

Terms and conditions of Dental Practice Kösters

House Rules

Welcome to Dental Practice Kösters. Our goal is to help you achieve and maintain optimal oral health. Quality, attention, and safety are important components of this. Therefore, we have established the following house rules.

This ensures a pleasant and safe visit to our dental practice.

Your visit

- During our initial meeting, we gather as much information as possible to get a clear picture of your oral health. This includes a health questionnaire.
- Treatments are conducted by appointment only.
- It may happen that a treatment overruns, for example, if the dentist has to treat an emergency. This might cause a delay in your appointment. The overrun cannot be blamed on the dentist. We hope for your understanding in this matter.

Changing, Canceling, or Missing an Appointment

- If you cannot make your scheduled appointment, please inform us by email or phone. You can cancel your appointment up to 24 hours in advance without any charge.
- Please notify us promptly of any changes in insurance, (email) address, phone number, or medication use.
- We send our patients an appointment reminder via email two days before the scheduled appointment. This is a free service we provide to our patients, to which no rights can be derived. If you do not receive a reminder from us, it does not mean that your appointment is canceled.
- As a service, you will receive a "call-up" for your biannual check-up via email. If you do not come for a check-up for an extended period, it will automatically result in deregistration.

Emergencies and/or Pain Complaints

- In case of emergencies and pain complaints, you can contact the practice directly during opening hours. This can be done via email: tandarts.kosters@xs4all.nl or by phone. Outside opening hours and during our holidays, you can call the emergency service at 0900-8602.
- During the treatment of emergencies and pain complaints, we cannot consider your specific wishes and preferences regarding work or school times.

Privacy

- We value your privacy. Patient information is not forwarded or disclosed to third parties without consultation with the dentist and with the patient's knowledge. All information remains within the practice premises, except for information needed by a specialist or general practitioner for medical investigation (referral).

Safety

- Aggressive behavior, verbal or otherwise, is not tolerated and will result in immediate deregistration.
- In cases of theft, vandalism, and aggression, we will report this to the police.
- If you see an unsafe situation, please report it to one of our team members.

Belongings

- We are not responsible for damage, loss, or theft of your belongings.

You can hand in found items to one of our team members. These will be kept for 14 days at our practice.