



Terms and Conditions

Payment and Cancellations

The payment and cancellation terms apply to all services provided by psychotherapy4all.

A full fee will be charged when cancelling less than 24 hours before your appointment. Cancellation between 24-48 hours prior to appointment will be charged at 50% rate. For within a week of the cancelled appointment.

The bundles are valid for 12 weeks from the date of purchase.

Your place and/or time slot are guaranteed if you are attending regular appointments. Please note that there are limited places available, and it may not be possible to keep an unused spot open. Please notify me of any pauses longer than month as soon as possible or within two weeks of your last session. If you are unable to attend for 6 weeks or more you will be placed on the waiting list, with priority. Once I am notified of your return date, you will be offered the next available slot. If you wish to reduce the frequency of your appointments, please discuss this with me so we can plan accordingly. You can terminate therapy at any point. Please notify me of your intent to end therapy, preferably before your last appointment or within two weeks of your last appointment.

The therapy fees must be paid within 7 days of the date of the invoice.

In case of non-payment within 7 days of the invoice date, you will be sent a payment reminder. If the fee hasn't been paid within 30 days of the invoice date, you will be charged administration fees. The amount of these will be 5% of the session fee per month until the payment obligations are met. In the event of non-payment within 30 days of the initial invoice date, the care provider is entitled to take collection measures, or to have this carried out by third parties. All costs associated with this claim will be borne by the client.

In the event of late payment, the care provider is entitled to suspend further treatment until the client has fulfilled the payment obligation.

Reimbursement from Health Insurance

If family/relationship difficulties affect your health, reimbursement for therapy from Dutch supplementary health insurance packages may be possible. Please check with your health insurance company to ascertain if this applies to your insurance cover. My work is not covered by the standard Dutch health insurance package. Relationship therapy is also not covered by the Dutch health insurance.

Quality Standards

This practice complies with the Wkkgz requirements for quality standards and complaints.

Psychotherapy4all follows the Association for Family Therapy (AFT) code of ethics, the NVP Psychotherapists' Code of Ethics (beroepscode voor psychotherapeuten) and the Code of Professional Conduct and Ethics for Social Workers (SWRB) at CORU.

Record keeping and GDPR

I keep confidential records of our work together. This means that I keep some of your personal details on my records. These include: your full name, date of birth, address, phone number, email address, date and time of therapy sessions, medical insurance details (if applicable) and fees. These are kept on your file, on my appointment booking system and on the invoicing system. A small part of this data is used for my financial administration. Additionally, psychotherapy4all may also keep payment details which you have provided for the purpose of payment of fees.

In terms of clinical data, I keep on your file the following: therapy goals, a summary of each conversation including a formulation of the presented difficulties, suggestions discussed and any action points. I may also keep details of your medical doctor and your next of kin, for use in case of emergency or, if relevant and with your permission, details of other professionals involved in your care.

These files are kept securely. You can request access to your file at any point. The files are kept for a minimum of 20 years in accordance with legislation requirements.

For relationship therapy, a joint file is created for all parties involved. To release the file to one person, all parties are required to give written consent.

All therapists are required to take part in supervision to ensure they provide the best care that they can. During supervision, I discuss aspects of my work. The identities of the people I work with remain anonymous and thus you cannot be identified by the content of these conversations.

Video and voice recording of sessions or part of sessions is not permitted, except with written consent of each person participating in the session.

More information on psychotherapy4all GDPR policy can be found on the Privacy policy.

Confidentiality Policy

I have sole access to the details of your therapy files. The content of our work remains confidential except where there is a safety risk to you or others. In case of a safety risk, I may need to share the necessary information from our work together with the relevant bodies. Where possible, I will do my best to consult with you prior to sharing any confidential information with third parties.

The Wkkgz requires that all healthcare providers report incidents. Where an incident occurs, I may have to share information to relevant parties. More details about this can be found in the Incident reporting section. It is also a requirement from the Wkkgz that a complaints procedure is in place. In the event of a complaint that cannot be resolved between us, some private information from our work together may be disclosed to the relevant complaint resolution body. More details about this can be found in the Complaints Procedures Section.

Parts of your file can be shared on your request, for example, if you request a referral to another professional.

Incident Reporting

Incident reporting is a requirement of the Wkkgz act. Psychotherapy4all keeps a record of incidents including 'near misses'. The purpose of this is to review and learn from incidents and to make any changes required to prevent these from recurring. These incidents may be discussed confidentially in supervision to help me be the best therapist that I can be for you. If you are involved in an incident, you will be informed about this as well as the consequences which may occur as a result of the incident. Learning from incidents is important. You can expect feedback about what can be learnt from this event and the measures that will be implemented to ensure this does not happen again. The effectiveness of these measures will be regularly reviewed. Psychotherapy4all is obliged to report serious incidents to the Inspectie voor de Gezondheidszorg.

Complaints Procedures

Your feedback is valuable, and I will strive to offer you a service that meets your needs within my professional skills and knowledge. You can share your feedback verbally at any point. With regards to complaints, this practice complies with the Wet kwaliteit, klachten en geschillen zorg (Wkkgz) requirements for quality standards and complaints. I am registered with the SCAG, a recognised body for Complaints and Disputes Resolution. My aim is to ensure that you get the support that you need. If you have a complaint, in the first instance please discuss this with me. I will do my best to listen, understand and together we may be able to find a solution. You can expect psychotherapy4all to respond to a written complaint within 6-10 weeks. If we are unable to reach a solution and you would like to report your complaint you can make a complaint to SCAG. An independent qualified complaints officer will review your complaint and will try to help resolve this. If this also does not resolve the complaint, you can submit the complaint to the Complementary Care Dispute Committee.

Children

Regarding participation of children under the age of 16 in therapy, consent to attend is required by both parents. Parents will receive updates for children under the age of 16. The process of communicating these updates will be negotiated with the child, where appropriate. For young people over the age of 16, the standard confidentiality policy applies.

Emergency

Psychotherapy4all does not provide emergency treatment.