

Terms and conditions psychological treatments

At Praktijk Tamara the following general terms and conditions apply to the psychological treatments:

Application of the general terms and conditions

These conditions apply to all treatment agreements between the practitioner and the client. By making an appointment at Praktijk Tamara, a treatment agreement is entered into.

Professional code

Praktijk Tamara follows the professional code for energetic therapists. You can find the professional code at: <https://www.psynip.nl/uw-beroep/beroepsethiek/beroepscode/>

Client obligations

- The client informs the practitioner to the best of his/her ability about his/her situation and provides all relevant information that applies. In order to help you properly, it is important for Praktijk Tamara to have as complete a picture of the situation as possible.
- The client cooperates with the treatment and follows advice as best as possible.
- Praktijk Tamara does not have a crisis service. In case of emergency or crisis, always contact your GP or outside office hours the GP post (huisartsenpost) for a referral to the crisis service.

Cancellation

- Appointments must be canceled no later than 24 hours before the time of the treatment. This can be done by telephone - possibly via text message, WhatsApp or voicemail – or via email. If you do not show up for the appointment without canceling (no-show) and if you cancel within 24 hours before the appointment, the client will be charged the amount of a full session of 60 minutes, namely €145,-. This amount is not reimbursed by the insurance.
- In case of repeated no show, the practitioner holds the right to end the treatment all together.
- Cancellation by the practitioner will take place as early as possible. Together we will look at a different time for the session. Of course, no additional costs will be charged.

Terms of payment

- The costs for the treatment declared by the practitioner to the client must be paid by the client within 30 days of the date of the invoice.
- If the client has not paid the amount due within 30 days of the invoice date, the client will be given a final opportunity to pay the invoice within 14 days without any increase in costs.
- If the client does not meet his/her obligations within 14 days after the date of the payment reminder, the practitioner is entitled to take collection measures or have them carried out by third parties without further notice of default.
- All extrajudicial collection costs associated with the collection of the declared amounts will be borne by the client. The extrajudicial collection costs are set at at least 15% of the principal amount with a minimum of € 25.
- In the event of late payment, the practitioner is entitled - unless the treatment dictates otherwise - to suspend further treatment until the client has met his/her payment obligations.

Diagnostics and treatment in the broadest sense

Diagnostics and treatment mean any form of content-related contact. Diagnostics includes the intake and any diagnostics.

Treatment includes, but is not limited to, face-to-face sessions, online sessions, phone sessions and content related contact via mail, phone call or text.

Planning = Realization

Praktijk Tamara works according to the principle of Planning = Realization: you are invoiced for what has been agreed in advance in terms of starting time and duration. The standard duration for an intake is 60 minutes, and for a treatment session also 60 minutes. The Zorgprestatie is adjusted downwards or upwards for and from every 15 minutes that a session lasts shorter or longer. Do you want a different standard duration for your appointment? Please report this to your practitioner.

Health insurance/reimbursement

Praktijk Tamara does not want to be controlled by health insurers and has therefore not concluded any contracts. This means that you pay the invoice yourself to the practice and submit it to the insurer yourself. Depending on your health insurer and the type of insurance policy you have taken out, you will receive (part of) the amount back. The legally required deductible on health insurance (€385,-) and any voluntary increase thereof apply.

At Praktijk Tamara, psychological care is provided that is (partially) reimbursed by the health insurer, but also care that is not reimbursed. Whether or not the treatment is (partially) reimbursed depends on a number of factors, including the DSM diagnosis and the severity of the complaints. So before making an appointment, check with your health insurer whether and which part of the treatment you will be reimbursed. Then ask about reimbursement for psychological treatment in Basic Mental Health Care from an uncontracted care provider. More specifically, Praktijk Tamara concerns the setting "Ambulant – kwaliteitsstatuut sectie II" and treatment by the Gezondheidszorgpsycholoog BIG.

Some health insurers also impose additional conditions for reimbursement before you start the treatment, such as that you must apply for it by them. Always ask about that. A referral from the GP is also always a condition for reimbursement.

You have a payment obligation for the intake and any further treatment (in a broad sense) that you receive at Praktijk Tamara. Praktijk Tamara is not responsible for reimbursement by your health insurance for this. So always contact your health insurer before you come for an intake at Praktijk Tamara. This way you avoid surprises afterwards. You are also responsible for providing a referral from your GP.

Complaints and disputes

It may happen that you are not satisfied with the treatment at Praktijk Tamara. Always discuss this with your practitioner first. Together we will try to find a solution. If we cannot reach an agreement together or cannot reach an adequate solution, you can use the complaints and disputes procedure via the professional association LVVP. Information about this scheme can be found at:

<https://www.lvvp.info/voor-clienten/hoe-te-handelen-bijklachten-over-de-behandelaar/>

Show prices and information

Praktijk Tamara is not responsible for printing, typesetting or typing errors or if the price, dates or other information about the treatment is incorrectly displayed due to technical malfunctions. Praktijk Tamara is not bound to carrying out the treatment at the incorrectly stated price or conditions.

Change general terms and conditions

Praktijk Tamara reserves the right to change the general terms and conditions. The most recent version is always published on the website: www.praktijktamara.nl.