notes and documents will be stored to ensure optimal treatment. You have the right to view and receive copies of your file at any time. Your records are kept in accordance with legal regulations.

Our therapists are bound by professional confidentiality laws, meaning that information will only be shared with other healthcare providers directly involved in your treatment, such as your GP

or physiotherapist. We will always ask for your consent before sharing information with other parties.

Reimbursement and Billing

Wholism operates as a non-contracted practice, meaning that you pay us directly for your consultation, either by card or bank transfer (within 14 days). You can then submit the invoice to your insurance provider for reimbursement. Most insurance companies reimburse between 70% and 100% of the costs for out-of-network occupational therapy, depending on your policy. Please review your policy terms or contact your insurer for more information.

Occupational therapy is covered by the basic Dutch health insurance (up to 10 hours per calendar year). These costs will count towards your annual deductible of €385 (or higher, depending on your insurance plan). Some insurers offer additional coverage; please check with your insurance provider for details.

Rates

If you choose to self-fund your treatment, the following rates apply:

- Initial consultation + file setup: €120
- Consult per hour: €95
- Home visit surcharge: €35
- Missed appointment (60 minutes): €75

Compliments, Feedback, or Complaints

At Wholism, we are committed to providing the best possible care. If you have a compliment or suggestion, we would love to hear from you! You can also leave a review on Zorgkaart Nederland to help others find the right care.

If you have a complaint, we encourage you to discuss it with us first. We will do our best to resolve the issue together. If we are unable to reach a satisfactory solution, you can contact the National Complaints Commission for Primary Care Paramedics. Visit www.klachtenloketparamedici.nl for more information on the complaints procedure.