

INFORMATION FLYER

'NO SHOW' POLICY

At GGNet, we are happy to help you as best we can. Getting to your scheduled appointments on time is very important. Your recovery will be quicker if you keep these appointments.

What is a 'no show'?

If you don't cancel your appointment in time, we call it a 'no show', as you didn't show up. Timely cancellation means at least 24 hours in advance. If you don't, it's care time wasted.

Do you have an intake appointment or diagnostic examination?

In that case we would appreciate it if you cancel at least 72 hours in advance (3 working days). During an intake appointment or diagnostic examination, there are several people who are making time for you. If you cancel in time, we can schedule someone else. It may be that your new appointment will not be scheduled until a few weeks later.

SMS reminder

You can use our SMS service. This service will send you a reminder text one day before the appointment. The text will show the date and time of the appointment and who the appointment is with. Please note: This is a service. If you didn't receive a text message and you can't come to your appointment, you will be responsible for cancelling your appointment in good time.

Consequences of a 'no show'

We see a 'no show' as a waste of care. Your therapist won't be able to use the time reserved for you, for anyone else. So if you don't cancel on time, we will charge you a fee. You will receive an invoice for €50. This fee is not reimbursed by your health care insurer.

Tips:

- Always note the appointment on your calendar.
- Use our SMS reminder service.
- Always cancel your treatment appointment in good time at the secretariat. Timely means at least 24 hours in advance.
- If you have an intake or diagnostic appointment, we prefer it if you cancel at the secretariat at least 72 hours (3 working days) in advance.



GGNet

If you don't show up for an appointment, your therapist will contact you to check what is going on.

**CONTACT
HAS BEEN
MADE?**

Your therapist will make a new appointment with you and you get an invoice for the 'no show'.

**NO CONTACT
HAS BEEN
MADE?**

You will get an invoice for the 'no show'. At your next appointment, your therapist will discuss with you why you didn't show up.

**IS THIS NOT
IN THE SHORT
TERM?**

You will receive a letter from us asking you to contact us within 14 days to make a new appointment.

**ARE YOU NOT
RESPONDING
TO OUR
CALLS?**

Your treatment will end and we'll deregister you at GGNet. Do you still want treatment? You can ask for a new referral from your general practitioner. Your waiting time will then start again.

More information

Would you like more information or do you have any questions? Go to www.ggnet.nl/kosten or contact the secretariat of the department where you are being treated.

If you cancel an appointment twice during your treatment course, your therapist will talk to you about your cancellations, your motivation and the progress of the treatment.

