

Dear Patient,

Thank you for showing an interest in the Jan van Nassau Dental Clinic. Please read through the general information about our practice, and complete the enclosed forms.

General

We believe excellent dental care should be available to all. After all, good oral care is essential for your general health and wellbeing. Our prime objective is to help you achieve and enjoy optimal oral health.

At or before your first appointment you will be asked to fill in medical and dental history questionnaires. This first appointment is a two-way process during which you can indicate any concerns or wishes you may have. Following examination, the dentist will then be able to come up with a treatment plan, if necessary, which he will discuss with you.

Our dentists are supported in their work by experienced assistants, and qualified dental hygienists who provide preventive treatment, such as, for example, scaling and polishing.

And of course our friendly office staff are at your disposal for information and assistance and to answer any questions you might have.

Opening hours

Monday till Wednesday: 8.00 am - 18.00 pm
Thursday and Friday : 8.00 am - 16.30 pm

Availability

The clinic can be reached during opening hours on: 070-3245530. During out of office hours and at the weekend a recorded message tells you how to contact the on-call dentist.

Your appointment

Patients are seen by appointment only, unless an emergency dictates otherwise. Should you need to cancel an appointment please give us **48** notice so we can offer the time to someone waiting for treatment.

Please note that we charge for missed appointments or short notice cancellations.

Pain

If you are experiencing any pain at all, contact us immediately and don't wait until your next appointment. If possible call between 8 am and 8.30am, so we can fit you into our schedule for that day. If the clinic is closed, a recorded message will tell you how to contact the on-call dentist.

Medical details

Any health problems you may have, or medication you may be taking, could affect any dental treatment you might receive, so please keep us informed of any changes to your medical details e.g. medication, pregnancy, illness, infection etc.

Accessibility and parking

Jan van Nassastraat is a one-way street, and best approached from Wassenaarseweg. There is ample parking for visitors, though Monday through Friday (9am – 5pm) you have to pay to park.

At the station you can also take bus number 18 towards 'Clingendael' and get off at the Weissenbruchstraat stop. The clinic is one minute's walk from here.

The clinic is 10 minutes' walk from The Hague Central Station.

Privacy and confidentiality

Patient details are confidential and are never disclosed to third parties without the patient's permission. All patient information remains on the premises, unless it is required by a specialist or family doctor for medical examination (referral).

Payment

Your first visit in our clinic needs to be paid directly by PIN.

Following treatment is invoiced through Infomedics and their payment terms and conditions apply. Should you have any queries regarding invoicing they can be reached on: 036-2031900 or at www.infomedics.nl/contact

Additional information or a folder can be obtained from the receptionist.

Difference of opinion

Should a difference of opinion arise between you and your dentist and you consider the dentist to be demonstrably in default, with no prospect of arriving at a solution, then you should apply to the ANT mediation board (Federation Dutch Dentists).

Please let us know if you are leaving the Netherlands permanently so that we can adjust our records accordingly.

Kind regards,

Jeroen Meuter
Dental Clinic Jan van Nassau