

Dear Patients, Dear Parents,

In order to ensure that your treatment or your child's treatment runs as smoothly as possible, we have summarised the most important information for you.

- Treatments can only be carried out in our practice with a valid prescription. This applies to both existing and follow-up prescriptions. Please ensure that you receive a valid prescription from your doctor's practice beforehand, which should not be older than two weeks at the time of the first appointment.
- If you leave the practice during your child's treatment, please be back 5 minutes prior to the end of the treatment time, or earlier if agreed with the therapist. The supervision obligation ends at the end of the treatment time and the consultation with the therapists at the end of the treatment is important.
- If you are unable to attend an appointment, the following regulations come into force:

Appointments cancelled 24 hours in advance are considered regular cancellations. These cancellations will not be charged and the appointment will not expire.

If appointments are not cancelled up to 24 hours in advance, this is considered a short-term cancellation. Short-notice cancellations as well as appointments that are not cancelled and not kept (regardless of the reason) will be charged regularly. Remember to inform your therapist about holidays well in advance.

- Our opening hours are independent of school holidays. This means that we are also open during the school holidays and your treatment continues as long as neither you nor your therapist are on holiday.
- If your therapist is on holiday, we will try to offer you alternative appointments with a colleague.
- Please contribute to the success of the treatment by implementing the therapist's suggested exercises at home.
- If you have statutory health insurance and are not exempt from co-payment according to a doctor's prescription, occupational therapy services are subject to a 10% co-payment. There is also a fee of 10,- Euro (flat rate) per prescription. This co-payment is to be paid by bank transfer after the invoice has been issued.

If you have an exemption certificate, please present it at the beginning of the treatment.

- Release from the duty of confidentiality: It is necessary to release the practice Logopädie & Ergotherapie Eimsbüttel from the duty of confidentiality towards the prescribing doctor's practice, if the latter wishes a treatment report at the end of the prescription.