

Terms and conditions Psychologiepraktijk Schwartz

Intake and treatment

Before scheduling an intake, we will have an introductory call to get a first idea of whether I will be able to offer you suitable treatment, and for us both to see if there is a fit. If so, we will do an intake. If possible, you will receive a diagnosis and advice for treatment in the same appointment; if need be, diagnosis and advice for treatment will follow in the next appointment.

After the intake, we will draw up a treatment plan, describing your symptoms, a diagnosis, treatment goals and a plan of approach. We will evaluate the treatment plan regularly to see if we are on the right track.

As a therapist, I am legally bound to confidentiality. I am not allowed to provide information to third parties without your written consent. Emergency situations are an exception to this. Consent is not required for anonymous peer consultation; colleagues also have a duty of confidentiality.

At the beginning and end of treatment, and sometimes in the course of treatment, you will be asked to complete online questionnaires to measure our progress. This is called Routine Outcome Measurement (ROM). You are not obliged to fill out the questionnaires if you do not wish to do so.

Costs, compensation, cancellation

If you are insured with an insurer I am under contract with, I will bill your insurer directly once or twice per month. You will not have to do anything. Your yearly deductible will be handled according to the agreements you have made with your insurer.

If you are insured with a health insurer I'm not under contract with, you will receive an invoice every month for the care services that were provided. You can submit this invoice to your health insurer. Please **check beforehand with your health insurer** what kind of insurance you have (a restitution policy, an in-kind policy or another one) and how much they will reimburse of the Dutch Healthcare Authority (NZa) rates for treatment taking place under Sectie II - Ambulant with a therapist (gz-psycholoog) who does not have contracts. You are responsible for the payment of the invoice yourself, so please make sure you are not faced with unexpected costs of the personal contribution in the (likely) event that your insurance does not cover 100 percent. Also be aware that mental health care in the Netherlands does not fall under deductible costs, meaning that your deductible will be charged.

If we agree to a in-person intake, costs for 15 minutes for the diagnostic introductory call will be added to the 60-minute intake. If we do not plan an intake, the introductory call is free of charge.

All appointments (also an appointment for an intake) must be canceled at least 24 hours in advance, by telephone, e-mail or text message. If you cancel later than that, or if you do not show up for the appointment, an amount of € 50 (or € 75 for the intake) will be charged, regardless of the reason for the no-show. This bill will not be covered by your health insurance.

In the case when no DSM-5 classification (diagnosis) is present, or when the classification does not fall under insured care by the NZa, the 2025 rate for a 'non-basic health care-consultation' of the NZa applies, which amounts to € 138.15 per 60 minutes (this would be for instance an consultation of 45 minutes plus 15 minutes for administration). An intake of 60 minutes plus 60 minutes for administration would come to € 276.30.

If you are not satisfied with the treatment, I urge you to let me know so we can work on making changes. Alternatively, you may contact the complaints officer of the LVVP, my professional association, via: www.lvvp.info/voor-clienten/wat-als-ik-ontevreden-ben-de-behandeling/klachtenregeling-volwassenen/, or call +31 30 236 43 38, or e-mail r.bakker@lvvp.info or t.ruijl@lvvp.info.

Finally, if you have any questions or are unclear about these terms and conditions, please do not hesitate to contact me.

For additional information about privacy, confidentiality, file and rights, see the folder of the LVVP below.

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