

MAKING OR CHANGING AN APPOINTMENT

Call your practice or your therapist.

Send an e-mail to your therapist or to mail@plexusamsterdam.nl

Make an appointment online via www.plexusamsterdam.nl

Arrive on time

We request you to arrive at least 5 minutes before your appointment. We do our utmost to start therapy sessions on time, although occasionally a session may run a little over time. We hope you will forgive any inconvenience.

If you can't make an appointment, please cancel in time

To cancel an appointment, please call or e-mail your practice or therapist at least 24 hours in advance. We will have to charge you for appointments that are not cancelled in time.

Bring your own towel

We ensure that all our equipment and rooms are clean. Please bring your own towel and ensure good personal hygiene. Our practice is not liable for the loss, damage or theft of your personal property.



Plexus - SWplexus

Oud Zuid - Willemspark
Saxen Weimarlaan 56
020 662 71 03



Plexus - Spui Med. Centrum

Centrum - Binnenstad
Spuistraat 239-1
020 673 71 68



Plexus - Kensho

Oost
Czaar Peterstraat 22
020 303 82 22



Plexus - Great

Museumkwartier - Zuid
Ruysdaelstraat 88-90
020 662 13 07



Plexus - Fresh

De Pijp - Zuid
Tolstraat 57-59
020 673 71 66



Plexus - Buitenveldert

Buitenveldert
Noordhollandstraat 59a
020 303 82 23

Welcome to Plexus Amsterdam

You have registered for physiotherapy or manual therapy treatment, or you are going to follow a rehabilitation programme with us.

This leaflet gives you more information about our specialist treatments, the way we work, our house rules and all the contact details for our 6 therapy centres in Amsterdam.

Our physiotherapists and manual therapists pool their years of experience and broad expertise to achieve the optimum result: relieving your problem quickly and permanently.

Plexus Amsterdam offers expertise, clear advice and personal attention.



1. PHYSIOTHERAPY

A physiotherapist gives advice, guidance and treatment to people with conditions affecting the musculoskeletal system. Problems include pain, reduced muscle strength or movement restriction in the neck, shoulders, back, knees or ankles.

Relieving the condition

Our physiotherapists use a variety of recognised treatment techniques, alongside kinesio taping, medical taping, mylogenics and dry needling therapy, for example.

Besides the treatment sessions, you will receive personal advice and do all sorts of exercises in order to be able to move freely without pain again. Each treatment session starts with a short evaluation of your problem(s) and any improvement. If necessary, we make adjustments to your treatment plan.

2. MANUAL THERAPY

A manual therapist treats people with recurring or chronic problems concerning the spine or arm and leg joints. Problems include headaches, protracted back pain and neck problems with radicular pain in the arms.

Moving optimally again

Thanks to their specific knowledge, our manual therapists are expert at detecting and treating joint disorders of the limbs and spine.

Besides the treatment sessions, you will receive advice on moving properly and you will do exercises to build up optimum movement again. Each treatment session starts with a short evaluation of your problem(s) and any improvement. If necessary, we make adjustments to your treatment plan.

3. REHABILITATION

During rehabilitation, people learn to move again after an accident, sports injury, illness or medical intervention, such as a broken bone or operation. A rehabilitation plan is drawn up that takes account of movement capacity and the final goal.

Learning to move again

In consultation with you (and with your physician, if necessary), our rehabilitation team draws up an individual programme of exercises. We will follow any treatment and rehabilitation protocol given to you by your specialist.

You will make regular use of our well-equipped fitness and exercise rooms. Under supervision, you work responsibly on recovering the mobility and stability of your muscles and joints. Each exercise session starts with a short evaluation of your mobility and recovery. If necessary, we make adjustments to your programme of exercises.

PRACTICAL INFORMATION

Inform of us changes in good time

Make sure that we always have your current address, telephone number and e-mail address, so that we can contact you. You should also notify us if you change your health insurer.

Therapist is absent

If your therapist is unexpectedly absent, we will call you as soon as possible to make a new appointment. If your therapist is away for a long period, we will arrange replacement by a colleague, so that your treatment process will not be interrupted.

Costs and refunds

You will find our treatment prices on www.plexusamsterdam.nl or in the waiting room of your practice. We usually declare the treatment sessions directly to your health insurer. The amount that is refunded will depend on the conditions of your policy. You will receive an invoice by post or e-mail for any treatment sessions that are not covered by your insurance, or not covered in full.

Privacy guarantee

Our treatment rooms are closed off, in order to guarantee your privacy during treatment sessions. Your therapist keeps your medical and administrative details in an electronic patient dossier. The Dutch Data Protection Act is applicable to this registration. You can read more about our privacy regulations on www.plexusamsterdam.nl

KNGF complaints procedure

Despite our best care and efforts, you might be dissatisfied with an aspect of our service. Please discuss this with one of our staff or send your complaint in an e-mail to mail@plexusamsterdam.nl. We deal with any complaints in accordance with the KNGF guidelines.

