



*Your welcome folder to help you get started.*

A WARM WELCOME TO YOU  
**TVN ZORGT**

**TVN**  
ZORGT

# Starting well-prepared – together!

In this welcome folder, you'll find a short introduction to how we work, an explanation of how to use our client portal, and an overview of where you can easily find all important information online.

Together, we make sure you can start your care, guidance, or household support with confidence.

You'll also find information about what you can expect from us and how we ensure a safe and pleasant collaboration together.



# Your Personal Care Portal: **caren**

Caren is a digital health platform that gives you access to and control over your own health – or that of your loved one or child.

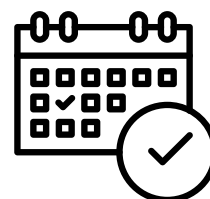
You'll receive a connection code from your TVN Zorgt staff member, which you can use to create an account. This allows you to decide who can view your information. It makes collaboration in care easier while keeping you in charge of your own data.



- *View your care plan*



- *Stay in contact with your care providers*



- *View and manage appointments*

If you need help connecting, just let us know – we're happy to help!



# Everything You Need, in One Place

To provide good care and support, we find it important that you are well-informed about your rights and responsibilities, our working methods, and the mutual agreements we make.

We've written these down in our Code of Conduct, which you can access via the QR code below.

Please don't hesitate to contact us, our staff member will gladly help you find the right information.



SCAN THE QR CODE WITH  
YOUR PHONE CAMERA.

VIEW ON COMPUTER? GO TO  
[TVNZORGT.NL/WELKOM](https://tvnzorgt.nl/welkom)

*From the moment you receive care or guidance from us, an agreement is established between you and TVN Zorgt. Our general terms and conditions apply to this agreement – scan the QR code to view them.*





# Client Council

At TVN Zorgt, we believe it's important that clients and their relatives can share their thoughts about the quality of our care.

That's why we have a Client Council – a group that represents the voice of our clients and advises us on policies and improvements.

Do you have any questions for the Client council or are interested in participating?

Find us on:

 **[tvnzorgt.nl/clientenraad](https://tvnzorgt.nl/clientenraad)**



TVN Zorgt  
Van den Havestraat 82  
6521 JT Nijmegen

 [tvnzorgt.nl](https://tvnzorgt.nl)





# Care You Can Trust

We believe it's important that you feel safe and heard with us. That's why we continuously measure and improve the quality of our care.

Do you have a complaint or something you'd like to discuss? You can easily find our complaints procedure via the QR code.



**We scoren een 8,1!**

Op basis van 40 beoordelingen op Zorgkaart Nederland.  
Zorgkaart Nederland zorgt ervoor dat alles in kaart.

Bekijk reviews [→](#)



Clients **rate** us an average of  
**8.9**

*(PREM Wijkverpleging 2024)*

## Curious about what others say?

Scan the QR code or visit our website to see what clients say about us.

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 [tvnzorgt.nl](https://tvnzorgt.nl)

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