



Centrum'45



Want to know where you stand?

On Rights, Rules and Procedures



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Your rights, Your duties

This information document introduces you to ARQ Centrum'45. We will tell you what rights and duties you as a patient have. We will also show you how we make every effort to tailor our cure and care services to your questions and needs, and we sketch the procedures that we follow in our work.

ARQ Centrum'45 is the national highly specialised treatment and expertise centre for people with (complex) psychotrauma complaints. These include people who have survived life-threatening situations or have suffered degrading humiliations, or people who have lost family members or friends to overwhelming events or people who are confronted with extreme situations at work. Such overwhelming events sometimes leave people with serious and persistent complaints. ARQ Centrum'45 offers its cure and care services in particular to those for whom regular mental healthcare cannot provide suitable treatment. You may be one of these people. If so, you've come to the right address at ARQ Centrum'45.

We hope that this document gives you the information that you are looking for. More information is available on our website www.arqcentrum45.org. If you are missing information or you have particular questions, please contact your therapist or care worker. But the Client Council is also well-informed about our internal procedures and regulations.

And if you have any suggestions for improvements, please email them to arqcentrum45@arq.org - we'd be delighted to have them!



1. The different phases of your treatment

1.1 General information about the treatment process



Admission request

Your referrer confers with ARQ Centrum'45 on your admission request. You will need a referral from your family doctor, or GP, to request admission. The GP or referring care professional will send all the necessary information (purpose of the admission, medication use, medical and psychological background information) to ARQ Centrum'45.

Intake

You talk with a care professional about your complaints and problems and you will be asked to complete a number of questionnaires so we can assess your care needs.

Advice

The care professional (the person who did the intake with you) discusses the intake and assessment team's advice with you. The advice may be for you to start treatment at ARQ Centrum'45, but it may also be the case that treatment elsewhere would suit your needs more.

Treatment plan

Your treatment starts in the clinic, the day clinic or in the outpatient unit. Together with you, a treatment plan is drawn up that states the goals that need to be achieved.

Evaluation

At certain intervals your therapist has a talk with you on how the treatment is progressing. This talk also covers the outcomes of any questionnaires you have filled in (treatment evaluation). If necessary, you and your therapist adjust the treatment plan accordingly.

Completion

Your therapist and/or the team discuss the progress of your treatment with you during a comprehensive evaluation. Plans and arrangements are made with you for your leave-taking and, if necessary, for any follow-up care you may need.

Aftercare

You make arrangements with your therapist for your referral to your GP or to a care professional in the area where you live when your treatment at ARQ Centrum'45 has been completed.



1.2 The shortest possible waits

ARQ Centrum'45 aims at the shortest possible waits between registration, intake/needs assessment and the actual start of the treatment. Registration starts after the admissions coordinator has received all the required information.

Then, a waiting period follows until your intake interview. Following the intake process, including the advisory talk, there will be another wait. Its length very much depends on the type of treatment that has been agreed on with you.

Since we are a national, highly specialised institution, our waiting times may occasionally be longer than for other mental healthcare institutions. We do our utmost to keep our waiting times as short as possible. Up-to-date details of waiting times can be found on our website: www.arqcentrum45.org

Quli – patient portal

ARQ Centrum'45 wants to involve you as much as possible in your own treatment. For this, we use Quli. This is your private online healthcare environment. Via Quli you can retrieve and access your care information, all stored in one place. With Quli you will feel in greater control of managing your treatment. It will make it easier to prepare for your treatment appointments, for example. And, you can get to work actively on your recovery. Visit our website to read how you can start using Quli and what you can do with it. You will also find more information about the privacy and safety of Quli.



1.3 Admission

In order to be admitted, you will need a referral from your GP, together with an assessment for a specialised mental healthcare institute.

Once you have made your admissions request and we have received all pertinent information from your referrer in writing, we will make an initial estimate as to whether your psychological complaints can be treated by us, or whether they had better be treated elsewhere.

When it is our estimate that your complaints fit in with the treatments that ARQ Centrum '45 has on offer, we will make an appointment with you for an intake interview. You will receive a written invitation to talk with one of our staff members. Your partner – or someone else close to you of your choice – will be invited as well.

1.4 The beginning; the intake

During the intake interview, an experienced therapist will ask you to talk about your complaints and the traumatic events that have caused them. Subjects like your medical history, traumatic experiences, parental home, present home situation, medication, somatic problems, education and work will also come up during the talk.

The intake procedure usually consists of a number of talks. For us to be able to assess your care needs properly, we will also ask you to fill in a number of questionnaires, so that we can get a clear picture of your complaints (among other things). Finally, if you use any medication, you will be asked to bring along your medication record. Your pharmacy can give you this record.

On the basis of the information from your GP/referrer, the intake interviews and the outcomes of the questionnaires, we can assess what kind of treatment would suit you best.

Following the intake talks various care professionals confer to decide on the proper treatment advice for you. This treatment advice is then discussed with you. If there are various options for your treatment, these and their pros and cons will be discussed with you.

Sometimes, treatment at ARQ centrum '45 is indeed the best solution for you. However, it may be the case that we think that treatment elsewhere would suit your needs better. We will discuss this with you, and will provide you and your GP/referrer with as specific advice as possible.

After this advisory talk with you, we will inform your referrer of the treatment advice.



1.5 ARQ Centrum'45 has different types of treatment

In brief:

1.5.1 Outpatient Treatment

This type of treatment consists of individual or group treatment. The frequency of your sessions may vary. Depending on the nature of your treatment, you will be treated by, for instance, a psychiatrist, a psychologist or a nurse. Sometimes, two therapists are involved in your treatment, such as a psychologist and a psychiatrist.

We aim to complete your treatment within a limit period of time.

At the start of your treatment the therapist will also invite your partner or someone else close to you of your choosing.

1.5.2 Day Treatment

As a rule, you will once a week receive group treatment that takes up either a full day, or a part of the day. This is an intensive treatment that, depending on the programme, takes from a few months up to a maximum of 24 months.

Day treatment consists of a combination of individual psychotherapy and various group programmes and therapies, including psychomotor therapy, art therapy and sociotherapy; also see our website: www.arqcentrum45.org

A talk with you and your partner or someone else close to you is part of this day treatment.

1.5.3 Clinical Treatment

This is a treatment within the clinical unit of ARQ Centrum'45. You will be admitted to the clinic for, usually, five days a week. The unit is an 'open' unit, which means that you are free to go outside. In principle, patients go home for the weekend (Friday evening – Sunday night). This intensive treatment is meant for patients who suffer from so many complaints and problems that treatment in either the outpatient or day clinic will not be enough to meet your needs. You may also be admitted for extensive diagnostic tests and observation as well as for short-term trauma treatment. We have a separate unit for family treatment.

Clinical treatment varies in length from some weeks to a few months. Your admission starts with, among other things, a talk with you and your partner or someone else close to you.



1.6 Rules on attendance and absence

- Please report to reception upon arrival.
- Always make sure you are on time.
- Please keep your appointments. A place has been reserved for you in the treatment programme that cannot be filled again if you unexpectedly fail to make an appearance.
- Phone us in time to cancel your appointment in case of illness or some other unexpected cause, stating the reason for your absence. Patients in the day clinic or clinic: please notify one of the sociotherapists of your absence before 9.30 a.m.
- If there's a time when you can't come, please discuss this well in advance with your therapist.
- If you have been absent on various occasions, your therapist will invite you to discuss whether treatment is still useful. Each unit has its own rules on non-attendance.



1.7 Treatment evaluations

At the beginning of your treatment, you and your therapist have together developed a treatment plan. Your therapist has to explicitly record in your file that you have agreed to the treatment plan. At fixed intervals, your therapist will discuss the progress of your treatment with you. Thus, you yourself will periodically check, together with your therapist, what progress you have been making towards the goals in your treatment plan. And, of course, the progress of your treatment is also discussed regularly among the treatment staff.

If this is required, we will adjust the treatment plan in consultation with you.

Before you complete your treatment, an extensive review will be conducted whereby you, together with your therapist, go over the entire treatment again. During this final evaluation, we will also talk with you about any aftercare or follow-up treatment you may need.

Just as with the intake interview and the start of your treatment, your partner or a person of your choice close to you will be invited to the evaluation you are going to do with your therapist.

1.8 Evaluation: How is your treatment coming along?

ARQ Centrum'45 attaches great importance to regularly monitoring and evaluating the quality of its treatment programmes. For these purposes we use, among other things, a set of questionnaires that resemble the questionnaires that you already completed during the intake or at the start of your treatment. This evaluation is carried out every six months with every patient who is being treated at ARQ Centrum'45¹. In other words, when you have been in treatment for about six months, you may expect an invitation to fill in the questionnaires.

Of course, you will also be told about the progress you have been making during your treatment. The therapist will discuss the outcomes of the questionnaires with you and how they differ from earlier measurements; this is part of the treatment evaluations.

Once they have been anonymised, all the findings from the questionnaires are collated and used to evaluate the treatment programmes and carry out scientific research. On the basis of these outcomes, we can further improve our treatment programmes. We will also ask you (on a yearly basis) to complete a questionnaire about your experiences at ARQ Centrum'45 and how you rate these. Data from these ratings will be confidential and anonymous, and will be used to improve our services.

1. Or sooner, in the case of short-term treatment



1.9 Scientific research

ARQ Centrum'45 continuously carries out scientific research into the specific problems and the effects of treatment of people with psychotrauma complaints.

The use of data for scientific research is subject to strict legal rules. Broadly speaking, what these rules come down to is this:

- any data to be used in research must always be anonymous. This means, for example, that your personal details may never be mentioned in a (research) report. Also, these reports may never describe you in such a way that recognition or identification is possible;
- if you take part in research in another way, you always do so of your own free will. There can never be any kind of obligation or coercion;
- a medico-ethical committee needs to approve the research plan in advance.



2. Quality of Care

2.1 Important codes of professional conduct and laws

Treatment provided under the Dutch healthcare system is bound to a number of general arrangements and rules. These arrangements (codes of professional conduct) and rules (laws) pertain to each and every treatment given, and therefore apply to the treatments of ARQ Centrum'45 as well.

2.2 Codes of professional conduct

Codes of professional conduct consist of mutual arrangements governing the way in which members of a professional group have to carry out their profession. These arrangements are anything but non-binding, and are also called 'guidelines'. By now, almost every profession has developed its own professional conduct rules. There are codes of conduct for doctors, psychiatrists, psychotherapists, nurses, social workers and non-verbal therapists.

Information about codes of professional conduct can be obtained from the care professionals concerned or from the various professional associations.

2.3 Legislation

The following three laws are particularly pertinent to treatment provided under the Dutch mental healthcare system:

- the Medical Treatment Contract Act (Wet op de Geneeskundige Behandelingsovereenkomst, WGBO);
- the Healthcare Quality, Complaints and Disputes Act [Wet Kwaliteit Klachten Geschillen Zorgsector (Wkkgz)];
- the Participation (Clients of Care Institutions) Act [Wet op de Medezeggenschap Cliënten Zorginstellingen (WMCZ)].

Extensive discussion of these laws would be out of place here: we'll just outline the main points here. If you wish to know more about the content of these laws, please go to the Dutch government website (wetten.overheid.nl), ask your therapist, approach the Client Council or contact one of the authorities mentioned at the back of this information document.

The Clients' Rights Care Act (by royal decree December 2013, WCZ) replaces (parts of) the Clients' Right of Complaint Act (WKCZ) and the Participation (Clients of Care Institutions) Act (WMCZ).



2.4 Rights and duties under the WGBO

The Medical Treatment Contract Act (WGBO) is the main source of patients' rights. The WGBO has its origins in the idea that you as a patient should be the focal point in the care process.

The medical treatment contract is the agreement between you and the care professional(s) of ARQ Centrum'45 on the performance of all kinds of medical actions including, for example, treatment and examination by a psychiatrist, care in a clinical setting and treatment by a therapist.

Among other things, the WGBO requires the therapist responsible to tell you as a patient well in advance and unambiguously what your treatment involves, what alternatives you might have, and what the risks are. It is only then that you decide whether or not you agree to the treatment proposed. If you do not agree, the treatment will not go ahead. So: no treatment without consent.

The Medical Treatment Contract Act [WGBO] obliges the therapist to keep a therapy record (a medical record). This therapy record contains information and data about your registration and admission, intake, treatment and planned discharge. The record also includes details about financial and administrative arrangements, communications about your treatment, if any, and data about any additional medical or psychological tests.

The care professional treating you is responsible for the therapy record. This can be the psychiatrist, doctor, psychologist or another care professional (for example, a psychiatric nurse).

It may be important for your treatment to include data on your religion, beliefs or race in your medical record. If you are not happy with this, please let us know. If you still adhere to your view after you have talked with your therapist about the matter, we will not include these data in your record.

For all information about your individual medical record, see chapter 3.



2.5 Rights and duties under the Wkkgz

The Healthcare Quality, Complaints and Disputes Act (Wkkgz) and the Clients' Rights Care Act (WCZ) ensure that you have easy access to complaints procedures. Every healthcare patient has the right to lodge a complaint about care provisions; and so, you can too.

If you are not satisfied or if you feel a mistake has been made, you must be able to report this. The law makes it mandatory for all care providers to have a complaints procedure in place. This complaints procedure states where (with whom) you may lodge a complaint about a care provider and what happens next. This is why ARQ Centrum'45 also has a complaints officer.

If your complaint is a very serious one and it is your view that we are not dealing adequately with it, the complaints committee has to report this to the Health Care Inspectorate [Inspectie voor de Gezondheidszorg (IGZ)].

Also see under section 2.8.

2.6 Rights and duties under the WMCZ

The Participation (Clients of Care Institutions) Act (WMCZ) obliges ARQ Centrum'45 to set up a Client Council. This council works to promote the mutual interests of our patients. The council gives the organisation advice, whether or not this has been sought, on issues that are of importance to the patients. With important decisions ARQ Centrum'45 first has to ask the Client Council's advice. If the organisation wishes to ignore this advice, it may only do so after having provided clear and compelling reasons for this.

Also see under section 2.10.



2.7 Let us learn from your feedback

ARQ Centrum'45 aspires to a culture of transparency where we are open to your feedback. Are you dissatisfied? If so, we want to do our best to help you regain your confidence in ARQ Centrum'45.

This means that you as a patient can give us any reactions, comments and suggestions you have about the treatment and services we provide. We ensure that you can give us this feedback in an easy, accessible way. We will then use your feedback to carry out any necessary improvements in our healthcare provisions and services.

Also, your feedback offers managers insight into what patients feel is important. They can use these signals to make real improvements that will be noticeable in daily practice.

Your feedback can find its way to the manager responsible in various ways.

You can, of course, pass your suggestions and comments on by word of mouth to your therapist, to the treatment staff and/or to the unit manager.

Or, fill in a form giving us your feedback and/or suggestions for improvements in writing: they will find these forms near the Suggestions box and/or in the leaflet racks. You may remain anonymous, but then we can't let you know how we have dealt with your feedback. If necessary, an interpreter can help you fill in the form.

All locations have a 'suggestions box' where you can put your suggestions for improvements. The suggestions boxes are located in places where they are easy to spot so you won't have to look far. The Client Council empties these boxes on a regular basis, deals with the suggestions and keeps in touch with the submitter of the form.



2.8 If you have a complaint

Even in places where everyone strives to perform their job well and carefully, complaints or concerns about treatments may still arise.

In 2017 a new law came into being: the Healthcare Quality, Complaints and Disputes Act (Wkkgz). The aim of this law is to have a problem or complaint solved at the earliest possible stage. Among other things, the law lays down that the institute appoints a complaints officer. ARQ Centrum'45 accordingly appointed such an official in 2017.

Even so, the first step still is that you approach your therapist, the manager of your treatment unit or the director responsible with your questions and complaints or anything you find unclear. However, if a talk with them does not offer you the clarity you were seeking, and matters are not resolved in this way, you can consult the complaints officer without any obligations.

What does the complaints officer do?

The complaints officer carries out his work with the interference of the employer and is not involved in the treatment the complainant is receiving. He holds an initial, open talk about the issue or complaint, and will try to resolve matters together with you. If a solution is not found, he will inform you of the next steps you can take. He will discuss with you whether you should opt for mediation from a member of the complaints committee, or might prefer to see the complaint handled by the complaints committee. The complaints officer will assist you for the duration of the whole process.

Contact

The complaints officer of ARQ Centrum'45 can be reached on:

 T 071 - 519 15 00

 klachtenopvang@arq.org

 Postal address: Rijnzichtweg 35, 2342 AX Oegstgeest.

Copies of the Complaints Protocol can be requested from the complaints officer.

Complaints Committee

You can also submit your complaint to the Complaints Committee. You can lodge your complaint directly – or via the complaints officer – together with a request for a mediation talk or for the complaint to be handled in a hearing. Please go to our website for more information: www.arqcentrum45.org.



2.9 The Patient Ombudsperson (PVP) for patients in the clinic

The patient ombudsperson is employed by the Foundation Patient Ombudsperson Mental Healthcare Utrecht [Stichting Patiëntenvertrouwenspersoon Geestelijke Gezondheidszorg Utrecht]. The ombudsperson performs her job role independently from ARQ Centrum'45, is pledged to secrecy and will treat all your information as confidential. She will not discuss your situation with any third parties without your permission.

Do you have a query about your legal position, do you not agree with certain aspects of your treatment or the rules that are in force? Speaking in person to the ombudsperson may well be of help. All patients in the clinic may make use of the ombudsperson's services. For more information, please go to our website www.arqcentrum45.org or www.pvp.nl.



2.10 Think along, have your say through the Client Council

As a patient at ARQ Centrum'45 you can actively engage in the policy-making process at ARQ Centrum'45 and the practical implementation of policies through your representative in the Client Council. The Client Council is the link between the patients and the Board of Directors of ARQ Centrum'45 where general matters are concerned. The client council does not mediate in individual issues, but can offer advice as to what steps you could take.

The powers of the Client Council are laid down in the Participation (Clients of Care Institutions) Act (WMCZ). They are also defined in the Cooperation Agreement between the Client Council and ARQ Centrum'45. Participation in particular extends to general policies concerning admission, treatment and discharge, individual medical records, privacy, quality management and the set-up of the complaints protocol.

In order to function properly, the council not only needs information 'from above' but especially likes to listen to signals from the patients themselves. It is for this reason that the Client Council aspires to a balanced representation from the various locations and units.

Want to know more?

The Client Council's annual report contains an overview of the topics and issues that the council addresses. The annual report can be found on our website, www.arqcentrum45.org.

Do you wish to receive a copy of the annual report or would you like more information on the Client Council? Please contact the administrative secretary at patientenraad@arq.org.



3. Everything about your medical record

Under the Medical Treatment Contract Act (WGBO), the following rights and arrangements adhere to your individual medical record.

3.1 You have the right to view the details in your record

Please tell your therapist if you wish to view your medical record. You may also correct factual errors or have them corrected for you. And you may add your own comments to the notes that your therapist has written in your medical record.

3.2 You have the right to a copy/print-out of the details

If you wish, we can supply you with a copy, either digital or on paper, of the details in your medical record. This service is free of charge.

3.3 You have the right to have your medical record destroyed

You may request the destruction of your medical record. Destruction of a medical record is bound by rules set out in a strict protocol.

Your request to have your medical record destroyed together with the mention that you have received therapy will always be retained in accordance with the statutory period for storing data, which is 15 years.

3.4 Cleaning and storing medical records

Towards the end of your treatment, we will clean your medical record in consultation with you. What remains are the details to be kept in the so-called summary care record. This is the record of a patient who is no longer in treatment. Such a summary care record only contains the intake report, the treatment plan, reports of assessments and the discharge letter. Summary care records are destroyed after the statutory period of 15 years. The period that a medical record of an underage patient is kept is likewise 15 years. This term does not start until the 18th birthday of the patient concerned.



3.5 Confidentiality and privacy

Under the Medical Treatment Contract Act [WGBO], the care provider (and its employees) is pledged to secrecy with respect to everything they get to know of and about you in the course of the treatment. This includes your medical record. It is only with your express permission that the therapist may give information about your treatment to someone else (for example, to your GP and/or referrer, a relative, a follow-up care professional, to the patient ombudsperson or to another external authority). All therapists involved in your treatment are allowed to view your medical record without your express permission.

There are a few situations where your therapist is not held to secrecy. For instance, if you have contracted a serious infectious disease.

Or if the therapist suspects that you have been involved in serious child abuse or other serious criminal offences. Since 1 July 2013 professionals are legally obliged to use the Meldcode if they suspect domestic abuse.

Of course, besides being entitled to secrecy with regard to your personal details, you also have a right to privacy during your treatment. For this, see under 'Providing Third Parties with Your Personal Details'. For more information, you are referred to the General Data Protection Regulation GDPR):

www.autoriteitpersoonsgegevens.nl/nl/onderwerpen/gezondheid/medisch-dossier.

3.6 Patient duties

The Medical Treatment Contract Act [WGBO] also specifies a number of duties. For one thing, we may expect you to cooperate during your treatment, for instance by showing up (on time) and providing the correct information. For another thing, you have to pay for your treatment under the Medical Treatment Contract Act [WGBO]; this is usually arranged through your insurance with a health insurer.



3.7 Standard content of your medical record

Registration, admission and intake

- Admission form / referral
- Intake form
- Notes on advisory talk following the needs assessment
- Report back to referrer/GP

Treatment

- Treatment plan
- Treatment course / clinical decursus
- Treatment evaluations
- Medication form
- External treatment or consultation

Completion

- End of treatment or referral
- Discharge letter

Correspondence

- Information to third parties
- Information from third parties
- Letters from you as a patient
- Letters to you as a patient

Patient notes or comments

Consent participation in scientific research

Patient's permission to use data in scientific research (where applicable)

Administrative details

ARQ Centrum'45 has set up a protocol for compiling and maintaining medical records. Your therapist can give you more information.



3.8 Providing third parties with your personal data

ARQ Centrum'45 regularly receives requests from third parties to provide personal data about patients. 'Third parties' are all those persons or authorities not directly involved in your treatment.

Whether or not personal data are provided, your treatment, and what is in your interest in this respect, and the protection of your privacy always come first. Therefore, we will always discuss such a request with you, including the content of the information requested, and the purpose for which the request has been made. Whenever we provide information about you and your treatment, we exercise great caution and act with reserve. After all, ARQ Centrum'45 is not an institute that carries out investigations on behalf of judicial authorities; neither is it an independent agency that issues statements for certain procedures, for purposes of employment, housing, et cetera.

When we suspect that a letter may cause you harm, we will discuss with you whether or not it is wise to provide the information requested. If you nevertheless want such a letter sent, we will mention this in your medical record.

Requesting party	Content request	Your permission required?
Health insurer	Progress	No
GP/Referrer	Information and opinion	Yes
Professional practitioner	Information and opinion	Yes *
Police, judicial authorities	Information, advice and opinion	Yes
Lawyers and relatives	Information, advice and opinion	Yes
Non-treating doctors <ul style="list-style-type: none"> • Municipal Medical Services • Occupational Health Physician • Medical examiner • Medical adviser insurance company 	incapacity for work or application for special needs facilities	Yes
Third parties <ul style="list-style-type: none"> • employers • schools • etc. 	Information about patient or treatment, advice	Yes

* excepting referrals from ARQ Centrum'45 that you've already given permission for



4. How do we like to treat each other here?

4.1 We're only human

Everything in ARQ Centrum'45 is done by people, and that is why we have formulated a number of rules of conduct; some are general rules while others are more specific. These rules apply to every individual in the house, staff member and patient alike. But they also apply to the collective: to all those people who either internally or externally have dealings with ARQ Centrum'45.

4.2 General house rules

These rules apply to everyone who is in the buildings or on the premises of ARQ Centrum'45.

Yes, please ...

- Members of staff and patients treat each other with mutual respect.
- In principle, everyone is responsible for his/her own personal property.
- Appropriate dress is worn when directly or indirectly dealing with patients as part of the code of conduct of a care institute.

Do not:

- Discriminate in writing, in word and gesture, on the basis of, for example, religion, origin, skin colour, sexual orientation or political beliefs.
- Use physical or psychological violence, intimidation or threaten to use these. This includes appropriating, disposing of or breaking others' belongings. Perpetrators of theft, physical and sexual aggression, serious threat and vandalism will in principle be prosecuted. You will also be held liable for any damage caused.
- Film, videotape, take photographs or use any other audio-visual recording equipment inside the institute. This is only allowed when those directly involved have given their express permission.
- Have dangerous objects in your possession that may pose a safety risk and threaten normal daily routine and/or be intimidating towards other people.
- Use alcohol inside the institute, barring occasions when the board of directors has given its express permission.
- Use illegal stimulants inside the institute (including soft drugs).
- Carry out duties whilst under the influence of alcohol or illegal stimulants.
- Trade, exchange, borrow/lend money from/to others, to prevent misunderstandings, conflicts of interest and differences of opinion.



- Enter into a more than friendly personal relationship with your fellow patients and/or a staff member. If your feelings for a fellow patient or a staff member are more than just friendly, always discuss this with your therapist or the treatment team.
- Smoke inside the institute

4.3 Patient rules of conduct

Please do ...

- Keep to the times set for your therapy sessions, or when you need to be present.

But do not:

- Use interfering equipment like mobile phones or other electronic means of communication during therapy hours (not even to receive text messages or calls) unless arranged otherwise.

Besides these, some units have their own additional rules. You can find these on the website or you will be informed of them in the unit concerned.



4.4 Staff rules for dealing with patients

Please do ...

- Be polite and respectful towards patients.
- Listen to questions and requests in an interested and cooperative manner.
- Keep promises and honour commitments.
- Respect patients' privacy (for instance, in waiting rooms, when using IT equipment, inside as well as outside the institute).
- Point out specific patient rights in conformity with the Medical Treatment Contract Act [WGBO]. Staff members also have to respect these rights.
- Guard the patient's specific interests.

But do not:

- Enter into a personal, non-work-oriented relationship with a patient (whether or not sexually-slanted).
- Trade, exchange, lend money, provide services and give or receive presents (exceeding the price and meaning of a small gift).
- Invite unprofessional, personal attention to oneself and/or give offence through choice of dress, attitude or conduct.



5. Other regulations and procedures

5.1 Reimbursement through your health insurer

Specialist mental healthcare is meant for patients with complex, psychological problems that cannot be suitably treated in the basic mental healthcare package. All your treatments will be fully or partially reimbursed. For this, consult the terms and conditions of your insurance policy. You will, however, have to pay your health insurer the mandatory excess for the standard package as laid down by the government for your treatment. Or, you may have agreed an additional excess with your health insurer.

You are always advised to contact your health insurer beforehand and ask for up-to-date information that applies to your particular situation.

For more information, please go to the government website, [rijksoverheid](http://rijksoverheid.nl).

5.2 Reimbursement of your travelling expenses

As a patient of ARQ Centrum'45 you will be incurring travelling expenses in order to undergo treatment. As a rule, travelling expenses are not reimbursed by your health insurer. In some situations, however, there is a specific arrangement in place. For more information, please ask our staff at the Admissions and Information Office by sending an email to: bai@arq.org.

5.3 Inform the awarding authority of your admission

When you are admitted to the clinic and you receive benefit (sickness, social security, disability or otherwise), you are obliged to inform the awarding authority of your admission. The social workers of ARQ Centrum'45 can provide you with more information about this.

5.4 Overnight stay in a hotel

ARQ Centrum'45 has an arrangement for some patient groups receiving treatment in the day clinic whereby patients in some cases are given an overnight stay at a hotel on the night before their therapy day. The sociotherapists in the day clinic can tell you more about this.

5.5 If necessary, we will work with interpreters

At ARQ Centrum'45, many people are in treatment who do not speak Dutch or do not speak it well enough to be able to express their feelings and problems. But to make a success of your therapy, it is of course important that you can communicate well with your therapist.

In order to overcome language and cultural barriers we will enlist the help of interpreters where necessary.

The interpreters we use are experienced in healthcare-related translations, are familiar with the specific terminology, and are guaranteed to deliver good quality work. And they have been sworn to secrecy, to ensure confidentiality.

We nearly always make use of distance interpreting, i.e. interpretation by telephone. ARQ Centrum'45 has special 'interpreter phones' equipped with good microphones and loudspeakers.

In case of communication problems, we sometimes ask an interpreter to be present in person. It is easier for an interpreter who is physically present to tell the different speakers in family or group conversations apart.

Using interpreters has advantages as well as disadvantages. There is the matter of confidentiality, the indirectness of the contact and it is more time-consuming. Your therapist will of course always weigh these disadvantages against the advantages.

5.6 You wish to have a second opinion

It may so happen that you have your doubts about the advice or a conclusion reached by your therapist(s). Especially where weighty and/or complicated decisions are involved, you may find it difficult to judge whether or not your therapist is right. In such situations you may exercise your right to a second opinion. This means that you ask an expert, independent fellow practitioner of the therapist concerned what s/he thinks of the matter. Your therapist can also suggest seeking a second opinion, for instance when neither of you can come to a decision about how to proceed with the treatment.

More information about a second opinion is available from your therapist.



5.7 You do not show up

No-show, or non-attendance, means that you have not checked in on the appointed day and/or at the appointed time. As a result of your non-attendance, the time that had been reserved for your treatment cannot be filled by someone else, your place in the treatment group stays empty, interpreters come in for nothing and unnecessary extra costs are made. That is why no-show must be kept to an absolute minimum.

Frequent non-attendance may be a sign that you actually wish to break off your treatment prematurely. Obviously, this is an undesirable situation. If the therapy fails to give you what you had expected, we advise you to discuss this with your therapist at an early stage. In this way we can hopefully prevent no-show and premature drop-out.

Non-attendance has considerable negative effects on, for example:

- you yourself: it causes discontinuity in your treatment;
- the group(s) you take part in: group processes are disrupted;
- the organisation: loss of income. It sometimes leads to extra costs, if you haven't phoned to cancel the hotel;
- the interpreters: they come in to no purpose and thus suffer loss of income.

In order to have as little no-show and drop-out as possible, ARQ Centrum'45 has set up a guideline "Patients' Non-attendance". Your therapist, the sociotherapist and/or admissions coordinator will always get in touch with you on the matter of your non-attendance.



5.8 Taking time out to recover

Sometimes a patient's behaviour is such that the reasonable cooperation we asked for as part of the treatment agreement we entered into is no longer there. You, as a patient, don't give us enough information, for instance, or you repeatedly fail to keep therapy arrangements and/or you disregard the house rules. Or, your behaviour has a negative impact on the treatment of other patients or threatens the safety of staff members and/or fellow patients.

Rather than terminate the treatment agreement directly and one-sidedly (also see below under 'Compulsory discharge') we may, after close consultation with yourself and your therapist, choose to give you a time-out. This means that at your therapist's initiative and in consultation with the psychiatrist responsible, your treatment will be put on hold at very short notice.

During this time-out you have a chance to ask yourself if you are still motivated enough to carry on with your treatment and if you are still willing to commit to it and cooperate. Any tensions that may have arisen can meanwhile ease up. This goes for you but also for the therapists and/or fellow patients. If you are a clinical patient, the person responsible for your treatment must attend to any medical care you require, to your housing and your financial situation during the time-out.

You yourself will need to agree to such a time-out. If you don't, the therapist responsible may consider requesting that you be excluded from treatment after all.

After the time-out the therapists assess if you are, at that point in time, sufficiently motivated again to resume your treatment. If necessary, we will adjust the treatment plan in consultation with you.



5.9 Compulsory discharge

In some situations, ARQ Centrum'45 is forced to one-sidedly terminate its treatment agreement with you as a patient. This is called 'compulsory discharge'. In what sort of situations could this happen?

- The intake and assessment procedure has found that you are not eligible for (continued) treatment at ARQ Centrum'45, and you refuse to accept this. We may then one-sidedly decide not to admit you to our therapies.
- You time and again do not keep to your treatment plan, thus making it impossible for us to continue treating you. You will first receive a written warning from the psychiatrist or therapist responsible. This warning specifies what behaviours will cause you to be discharged and what you can do to prevent this.
- If the situation remains unchanged, we may proceed to discharge you.
- Your behaviour is disproportionately harmful to fellow patients and/or staff members and therefore impedes further treatment.

It is for the psychiatrist responsible to assess if one of these reasons for discharge is present in your case. After conferring with the senior clinical medical officer and the management, the psychiatrist responsible decides whether we will indeed proceed to discharge you.

At least two weeks before your discharge, you will receive a letter from the psychiatrist responsible underpinning the decision. A copy of this letter will be sent to the management. You will also receive a copy of the 'Compulsory discharge' protocol while the psychiatrist responsible will point out to you available continuing cure and care services. You may lodge an appeal with the management against this decision.

You may also make use of the services of the Patient Ombudsperson and the Complaint Committee.



6. Want to know more?

6.1 Useful names, addresses and links

ARQ Centrum'45

Everything about our treatment programmes can be found on our website. It also gives a wealth of information about the different target groups that we work for, contains various publications as well as a great many links to the websites of related institutions and interest groups.

 www.arqcentrum45.org

Patient Ombudsperson

The independent Patient Ombudsperson helps individual patients in the clinic find a solution for their complaints and queries. The great advantage is that the patient ombudsperson works independently of the institute and is not accountable to ARQ Centrum'45.

 www.pvp.nl

Information and services provided by all authorities

This site is the shortest route to all the information from Dutch government organizations on the Internet.

 www.overheid.nl

Central Disciplinary Tribunal [Centraal Tuchtcollege]

 PO box 20302

2500 EH Den Haag

 T 070 – 340 54 17

 www.tuchtcollege-gezondheidszorg.nl

Health Care Inspectorate [Inspectie voor de Gezondheidszorg]

 PO box 2680

3500 GR Utrecht

 T 088 - 120 50 00

 www.igz.nl



Colophon

Want to know where you stand?
Information document about right, rules
and procedures.

Text

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