Information about iHub family-centred care

Welcome to iHub family-centred care
At iHub family-centred care we provide children, adolescents and their parents with general and specialist youth care and youth mental healthcare. In this letter we set out what you can expect of our out-patient care (in your own home or, by appointment, at one of our care centres) and from our supported living services. It also outlines how we work in partnership, make appointments, and deal with privacy, medical records and complaints.

Before we start
Before we start providing care, it is essential to have a referral letter. This is a letter from, for example, your family doctor, the neighbourhood team, the municipality or the youth protection service, stating that you need care. This referral enables us to arrange and pay for that care. More information is available on our website. Registration information for youngsters and parents - iHub.

If you provide us with a referral letter, our care is generally reimbursed in full:
- Under 18? Then the care is reimbursed by the municipality.
- Older than 18? Then the care is reimbursed by your health insurance company.

It is important that you and your carer check whether iHub has a contract with your municipality and/or health insurance company. More information is available on our website: www.ihub.nl/familiezorg/kosten-en-vergoeding.

Partnership
Together with you – and with the people that are important to you – we make a support plan. This plan sets out your support needs, goals, and the agreements we make about how we will work together to achieve those goals. It is important that everyone follows these agreements and shares any new questions, concerns or changes with us. This helps us ensure that the support and care we provide continue to meet your needs at each stage of the process.

To be able to partner effectively, we expect mutual respect. This means that we respect your cultural background, faith, religion, sexuality, gender diversity, norms, values and personal preferences. We expect the same from you. Threats, violence and discrimination are unacceptable to us. That could also result in us withdrawing the provision of care. The care could also be withdrawn if we believe that someone is under the influence of alcohol or drugs or is carrying a weapon.

Practical arrangements
At the first meeting we schedule the future appointments, so as to ensure that you get good support. It is important that you keep these appointments, so that we can work on your goals together. If you are unable to attend an appointment, let us know as early as possible.

Availability in the event of a crisis
iHub family-centred care can be reached by telephone on working days from 09:00 to 17:00. You can find the telephone number of each of the care centres on our website: www.ihub.nl/locaties. If a separate out-of-hours on-call service applies, your care worker will inform you about this.
If a crisis has occurred and you need help immediately, you have the following options:
- Call your family doctor or the after-hours medical centre. They will discuss with you what is needed and can refer you, if necessary, to an emergency service.
- In a life-threatening situation, call 112.
- If you are considering suicide and want to talk to someone straight away, call 113. You are not alone.

Safety first
Safety is an important part of providing good care and support. If we identify any concerns, we will try to address them together.
If we suspect neglect, maltreatment, abuse or another situation that could put safety at risk, we will always discuss it first with you and people that are important to you. If we have concerns over safety, we discuss this with other team members. This is so that we can examine what is going on and decide on the best approach to improve safety.

In serious situations we can contact Veilig Thuis (a reporting centre for domestic violence and child abuse) to ensure safety. We will always discuss our concerns with you first, as well as any report we might wish to make to Veilig Thuis. In exceptional cases, we might not inform you immediately, for instance if we think that this could actually put your safety or that of others at risk. In that case, we document why we are doing it and we look at how we can involve you as quickly as possible.

Your records and rights
When providing care and support, we look not only at the child and parent(s), but also at the people involved in your wider network. Depending on the type of support and the family members involved, records are maintained in accordance with the relevant laws and regulations. Your rights in respect of your data are laid down in various laws. For example, the law gives you the right to read your medical records, to get a copy of them, to correct errors and to add information. More information about your rights and how we handle your records can be found in our privacy regulations: www.ihub.nl/privacy.

Privacy and exchange of information
We treat your data with great care. We do not share your information without your permission, except where this is allowed by law. Here are a few examples:

- Care providers that are involved in your care can access your records.
- If there are serious concerns about a child's safety or development, it may be necessary to share information with organisations involved in child protection, such as the Child Care and Protection Board (Raad voor de Kinderbescherming).
- For the payment of the care, we only share the information that is necessary with your health insurance company or the municipality.
- We share the starting date and end date of the care with the person who referred you to us (the referrer).
- If necessary, we make a report to the Landelijke Verwijsindex [National Referral Index]. This allows different aid agencies to partner effectively. You can find more information about this on the website multisignaal.nl.
- We are legally obliged to report certain serious occurrences to the Inspectie Gezondheidszorg en Jeugd (IGJ) [Health and Youth Care Inspectorate], so that the IGJ can assess whether the care is safe and of good quality.

More information about how iHub handles your data can be found in our privacy regulations: www.ihub.nl/privacy.

Complaints procedure
If there is anything you are not satisfied with, you should discuss it first with your care worker. If the two of you cannot resolve the issue, you can take it up with the team- or location manager. You can also opt to submit a complaint to the complaints committee. More information about submitting a complaint can be found on our website: www.ihub.nl/wegwijzer-klachten.

How you can help us improve our care
We believe it is important to continue improving the quality of our care and education. That is why we use information from sources such as questionnaires, complaints, reviews, and quality assessments. We may ask you to complete a questionnaire or provide feedback about the support you receive. Your feedback helps us understand what is working well and where improvements can be made. We also have a Client Council that contributes ideas and recommendations to help improve the quality of our services. More information about the Client Council can be found on our website: www.ihub.nl/centrale-clientenraad

Questions?
If you have any questions after reading this document or if anything is not completely clear, please contact your care worker. He or she will be happy to help you further.