

Information about iHub family-centred outpatient 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 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 is a plan that sets out what care you need, what your goals are and what approach we are going to take. We start by discussing your questions and wishes. Then together we draw up your goals. It is important that we agree on these goals and the steps we are going to take to achieve them.

When we have drawn up the support plan, it is important that everyone sticks to the agreements. This ensures that we can partner effectively and achieve your goals. It is important to us that you share new questions, problems or solutions with us during the period of care. This helps us to continue giving you the best care, also when you have new wishes.

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 The care could also be withdrawn if we believe that someone is under the influence of alcohol or drugs or is carrying a weapon.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 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

Your safety is important to us. If we see that there are problems, we try to solve them together.

If we suspect neglect, maltreatment, abuse or another situation that puts you or others 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 help you.

In serious situations we can contact Veilig Thuis (a reporting centre for domestic violence and child abuse) to ensure that you are safe. 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 we start providing care, we explain how we store your data. We also make arrangements with regard to storing reports and sharing information. To do so, we take account not only of you but also of your whole family and your living environment. 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.
- Sometimes we have to share information with the Raad voor de Kinderbescherming (RvdK) [Child Protection Board].
- For the payment of the care, we share information with the 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 therapist. If the two of you cannot resolve the issue, you can take it up with the manager of the care centre. 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 to improve the care we provide

Sometimes we use anonymous data (including from your records) or we may ask you to fill in questionnaires. This enables us to assess the quality of our care and to find ways of improving it.

We are keen to hear what you think of our partnership. Consequently, we measure client experience and ask for your feedback. Additionally, we have a client council that puts forward ideas for improvements. You can find more information about the client council on our website: www.ihub.nl/centrale-cliëntenraad.

Questions?

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