

Where do I stand?

**INFORMATION
ON RIGHTS, RULES
AND PROCEDURES**

Colofon

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Information on Rights, Rules and Procedures

Text

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Your Rights, Your Duties

These pages introduce you to Foundation Centrum '45. In them, we tell you about the rights and duties that you as a patient have. We show you how we do our best to tailor our cure and care services to your questions and requests. We outline the procedures that we follow as we carry out our work.

Foundation Centrum '45 is the national treatment and expertise centre for psychotrauma. For people who have found themselves in life-threatening situations or have suffered degrading humiliations. For people who have lost family members or friends to overwhelming events and for people who are confronted with extreme situations in their work.

Such overwhelming events sometimes leave people with serious and persistent complaints. You might be one of these people with such complaints. If so, Centrum '45 is the right place for you.

We hope that these pages give you the information that you were looking for. More information is available on our website www.centrum45.nl. If you can't find the particular information you were seeking or if you have any further questions, please ask your therapist or healthcare worker. But you could also turn to the Client Council, which is well-informed about our internal procedures and protocols.

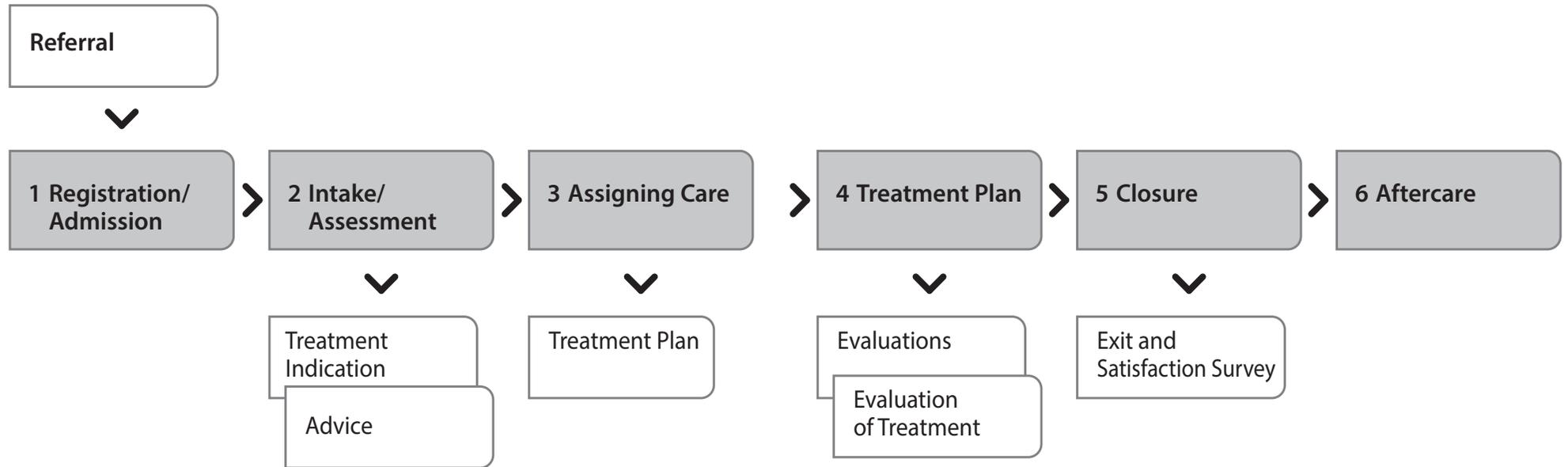
And if you could suggest improvements, we'd be delighted to hear them!

Kind regards,

drs J.W. (Jan-Wilke) Reerds MBA,
Chairman Board of Directors Foundation Centrum '45.

1 The Different Phases of your Treatment

1.1 General Information about the Treatment Process



Registration and Admission

This is your first contact with Foundation Centrum '45: by telephone.

Your family doctor, or GP, has sent the referral to the admissions coordinator. The GP or the healthcare worker referring you sends all the necessary information (purpose of the admission, medication you are taking, full medical and psychological history) to Centrum '45.

Intake

You have a talk (the intake interview) with a therapist about your complaints and problems and you may have to complete a number of questionnaires so we can assess your care needs.

Advice

The therapist (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 Foundation Centrum '45, but it is also possible that you would benefit more from treatment elsewhere.

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 you aim to achieve.

Evaluation

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

Closure

During a comprehensive evaluation your therapist and/or the team discusses the progress of your treatment with you. 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 therapist in your own environment and/or for the possibility to get in touch (by phone) if necessary.

1.2 The Shortest Possible Waits

Foundation Centrum '45 aims at the shortest possible waits between registration, intake/assessment and the actual start of the treatment.

We distinguish three different 'phases of waiting':

- phase A: the period between us receiving your registration (a written referral with pertinent information from your GP/referrer) and the first intake interview (with target waiting times of 4 weeks max.)
- phase B: the period from the first face-to-face intake interview to the assessment of your needs (with target waiting times of 4 weeks max.)
- phase C: the period between the end of the intake (after the assessment has been made and discussed with you) and the actual start of your treatment (with target waiting times of 6 weeks max.)

If you have been assessed as requiring treatment in the outpatient unit or in the day clinic or need a specific treatment but it is impossible for you to start your therapy straightaway, you will be put on a waiting list.

Foundation Centrum '45 is developing a welcoming app (digital tool) that provides information about Centrum '45, about trauma complaints and emotions and about other people in similar situations. The staff of the Admissions and Information Office will tell you more about this.

1.3 Registration and Admission

To be given the first intake interview, you need a referral from your GP, a referral from a mental healthcare institute or a referral from your present mental healthcare worker.

Once you have registered and we have received all pertinent information from your referrer in writing, we will make an appointment with you for an intake interview. You will receive a written invitation to talk with one of our psychiatrists or psychotherapists. If you wish, you may bring your partner, a family member or someone else close to you to the interview.

1.4 The Beginning; the Intake

During the first talks, the intake, the therapist (the interviewer) will ask you to talk about your problems and complaints, and about the traumatic events that have occasioned them. Subjects like your parental home, education and work and, if appropriate, your partner and children will also come up for discussion.

For us to be able to assess your care needs properly, we may ask you to fill in a number of questionnaires. You fill in these questionnaires on the computer; you can also do so at home.

On the basis of the information from your GP/referrer, the intake interview and the questionnaires (if you were asked to complete any) we can assess whether treatment at Centrum '45 is indeed your best option. And if so, we will advise you as to which treatment is best for you.

A team of experienced therapists led by a psychiatrist analyses your complaints and needs and wishes, using all the information known to them at that moment. Next, they make an initial diagnosis and discuss which treatment should suit you best.

The intake interviewer will then discuss this advice with you. After this talk with you, we will inform your referrer of the advice.

1.5 Treatment Process

It is a characteristic of the treatments offered at Foundation Centrum '45 that many treatment disciplines work together. This is because our patients frequently suffer from a number of psychological problems, and have often become bogged down in more than one area of life.

For an optimum fine-tuning of our treatments, different kinds of professionals - psychiatrists, psychologists, non-verbal therapists and social workers, for example - will be involved in your treatment. Also, we have a wide choice of therapy forms that we can draw on for your treatment. These include art

therapy, sociotherapy, psychomotor therapy and psychotherapy. All kinds of combinations are possible to give you the treatment that dovetails with your needs and wishes.

Foundation Centrum '45 takes part in the care platform Quli (www.quli.nl). Apps (digital tools) can support you when you need to bridge a certain period (for instance, between the intake interview and the start of your treatment) or help you during your treatment with homework assignments, questionnaires, additional information, reminders of an appointment, or of when to take your medication.

In Quli you can also read your treatment plan and treatment evaluations again and contact your therapist.

Clinical Treatment

Admission to the clinic of Foundation Centrum '45 ranges from a few to seven days a week. This intensive treatment is meant for people who suffer great distress from a combination of mental and social problems (and possibly physical complaints). You may also be admitted for extensive diagnostic tests and observation. Admission varies in length from some weeks to nine months.

Day Treatment

Once a week you receive treatment that takes up either a full day, or a part of the day. This is an intensive treatment that usually takes between one to two years. Day treatment consists of a combination of different group programmes and therapies. In addition, you can also have individual trauma-processing therapies.

Foundation Centrum '45 has special day treatment for families: one day a week, the whole family comes in for treatment. During this treatment day the parent(s) and the children follow various parts of the programme. Sometimes they do so together, at other times they separate to do different parts of the programme.

Outpatient Treatment

You will have therapeutic contact with a therapist once a week or once every few weeks. The outpatient unit of Foundation Centrum '45 offers individual psychotherapy, group psychotherapy, relationship therapy or family therapy. You can receive individual counselling or individual therapy from a psychiatric nurse, psychologist, doctor or psychiatrist.

1.6 Specific Programmes

Foundation Centrum '45 also offers programmes in the form of modules. A module focuses on a particular issue that is explored in a limited number of sessions. Thus, different modules teach you to cope with aggression, nightmares, dependency problems, relational problems, for example, or with specific problems that impair your social functioning.

1.7 Rules about Being Present and Absent

- Please report to reception upon arrival.
- Always make sure you are on time.
- Attend 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 is a time that you know you won't be able to attend, please discuss this well in advance with your therapist.
- If you are absent more than four times a year from the day clinic, you will be invited to discuss this with the therapist responsible.
- If you are frequently unable to attend, we will together with you try to find another, more suitable form of therapy for you.

1.8 Evaluating your Treatment

At the beginning, you and your therapist drew up a treatment plan together. At fixed intervals, the staff will meet to discuss the progress of your treatment. But you, together with your therapist, will also periodically review what progress you have been making towards the goals in your treatment plan. If necessary, 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 or the team, go through the entire treatment. During this final evaluation, aftercare or follow-up treatment will also be discussed with you.

1.9 Evaluation: How Satisfied Are You?

Foundation Centrum '45 attaches great importance to regularly monitoring and evaluating the quality of its treatment programmes. For these purposes we use a set of questionnaires that resemble the questionnaires that you were asked to complete 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 Foundation Centrum '45. So, when you have been in treatment for about six months, you may expect an invitation to fill in the questionnaires.

The progress you have made during your treatment will, of course, be shared with you. The therapist will discuss with you what outcomes the questionnaires have produced and how these differ from earlier measurements; this is part of the treatment evaluations.

Once they have been completely anonymised, all the findings from the questionnaires are used for the scientific evaluation of treatment programmes. These outcomes help underpin the improvements we make to our treatment.

We will also ask you (on a yearly basis) to complete a questionnaire about your experiences at Centrum '45 and how you rate these. Data from these ratings will be confidential and anonymous, and will be used to further improve our services.

1.10 Scientific Research

Foundation Centrum '45 continuously carries out scientific research into the specific problems and the effects of treatment with people suffering from (complex) 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 name may never come up in a (research) report. Also, these reports may never describe you in such a way that identification is possible;
- your permission must always be sought before details from your medical record are used;
- 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 in Health Care

2.1 Important Codes of Professional Conduct and Laws

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

2.2 Codes of Professional Conduct

Codes of professional conduct consist of mutual arrangements and protocols governing the way in which the members of a professional group practise their profession. Certainly not permissive, these protocols are also called 'guidelines'. By now, almost every profession has developed its own code of professional conduct. 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 healthcare workers 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 Clients' Right of Complaint Act [Wet Klachtrecht Cliënten Zorgsector (WKCZ)];
- 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 their main points here. If you wish to know more about the content of these laws, go to the Dutch government website (wetten.overheid.nl), ask

your therapist, approach the Client Council or contact one of the authorities mentioned on the last page of this brochure.

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 therapist(s) of Foundation Centrum '45 on the performance of all kinds of medical actions such as, for example, treatment and examination by a psychiatrist, care in a clinical setting and treatment by a therapist. This law (the WGBO) requires the therapist responsible, among other things, to tell you as a patient well in advance and unambiguously what your treatment involves, which alternatives, if any, you have, and what the risks are. It is only then that you decide whether or not you agree to the treatment proposed, and give your consent. If you do not agree, the treatment will not go ahead. So: no treatment without consent.

The Medical Treatment Contract Act [WGBO] requires the therapist to keep a file on your treatment (an individual medical record). This medical 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.

Keeping the record is the responsibility of your therapist. This can be the psychiatrist, doctor, psychotherapist, psychologist or another professional (for example, a psychiatric nurse).

It may be important for your treatment to include details about 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 details in your record. For all information concerning your individual health record, see chapter 3.

2.5 Rights and Duties under the WKCZ/WCZ

The Clients' Right of Complaint Act (WKCZ) 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 this goes for you, too, of course. If you are not satisfied or if you feel a mistake has been made, you should be able to report this.

The law makes it mandatory for all healthcare 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 Foundation Centrum '45 also has a complaints committee.

If your complaint is a very serious one and it is your view that we are not dealing adequately with it, the complaints committee will need to report this to the Health Care Inspectorate [Inspectie voor de Gezondheidszorg (IGZ)]. *Also see under Complaints Committee (page 21).*

2.6 Rights and Duties under the WMCZ

The Participation (Clients of Care Institutions) Act (WMCZ) obliges Foundation 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 Foundation Centrum '45 first needs 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 Client Council (page 23).*

2.7 Let Us Learn from Your Feedback

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

Greater transparency also entails that we welcome any reactions, comments and suggestions you as a patient may have about the treatment and services we provide. We also ensure that you can give us this feedback in very simple ways. We will then use your feedback to carry out any necessary improvements in our healthcare services.

Also, your feedback offers managers insight into what patients feel to be important. They can use these signals to make noticeable improvements in our day-to-day work.

Your feedback may reach the manager responsible in all sorts of different ways. Of course, you can pass your suggestions and comments on by word of mouth to your therapist, to the staff and/or to the unit manager.

Or, you can fill in a form – to be found on the shelves with leaflets – and give us your feedback and/or suggestions for improvements in writing. 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' that you can use to let us know 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 for them. The Client Council empties these boxes at least once a week, considers the suggestions and keeps in touch with the submitter of the form.

2.8 What If You Have a Complaint?

Even in places where everyone aims to work well and carefully, complaints or concerns about the treatment may still arise.

Do you have a complaint about the intake or treatment at Foundation Centrum '45? First try discussing the issue with the persons it concerns.

Matters can usually be sorted out quickly between you.

You may also approach the manager of your treatment unit, the management or the board of directors with your complaint.

Last, you may lodge an official complaint with the Complaints Committee of Foundation Centrum '45. This Complaints Committee is chaired by an external lawyer. The deputy chairman, likewise a lawyer, serves on the complaints committee on the recommendation of the Client Council. Rules for the composition and working method of this Complaints Committee have been laid down in the Clients' Right of Complaint Act (WKCZ)].

The Complaints Committee makes use of a so-called Complaints Protocol when carrying out its duties. We here give an abridged version of this protocol.

Copies of the full Complaints Protocol are available on request.

2.9 Complaints Protocol Foundation Centrum '45 in Brief

Complaints Procedure

If patients have a question, a concern or a complaint about the treatment they are receiving, they can address these to their therapist, the manager of their unit or the director responsible. If speaking to them does not clear up the matter to your satisfaction, and the issue cannot be resolved in this way, you can consult with the Patient Ombudsperson and/or lodge a complaint with the Complaints Committee of Foundation Centrum '45. Or, you may first consult the administrative secretary to the Complaints Committee, Ms G. Heslinga, about the matter. She can be reached on 071-5191524 (except Wednesdays) or at g.heslinga@centrum45.nl. She can also supply you with the full Complaints Protocol of Foundation Centrum '45.

The Complaints Committee is an Independent and Statutory Body

The Complaints Committee's procedure for handling complaints is based on the so-called Complaint Act and the Medical Treatment Contract Act (WGBO). No undue influence may be brought to bear on the Complaints Committee as it carries out its duties.

What Can be Grounds for Complaint, and Who Can Make a Complaint?

Every patient who is (or was) in treatment at Foundation Centrum '45 can lodge a complaint with the Complaints Committee about a decision that concerns him/herself or about the manner in which s/he has been treated by a Centrum '45 staff member.

How and Where Can I Lodge a Complaint?

Complaints are to be made in writing to the committee. Its postal address is: De Klachtencommissie, c/o Ms. G. Heslinga, administrative secretary, Rijnzichtweg 35, 2342 AX Oegstgeest.

What Happens after I Have Lodged a Complaint?

Within a few working days after you have lodged your complaint the secretary will acknowledge receipt of the complaint and contact the complainant.

Mediation as a Way to Resolve the Issue

If the complainant so wishes, an attempt can be made, before the committee handles the complaint officially, to resolve the problem between the complainant and the accused through mediation. Who is to undertake such mediation is a matter to be discussed with the complainant and the accused. If the complainant accepts mediation, the Complaints Committee's handling of the complaint will be postponed. If the complainant does not wish mediation to take place, the Complaints Committee will attend to the complaint immediately.

How Does the Complaints Committee Handle the Complaint?

If the complaint is taken up, the Complaints Committee will invite the complainant and the accused to explain matters from their own point of view so that both sides of the argument are heard. Both the complainant and the accused can be accompanied by someone of their own choice to advise and assist them.

If a member of the Complaints Committee is directly or indirectly involved in the complaint that is being investigated, s/he will not take part in its handling.

A few weeks after the complaint has been submitted, the Complaints Committee will give its verdict in writing. Copies of the verdict will be forwarded to the complainant, the accused and the board of directors of Foundation Centrum '45.

Confidentiality

The members and the secretary of the Complaints Committee are held to treat all information that comes to their knowledge as part of their work for the Complaints Committee as confidential and private.

Composition of the Complaints Committee

The Complaints Committee consists of: M.C. Bovens-Magré, lawyer and independent chair, A.H. Punt-Koopmans, lawyer and deputy-chair. The latter serves on the Complaints Committee on the recommendation of the Client Council. The Complaints Committee further consists of a psychiatrist, psychotherapist(s) and a sociotherapist. Ms G. Heslinga supports the Complaints Committee as its administrative secretary.

2.10 The Patient Ombudsperson

Foundation Centrum '45 is affiliated with the Foundation Patient Ombudsperson Mental Healthcare [Stichting Patiëntenvertrouwenspersoon Geestelijke Gezondheidszorg]. 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. The ombudsperson is pledged to secrecy and will treat all your information as confidential. It is only after you have given your permission that the matter is discussed with others.

All patients in the clinic may avail themselves of the services of the ombudsperson. The ombudsperson holds a weekly clinic for patients in the clinic.

The ombudsperson visits the day clinic in Oegstgeest once every six months, on average.

The independent patient ombudsperson is employed by the Foundation Patient Ombudsperson Mental Healthcare [Stichting Patiëntenvertrouwenspersoon Geestelijke Gezondheidszorg] in Utrecht: telephone 0900 4448888, helpdesk@pvp.nl.

Also visit the website www.pvp.nl or www.pvp-online.nl (for queries and information about ambulatory treatment).

2.11 Think Along and Have Your Say through the Client Council

As a patient at Foundation Centrum '45 you can actively engage in the policy-making process in Foundation 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 Foundation Centrum '45 where general matters are concerned. The council does not mediate in individual problems, but can offer advice as to what course of action to 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 Foundation Centrum '45.

Participation especially extends to general policies concerning admission, treatment and discharge, individual health 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 of concern to the council. The annual report can be found on our website, www.centrum45.nl.

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 clienraad@centrum45.nl.

3 Everything about Your Medical Record

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

3.1 You Are Entitled to View the Details in Your Record

Please inform your therapist if you wish to view your medical record. You may also correct factual errors or have them corrected for you. Further, you may add your own comments to the notes written in your medical record by the therapist.

3.2 You Are Entitled to a Copy/Print-out of the Details

If you wish, we can supply you with a copy/print-out of the details in your medical record. You will be charged for this service.

3.3 You Are Entitled 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.

3.4 Cleaning and Retaining 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 has expired.

The period that a medical record of an underage patient is kept is likewise 15 years. That 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, to a relative, a follow-up therapist/care provider, to the patient ombudsperson or to another external authority). However, all therapists who are 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. One such situation might be 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.

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'.

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 for your treatment (on time) and providing 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 and Intake

- Registration form
- Intake form
- Discussion to assess care needs following intake
- Advisory talk following assessment
- Report back to referrer/GP

Treatment

- Treatment plan
- Course of treatment /treatment period
- Treatment evaluations
- Medication form
- External treatment or consultation

Closure of Treatment

- End of treatment or referral
- Checklist completion treatment
- Discharge letter

Correspondence

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

Patient Notes or Comments

Consent Participation in Scientific Research

Patient's Permission to Use Data in Scientific Research (if applicable)

Administrative Details

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

3.8 Providing Third Parties with Your Personal Details

Foundation Centrum '45 regularly receives requests from third parties to provide personal details about patients. 'Third parties' are all the persons or authorities that are not directly involved in your treatment.

Whether or not personal details are provided, your treatment, and what is in your interests 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, Foundation Centrum '45 is not an authority that carries out investigations on behalf of the police; 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.

Inquirer	Subject request	Your permission required?
Health insurer	Progress and opinion	No
GP/Referrer	Information and opinion	Yes
Professional practitioner	Information and opinion	Yes *)
*) <i>excepting referrals from C45 that you've already given permission for</i>		
Police, judicial authorities	Information, advice and opinion	Yes
Lawyers and relatives	Information, advice and opinion	Yes
Non-treating doctors	Information and opinion. e.g. on	Yes
• Municipal Medical Services	incapacity for work or application for	
• Occupational Health Physician	special needs facilities	
• Medical examiner		
• Medical adviser insurance company		
Third parties	Information about patient	Yes
• employers	or treatment,	
• schools	advice	
• etc.		

4 How Do We Like to Treat Each Other Here?

4.1 We're Only Human

Everything in Foundation Centrum '45 is about people. First, obviously, come the patients, but the staff is important, too of course. Whenever people (co-) operate together, they need to make and agree on certain arrangements.

What do we find important, what do we need to make rules about?

Sometimes emotions run high. That is fine but we do need to help each other stay within the bounds of decency. Where do we draw the line, where do we place our boundary markers, what sort of behaviour do we (still) find acceptable and what kind of behaviour do we certainly not accept?

It is because of these questions that Foundation Centrum '45 has 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 pertain to the collective: to all those people who either internally or externally have dealings with Foundation Centrum '45.

4.2 General House Rules

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

Yes, we welcome that ...

- 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.

But you must not:

- Discriminate in writing, in word and gesture, on account 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, stealing or breaking others' belongings. Perpetrators of theft, physical and sexual aggression, serious threat and

vandalism will in principle be prosecuted. Moreover, you will be held liable for all 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 personal relationship with fellow patients and/or staff members. If your feelings for a fellow patient or a staff member are more than friendly, always discuss this with your therapist or the treatment team.
- Smoke inside the institute.

4.3 Rules for Patients

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.

Apart from these general rules, every unit may sometimes have its own additional rules. You will be informed of these in the unit concerned.

4.4 Rules for Staff Members 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 under the Medical Treatment Contract Act [WGBO]. Members of staff should also 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 (that go beyond the price and meaning of a small gift).
- Invite unprofessional, personal attention to oneself through choice of dress, attitude or conduct and/or give offence.

5 Other Protocols and Procedures

5.1 Reimbursement through Your Health Insurer

Specialist mental healthcare is meant for patients with serious, complex psychological problems. There is no maximum number of treatments you may have in specialist mental healthcare. 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. They can give you the latest information that applies to your particular situation.

For more information, please go to the government website www.rijksoverheid.nl/onderwerpen/zorgverzekering.

5.2 Claiming Travelling Expenses

As a patient of Foundation Centrum '45 you will be incurring travelling expenses in order to undergo treatment. In some situations you may claim back these expenses. You will be reimbursed by your health insurer.

In some cases, Foundation Centrum '45 will, by government order, arrange your reimbursement. Expenses will be paid back into your bank or giro account. It is therefore important that you also include your bank or giro account number when giving us your personal details.

If your health insurer does not award you reimbursement for travelling expenses, our social workers will help you claim these expenses on other agencies.

5.3 Informing 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 Foundation Centrum '45 can provide you with more information about this.

5.4 Reimbursement through Our Benefit Fund

If you cannot claim special expenses, you have an absolutely insufficient income and the therapist deems the expenses for the treatment necessary, you may in this exceptional case appeal to the Benefit Fund of Foundation Centrum '45.

Foundation Centrum '45 can offer you financial support through this Benefit Fund. You may, for instance, be reimbursed for expenses that (temporarily) cannot be claimed through the regular channels.

If you are interested in making a (temporary) claim on the Benefit Fund, please speak to one of the social workers of Foundation Centrum '45.

If you think you may be eligible for a financial contribution from the Benefit Fund, please complete an application form with the help of your social worker.

A final decision on your application will be made by the awarding committee.

5.5 Overnight Stay at a Hotel

Foundation 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.

5.6 If Necessary, We Will Bring in Interpreters

At Foundation 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 bring in interpreters where necessary. Experienced in healthcare-related translations and familiar with the specific terminology, their quality is guaranteed. Moreover, to ensure confidentiality our interpreters are sworn to secrecy.

We also make a frequent use of distance interpreting, through interpreter services by telephone. Foundation Centrum '45 has special 'interpreter phones' equipped with good microphones and loudspeakers.

When there are communication problems, we sometimes ask an interpreter to be present in person. In family or group conversations an interpreter who is physically present is better able to tell the different speakers apart.

Bringing in interpreters has advantages as well as disadvantages. There is the matter of confidentiality, the indirectness of the contact and the extra time it will take. Your therapist will of course always weigh these disadvantages against the advantages.

5.7 What If You Wish to Get a Second Opinion?

It may so happen that you have your doubts about the advice or a conclusion reached by your therapist(s). Especially when weighty and/or complicated decisions are to be made, you may find it very 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 or from the management.

5.8 What If You Fail to Show Up?

No-show 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 this no-show must be reduced to an absolute minimum.

No-show may be a sign that you actually wish to terminate the treatment prematurely. We call this drop-out, when you as a patient one-sidedly break off treatment. Obviously, this is an undesirable situation. If the therapy fails to give you what you had expected, you are advised to talk about this with your therapist at an early stage. In this way we can hopefully prevent no-show and premature drop-out.

No show has considerable negative effects. For example, it negatively impacts:

- you yourself: there is discontinuity of your treatment;
- the group(s) you take part in: group processes are disrupted;
- the organisation: loss of income. And, sometimes, 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 to do with no-show and drop-out as possible, Foundation Centrum '45 has set up guidelines, a set of rules for the therapist, the sociotherapist and/or the admissions coordinator to go by. They will always get in touch with you about the reason for your absence. The reasons why you don't show up may be so specific that it is necessary to get the therapist's opinion.

5.9 Can You Go on Holiday?

There are no legal rules or guidelines as to interrupting your treatment because you wish to go on holiday. The question if your holiday will benefit or harm the treatment you are currently receiving cannot be answered in any general way. This depends on many things. Therefore, it is always wise to discuss your holiday plans with your therapist.

5.10 Taking Time Out to Recover Yourself

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 have repeatedly failed to keep therapy arrangements and/or you disregard the house rules. Or, your behaviour has a negative effect 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; Treatment Withheld) 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 will have an opportunity to ask yourself if you are still motivated enough to carry on with your treatment, if you are still willing to cooperate in it and if you could change your behaviour. Any tensions that may have arisen can meanwhile ease up. That goes both for you and the therapists and/or for fellow patients. Everyone gets the chance to calm down again and to recover themselves. If you are a clinical patient, the person responsible for your treatment should attend to any medical care you require, to your housing and your financial situation during the time-out.

You yourself will need to approve 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 will consider if you are then sufficiently motivated to continue the treatment as agreed. If necessary, we will adjust the treatment plan in consultation with you.

5.11 Compulsory Discharge; Treatment Withheld

In some situations, Foundation Centrum '45 is compelled to one-sidedly terminate the treatment agreement we have with you as a patient. We then 'withhold treatment'. In what sort of situations do we withhold treatment?

- The intake and assessment procedure has found that you are not eligible for (continued) treatment at Foundation Centrum '45, and you refuse to be reconciled to this. We may then one-sidedly decide not to provide treatment.
- Time and again, you do not keep to your treatment plan and thus make it impossible for us to continue treating you. You will first receive a written warning from the psychiatrist or therapist responsible. This warning specifies which behaviours of yours may result in your treatment being withheld and what you can do to prevent this. If that doesn't change the situation, we may proceed to discharge you.
- Your behaviour is out of proportion and harmful to fellow patients and/or staff members and therefore impedes further treatment.

It is for the psychiatrist responsible to determine if one of these reasons for us to withhold treatment 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 withhold treatment and 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 Board of Directors. You will also receive a copy of the 'Withholding Treatment' protocol while the psychiatrist responsible will point out to you available continuing cure and care services. You may lodge an appeal with the Board of Directors against this decision. You may also enlist the services of the Patient Ombudsperson and the Complaint Committee.

6 Want to Find Out More?

6.1 Useful Names, Addresses and Links

Foundation Centrum '45

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

www.centrum45.nl

Patient Ombudsperson

The independent Patient Ombudsperson helps individual patients 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 Foundation Centrum '45.

www.pvp.nl or www.pvp-online.nl

Information and services provided by all authorities

This site is the central access point to all information about government organizations in the Netherlands on the Internet.

www.overheid.nl

Central Disciplinary Tribunal [Centraal Tuchtcollege]

PO box 20302

2500 EH Den Haag

Telephone: 070-3405417

www.tuchtcollege-zondheidszorg.nl

Health Care Inspectorate [Inspectie voor de Gezondheidszorg]

PO box 2680

3500 GR Utrecht

Tel: 088-120 5000

www.lgz.nl

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the national treatment and expertise centre for psychotrauma