

House rules iMindU B.V.

You are most welcome at iMindU, multidisciplinary mental health care institution for (child and youth) psychiatry and psychotherapy. To be able to do our work as best as we can, house rules have been drawn up. By entering our practice, you agree to the rules below.

- Everyone should use the generally applicable manners like treating each other politely and with respect. Give each other appropriate space regarding privacy
- Aggressive behavior, both verbal and physical, will not be tolerated. This applies to every contact, face-to-face, digital, by telephone or written
- Smoking is prohibited in and in front of the building
- Pets (except for assistance dogs) are not allowed
- The use of mobile telephones, tablets, laptops, etc. is allowed, but should not cause inconvenience to others
- If you are not being met by your therapist, 10 minutes after the start of your appointment, please report to the secretary
- When your personal data has changed, such as insurance details, address, or telephone number, please pass this on immediately to the secretary or by email (info@imindu.nl)
- Repeat prescriptions can be requested through your practitioner or the secretary (contact details on the website)
- Appointments can be canceled free of charge up to 24 hours in advance. This can be done via the secretary, or email (info@imindu.nl)
- Without timely cancellation of your appointment, it is allowed to charge you the lost consultation time. Appointments that are not canceled or are canceled too late, will be charged
- In case of calamities, you must follow the instructions of the staff or the competent authority (fire brigade, police, ambulance)
- Use of drugs and/or alcohol are not allowed
- Possession or use of weapons is not permitted