



**KOOLMEES**  
**PSYCHOLOGIE PRAKTIJK**

## **Information Psychology Practice Koolmees**

Everybody from 18 to 65 years is welcome in the psychology practice of drs. Paula Koolmees-Mitrovic, with small or big problems or questions. Also, couples and families in any form are most welcome. The only condition is that you have a GP.

The psychology practice offers short trajectories of on average 3 to 8 sessions and long trajectories of 8-30 sessions.

The psychologist ensures that you feel at ease and safe, so that you can tell your story. The psychologist is a professional and will handle the details of you and your privacy data in the correct manner. The NIP Code of Conduct for Psychologists is used.

The psychologist regularly follows courses, conferences, intervision and supervision. In this way, the best care and treatment is guaranteed for you.

### **Intake**

During the first intake we get to know each other, we look at your help questions and your complaints. Here we check whether and how the psychologist can help you.

The psychologist will ask many questions to get to know you as a person, but also to see what exactly is going on with you. You can also get to know the psychologist and see if you feel good and understood. The psychologist thinks it's important to put you at ease, so that the bond of trust can start to grow. This is essential for good therapy or coaching.

At the end of the conversation, it will be discussed what is going on and what will be the plan for further treatment. Your wishes and questions are important. After your agreement, the research is started.

In most cases this will be done through the practice, but sometimes the psychologist will refer you if you can be helped better elsewhere.

### **FIRST APPOINTMENT:**

*You can take a seat in Delft in the waiting room on the first floor. You do not have to notify us that you are there, the psychologist will pick you up from the waiting room. If you are in the possession of a GP letter, you can then take it with you. If you do not have these in your possession, it is not necessary.*

### **Therapy**

During the treatment we will go deeper into your complaints and try to find a solution. The treatment is aimed at getting rid of your complaints or reducing them as quickly as possible. You will also gain

more insight and the psychologist will explain things about possible causes. Most people feel better after 3 to 4 conversations and have more insight into themselves. The treatment is a mix of different methods to treat you. The basis is often cognitive behavioural therapy.

The psychologist makes use of elements from EMDR, psychoeducation, cognitive behavioural therapy, IPT, ACT, IBSR, schema therapy and mindfulness. You will also be advised on exercises and books.

To be able to treat you better, research is always done.

**Research:**

The research is started if you wish to continue after the intake interview.

Research is being done to find out more about your complaints and / or problems, your personality, how you deal with problems. The research is meant to understand more about yourself and your psychological problems. Of course, your privacy is handled extremely well. The research is briefly discussed during a session. If you want to look at the research extensively, you can indicate this and then the time is taken for 1 to 2 sessions.

During the intake interview you can also choose to do more extensive research into various components of psychology, such as personality, your contacts with others, your relationship, your problem solving skills. You will receive a quotation from us by e-mail with which you must agree, after which the investigation will start.

**Costs and Reimbursement:**

Said amounts are all exempt from VAT. This only applies to individual therapy.

Individual therapy:

	Intake interview	Follow-up session	EMDR session	Telephone consultation	Consult via e-mail or Portal
Workdays	€ 125	€ 105	€ 125	€ 35	€ 20
Evening or weekend	€ 155	€ 135	€ 155		
Research	€ 120				

Per trajectory a one-off fee of €100 will be charged: this applies to intake or treatment. You will receive an invoice after completion.

For urgencies there is a surcharge of €50; in the evening and the weekend this is €80.

For both intake and follow-up interviews, a duration of 45 minutes applies. Also 15 minutes is spent on administration and preparation. If you want to talk to the psychologist, then there is the possibility of a telephone or email consultation.

The costs of the research are once and there are two research moments, at the beginning or the end. With longer treatments there are sometimes more research moments. There are no additional charges.

### Coaching

The costs are €135 per session. This includes 21% VAT.

### **IMPORTANT!**

These costs are charged to you and not to your health insurance . It is your own responsibility to check with your health insurance what is reimbursed.

### Relationship therapy / System conversations with 2 or more persons:

	Intake interview	Follow-up session	Telephone consultation	Consult via e-mail or Portal
Work days	€ 135	€ 125	€ 35	€ 20
Evening or weekend	€ 165	€ 155		
Research	€ 120			

Per trajectory a one-off fee of €100 will be charged: this applies to intake or treatment. You will receive an invoice after completion.

For urgencies there is a surcharge of €50; in the evening and the weekend this is €80.

Research: € 120 per person. Both at the beginning and the end of treatment.

A duration of 45 minutes applies for follow-up conversations. Also 15 minutes is spent on administration and preparation. If you want to talk to the psychologist, then there is the possibility of a telephone or email consultation. If the discussions take longer, this is settled with the hourly rate. It is also possible and advisable to have a double session of 90 minutes. Of these costs are €250.

Other Costs: during the treatment it is also possible to do more treatment, coaching or research, the psychologist will talk to you when this is something that will help you and only after your permission a bill will be sent.

### **IMPORTANT!**

These costs are charged to you and not to your health insurance. You must check for yourself whether the costs are reimbursed, preferably before or after the intake interview. Relationship therapy is not reimbursed. See also uncontracted care.

Additional rates:

Written Statements	€ 250
Reporting to third parties	€ 98
File handling per 15 minutes	€ 28
No show	based on rates intake or session
Intercollegiate consultation short	€23
Intercollegiate consultation long	€ 71

**Payment and Medicas**

The psychologist will monthly send you an invoice per email. We kindly request you to pay this as soon as possible via internet banking (no later than 2 weeks). The practice works together with Medicas. If you have not paid on time, Medicas will contact you regarding the outstanding invoice and send you a payment reminder. Please pay Medicas. If the bills are not paid, they will be demanded through the Medicas collection agency. These costs are charged to you. You will find their payment terms in the attachment.

## **IMPORTANT!**

**Cancelling an appointment**

Appointments can be cancelled or opposed 48 hours in advance by e-mail and by telephone. Also outside working hours via email.

Agreements that are cancelled less than 48 hours in advance will be fully charged. Within this time it is not possible to reschedule a new appointment.

### **Registration practice**

The practice has opted not to conclude contracts with health insurance. This means that the practice falls under uncontracted care or psychosocial care and does not fall under basic mental health care or specialized mental health care. This may imply that the conversations are not or partially reimbursed via the supplementary package. Check with your health insurance, preferably before and after the intake interview. The psychologist does not have a BIG registration. DBC is therefore not possible.

In the context of quality, the practice is affiliated with various registrations:

The psychologist is a member of the psychologist association NIP and has the registration PSYCHOLOGIST NIP.

The psychologist's membership number is 137743.

The AGB code of the care provider is: 90109021

The AGB code of practice is: 94059363

I am a member of the NFG (VPMW): 7612

I am a member of the RBCZ 810153R

I am a member of the VGCT 302821

I am a member of the VEN: 35908

You can go to the psychologist without a referral letter. If you want reimbursement from the health insurance it may be advisable to request a referral via the general practitioner. It is important to first contact your health insurer.

### **Uncontracted care \***

Psychology Practice Koolmees wants to focus on your recovery and wants to be able to fully focus on that. By not contracting with health insurers your privacy and deductible is guaranteed and the time is spent on you. We make decisions together in good consultation, without interference from your health insurer. In addition, this construction maintains your own risk.

More information:

<http://www.psynip.nl/themadossiers/zorgstelsel/contractvrije-psychologen.html>

<http://contractvrijepsycholoog.nl/>

[https://www.de-nfg.nl/images/NFGvergoedingen/20201123\\_NFG-vergoedingenoverzicht\\_2021.pdf](https://www.de-nfg.nl/images/NFGvergoedingen/20201123_NFG-vergoedingenoverzicht_2021.pdf)

<https://www.consumentenbond.nl/zorgverzekering/restitutiepolis>

### **Quality Management System**

To ensure the quality of the practice in a systematic, transparent and effective way, there is a quality management system (KMS) conforming to the Wtza. You can find this on the website:

<https://www.psycholoogkoolmees.nl/therapie-delft/veelgestelde-vragen/>

## Contact and accessibility

Mail [info@psycholoogkoolmees.nl](mailto:info@psycholoogkoolmees.nl)

The practice has a secretary. The office hours are monday to friday 09:00-17:00

Phone number: 015-2026020

For more detailed questions the assistant will contact you; she is in office on wednesday and thursday.

Address:

Psychology Practice Koolmees

Psychologist Paula Koolmees- Mitrovic

Nassaulaan 23, 2628 GA Delft

First floor

There are also interns working in practice. If you do not like this, you can always indicate this to the psychologist. Gladly even. Interns work under supervision of the psychologist, so the psychologist is ultimately responsible. The trainee can also contact you on assignment from the practice.

It is also possible that other professionals contact you on behalf of the practice. This is usually the secretary or an assistant. This is only to provide you with the best care.

**Outside office hours you can contact your own doctor or the GP.**

## **PART 1: Terms and Conditions**

### **Article 1: General**

1. These conditions apply to all agreements between the psychologist and the client or third party.
2. The psychologist works according to the Professional Code of the NIP, Netherlands Institute for Psychologists

### **Article 2 Execution of the agreement**

1. The Client shall ensure that all data, of which the psychologist indicates that they are necessary or of which the client should reasonably understand that they are necessary for the performance of the agreement, must be provided to the psychologist in time. If the information required for the performance of the agreement has not been provided to the psychologist in time or truthfully, the psychologist has the right to suspend the execution of the agreement and / or the extra costs resulting from the delay according to the agreed rates to the client. to charge.
2. The psychologist is not liable for damage, of whatever nature, because it is based on incorrect and / or incomplete information provided by the client, unless this incorrectness or incompleteness should have been known to the psychologist.
3. The client is furthermore expected to cooperate with the psychologist as much as possible and to follow advice.

### **Article 3 Costs and agreements with regard to the agreement**

1. The costs are stated on the website and the practical information.
2. The invoice is charged to the client and he / she must declare these costs to the health insurer. The client is responsible for informing the health insurer's reimbursement. The psychologist is never responsible or responsible for this.
3. Other activities relating to conversations or supplementary psychodiagnostics, reporting thereof, (telephone) contacts with third parties, travel costs and consultations outside of the practice will be charged on the basis of the hourly rate (90 euros).
4. The psychologist must start the talks at the agreed time.
5. If the client comes too late, the duration of the conversation will be shortened with the relevant amount of time.
6. Invoices are only sent via e-mail
7. Client is responsible for requesting a referral from the general practitioner. The psychologist is not liable for damage of any kind whatsoever.

### **Article 3 Payment**

1. General payment conditions apply during the agreement. See the general payment terms.

### **Article 4 Reservation of property to client**

1. All items provided by the psychologist to the client, such as research material, toys, books and other items, remain the property of the psychologist, unless these are explicitly transferred to the client.

2. If the psychologist has made goods available to the client, the client is obliged to return them in their original state, free of defects and in full, within 7 days after the request from the psychologist to this end, or 7 days after termination of the agreement. If the client does not comply with this obligation, all resulting costs are for his account.
3. If the client, for whatever reason, after being warned to do so, still remains in default with the obligation mentioned under 1., the psychologist has the right to recover the resulting damage and costs, including the costs of replacement, from the client.

#### **Article 5 Cancellation and termination**

1. Both parties can cancel the agreement at any time in writing, verbally and by email.
2. If the agreement is terminated prematurely by the client, the psychologist is entitled to compensation on account of the resulting loss of occupancy, which can be made plausible, unless there are facts and circumstances underlying the termination that can be attributed to the psychologist. Furthermore, the client is then obliged to pay the invoices for work done up to that time. The preliminary results of the work carried out until then will therefore be made available to the client with reservation.
3. The psychologist has the right to terminate the treatment or treatment interview immediately if the client misbehaves, for example threatens the psychologist, is violent or is under the influence of substances such as alcohol and drugs. There can be reported to the police. If you receive something damaged in practice, you will receive an invoice.
4. During the treatment agreement there is the possibility that the psychologist will refer you to another practice or body because you can be helped better there. Of course the psychologist will inform you of this.

#### **Article 6 The right of privacy of the client**

1. The client's details are treated confidentially. Client data may not be provided to third parties without the client's consent.
2. The client has the right to request for the destruction of their medical file or parts thereof.

#### **Article 7 Complaints**

1. If the client has a complaint about the professional functioning of the psychologist, the psychologist will discuss this with you in a personal interview. You may also always mail or call.
2. If the client feels inadequate with his / her complaint in an interview with the psychologist, contact can be made with the Dutch Institute of Psychologists.

### **Part 2: General Payment Terms**

#### **Article 1**

These general payment conditions apply to all research and treatment agreements entered into both orally and in writing between the psychologist and the client.

#### **Article 2**

Agreements must be canceled at the latest 48 hours before the time of the examination and / or treatment. In case of non-cancellation or cancellations or rescheduling or not appearing within 48



hours before the appointment, the psychologist is entitled to fully charge the reserved time to the client.

### **Article 3**

If the psychologist sends an invoice to the client for the appointment, the request is to pay it. The psychologist can declare several things or appointments on an invoice.

### **Article 4**

The costs for the examination and / or treatment claimed by the psychologist to the client must be paid by the client within 14 days of the date of the invoice.

### **Article 5**

If the client has granted authorization to the psychologist to collect a bank account, this will only be used 7 days after the invoice date.

### **Article 6**

If the client has not paid the amount due within 14 days after the invoice date, or if no payment has been received within 7 days after the action referred to in Article 5, the client is in default, - without further notice or notice of default being required. required - and the psychologist can charge interest of 1% per month on the outstanding amount, as long as the client fails to meet his / her obligations.

### **Article 7**

In case of non-payment within 14 days after the invoice date, Medicas will send the client a payment reminder.

### **Article 8**

If the client does not meet his / her obligations within 14 days after the date of the payment reminder, the psychologist is entitled to take collection measures without further notice of default, or to have third parties (Medicas) perform them.

### **Article 9**

All judicial and extrajudicial costs, related to the collection of the amounts declared, are at the expense of the client. The extrajudicial costs are set at at least 15% of the amount due with a minimum of € 75.

### **Article 10**

In case of payment arrears, the psychologist is entitled - unless the treatment opposes this - to suspend further treatment until the client has met his / her payment obligations.

### **Article 11**

Additional costs in the client's non-timely or not truthful provision of necessary information to the psychologist 14 days after the request by the psychologist to the client 100 euros per week.

### **Article 12**

There is collaboration with Medicas, who will contact you after 14 days.

See <http://www.medicas.net/Payment TermsMediCas14-01-2013.pdf> or the next page.

### **Article 13**

If the talks are shorter than 45 minutes you must pay the entire intake or follow-up interviews.

**Article 14**

If you refrain from further treatment after starting the examination, the psychologist will charge costs that consist of research costs and research design, time and administration. Per hour this is 90 euros incl. VAT.



## **Medicas B.V.**

### **Terms of payment**

Medicas B.V.

PO Box 6537

4802 HM Breda

#### **Filed with the Chamber of Commerce and Factories in Breda**

1. These conditions apply to all services, deliveries and treatment agreements performed by any person - natural or legal - who is working in healthcare and is affiliated with MediCas. These conditions are prior to the treatment, delivery and / or service provided to the client.
2. The costs of treatment, delivery and / or service to minors, who do not pass judgment have a distinction, will be charged to the legal representatives. At minors, who have reached the age of sixteen years, are deemed to have passed this judgment to be present and the costs are charged to them, unless the legal representatives confirm in writing that they meet the costs.
3. In the case of treatments, agreements must be made - if necessary - at least 24 hours before the start of the treatment to be canceled. In the event of cancellation or late cancellation, i.e. within 24 hours before the appointment, the right is reserved for the time reserved for the patient in the patient account.
4. Questions and / or complaints about costs charged can only be processed if it is motivated in writing no later than 15 days after the date of the declaration are submitted to the physician. Questions and / or complaints regarding declarations which have been submitted after the aforementioned period of 15 days will no longer be processed taken. Then the declarations as between parties are correct and fixed considered. Questions and / or complaints do not suspend the payment obligations of the patient.
5. All payments must be made by the patient within 15 days of the date of the declaration. The payments are first deducted from the oldest outstanding debt. For sending reminders and reminders, an amount of a maximum of € 12.50 will be charged.
6. In case of non-payment within 15 days after the date of the declaration by the patient, the patient is without further notice or notice of default in default. The interest due by the patient about the principal from the date of default until the day of full payment 1.5% per month or part of it.
7. All (extra) judicial collection costs incurred to obtain the payment of the declaration in or out of court on behalf of the client. If the client consumer, collection costs will be charged according to the following rates (excluding VAT):

- Minimum rate € 40, -
- 15% on first € 2,500, -
- 10% over the next € 2,500, -
- 5% over the next € 5,000, -
- 1% over the next € 190,000, -
- 0.5% over the excess of the principal sum with a maximum of € 6.775, -

If the client is a legal person, or a natural person who acts in the  
the exercise of a profession or business is claimed to be extrajudicial

debt collection costs of 15% of the principal amount owed, with a minimum of € 75.00.