



Logopedie Centrum Groningen

Terms and conditions

This document has been drawn up to meet the requirements of the Medical Treatment Agreement Act (WGB0). This contains the agreements that have been made regarding the treatment and the method of reimbursement.

YEAR: 2026
VERSION: 2

Compensation and rates

Speech therapy is included in the basic insurance package from all Dutch health insurers. Logopedie Centrum Groningen has contracts with all Dutch health insurers in 2026. Different rates are applied in the contracts we have with various health insurers. In the policy conditions of your health insurance you can find which rate your health insurance company uses.

The costs you incur for speech therapy fall under your deductible. This means that for adults, the reimbursement for speech therapy will first be deducted from your deductible excess. All costs above this will be reimbursed. We advise you to check with your health insurer what your deductible excess is. This way you can avoid unforeseen costs. People under the age of 18 years do not have a deductible. The costs of speech therapy for your child are therefore not deducted from your deductible.

We declare the care provided to your health insurer, who will pay us directly. A separate rate applies for the first treatment. This rate also varies per insurer and is higher than the regular session rate.

Rates without insurance

You can also receive treatment from us if you do not have health insurance or if you wish to receive care that is not covered by your health insurance policy. In such cases, you will receive an invoice via Infomedics for the sessions provided. You are responsible for paying this invoice yourself. Speech therapy services are exempt from VAT.

The fees listed in the table below apply from 1 January 2026 through 31 December 2026 and are applicable when the treatment falls outside the coverage or conditions of your health insurance policy.

First appointment	€77,00
Individual session of regular speech therapy, reading and/or spelling therapy, JaMaRa coaching	€38,50

Good to know

Retention periods and sharing patient data

The practice collects data on clients. These data are kept for 20 years and then destroyed by the practice owner. In doing so, the practice complies with the Personal Data Protection Act. This law protects personal data and stipulates, among other things, that the speech therapist needs permission to exchange information with other experts and parties directly involved other than the GP/referrer. We only exchange information to enable your speech therapy counseling as well as possible. For consultations with others involved, we always ask for permission in advance.

Duty of identification

If you receive medical care, such as in our speech therapy practice, you must be able to show a valid proof of identity. Care providers use this to check whether you are the person who belongs to the Citizen Service Number (BSN).

Complaints and improvement

We hope that our speech therapy help meet your needs. Nevertheless, it is possible that you are dissatisfied with the speech therapy treatment given. We hope that in treatment your speech therapist has built up sufficient trust and cooperation with you to discuss this with each other. The moment we know what the complaint is, we will try to resolve it. If you prefer not to discuss the complaint with your speech therapist you can contact practice owner Paulien Hingstman. If we're not able to solve it together you can contact [Klachtenloket Paramedici](#) for further help. In the event of complaints, we also refer you to complaints procedure that can be found on our website. We hereby follow the Healthcare Quality, Complaints and Disputes Act (WKKGZ).

Privacy policy

Logopedie Centrum Groningen is committed to the protection of general and special personal data. In our Privacy policy we aim to provide clear and transparent information on how we handle personal data. We do everything possible to guarantee your privacy and therefore treat personal data with care. Logopedie Centrum Groningen adheres in all cases to the applicable laws and regulations, including the General Regulation Data Protection Regulation. You can find our privacy policy at <https://www.logopediegroningen.com/privacy-policy/>

To cancel or reschedule an appointment

You want to cancel or reschedule an appointment

If you want to cancel or reschedule an appointment with your speech therapist, it is important to do so in advance. Make sure to inform us at least 24 hours before the appointment if you are unable to attend.

You can cancel the appointment by:

- Calling your speech therapist's phone number
- Sending a message to your speech therapist (e.g., via email or WhatsApp)

If you do not cancel on time, you may be charged, as we cannot use the time for another patient. Thank you for your understanding and cooperation!

Costs for no show or late cancellation

If you miss an appointment and haven't canceled, we will charge you €35. For a late cancellation, the fee is €27.50. This charge cannot be reimbursed by your health insurance, and you are responsible for making and keeping the appointment or cancellation. You will receive an invoice for these charges via Infomedics.

Treatment procedure



Intake

During the first appointment, you will meet your speech therapist. She asks questions about the complaints, the history and other relevant factors, identifying the speech therapy problem and its background. At the first appointment, it is important that you bring proof of identity or proof from the birth register with you, as we are obliged to identify all our clients at the first appointment. If you have a referral letter from your (family) physician, please bring this to the first appointment.

Examination

After the intake and interview, we will proceed to an examination. This can be done by means of a test or (play) observation. In addition, we sometimes ask you to fill in a questionnaire that we can use to supplement the test or observation data.

Behandeling

Based on the data collected, we draw up a treatment plan. We formulate treatment goals so that it is clear to everyone what the aim of the therapy is.

We expect you to actively participate and follow advice in interest of the effect of the treatment, such as repeating the exercises at home.

The treatment program is different for everyone in terms of content and duration. Most clients are treated once a week for 25 minutes. If necessary treatment can also be given twice a week. Sometimes a few sessions will be sufficient, sometimes we see clients in practice for a year or more. On medical indication, treatment can take place at the client's home.

Treatment procedure



Evaluate

During the treatment process, there will be regular evaluation moments. We keep an eye on whether the therapy is working, what the results are and whether adjustment of the goals/approach is needed.

Completion

The speech therapy treatment can be concluded if a (re)test, observation or evaluation shows that the goals have been achieved. We discuss the collaboration and the result of the treatment and if scheduling another check-up appointment is necessary.

Client satisfaction survey

After completing treatment, you will be invited to participate in a client satisfaction survey. You will be contacted by e-mail by the company Mediquest. We think it is important to know how our clients have experienced our care and are open to improvement and feedback. The survey is anonymous.

We would like to hear what you have experienced as positive. If you experienced anything negative we hope you will also share this with your speech therapist. You can of course also report this in the satisfaction survey. We can learn from learn from this and take immediate action.



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