



Information Psychology Practice Koolmees

In the psychology practice intakes, treatments and research are carried out for adults. Couples treatment is also available. The condition is that you have a GP.

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 NAP Code of Conduct for Psychologists is used.

Screening or Pre-intake

After your registration, you will be screened. You must first activate your Praktijkportal. In this portal, you will find the screening form. You can send it back via the portal or by post. The screening also consists of 1 to 2 questionnaires. After filling these out, please inform us via the portal that you have completed the screening. The psychologist will assess your screening or ask additional questions. If you do not pass the screening, you are unfortunately not a good fit for the practice. If you pass the screening, an intake will be scheduled with you. Keep an eye on the portal and your email for this. If you are unable to attend, please let us know as soon as possible.



Intakephase

During the intake sessions 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. A psychological research is also conducted. 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.

During the advisory session your treatment plan will be discussed. Your wishes and questions are important. If we are not able to help you, you will be informed during the intake or advisory session.

FIRST APPOINTMENT:

You can take a seat in the waiting area 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 bring it with you. If you do not have a referral, 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. You will also be advised on exercises and books. You must be sufficiently motivated and be able to take responsibility for your treatment and recovery.

Research and Diagnostics

The psychological research is started if you wish to continue after the first 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. This will mostly be done by questionnaires by e-mail or Embloom. Of course, your privacy is handled with utmost care. The research is briefly discussed during a session. If you want to look at the research extensively or receive a report, you can indicate this. If necessary, more elaborate research is possible.

Forms of therapy

The psychologist makes use of EMDR, Cognitive Behavioural Therapy (CGT), Schema Therapy (SFT) and Cognitive Processing Therapy (CPT). For Relationship Therapy CGT, SFT and IBCT (integrative Couples Therapy) will be used. In addition online modules will be applied. Workbooks could be advised to you. You must purchase these yourself.

Costs and Reimbursement:

Individual therapy:

Said amounts are all exempt from VAT.

	Intake interview per 45 minutes	Session per 45 minutes	EMDR session	Telephone consultation	Consultation via e-mail or Portal
Workdays	€ 130	€ 113	€ 130	€ 35	€ 20
Evening or weekend	€ 180	€ 160	€ 180		
Research	€ 150				

Additional costs: For both intake and sessions a minimum duration of 45 minutes applies. If the session takes longer, this is settled with the hourly rate.

If you want to talk to the psychologist in between, there is the possibility to contact through the Praktijkportal. If the questions or comments are treatment-related and take more than 5 minutes, this will be invoiced to you as File Handling or Consultation via email or portal. This can also be from the psychologist after no-show or no contact.

For urgencies there is a surcharge of €100; also applicable in the evening and the weekend.

A GP letter is drawn up at the start and end of the treatment process. This is in accordance with the NZA and amounts to € 104 per letter.

The costs of the research are one-off and there are two research moments, at the beginning or the end. With longer treatments there are sometimes more research moments.

Reimbursement

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. Further: see non-contracted care.

Coaching

The costs are €150 per session. This includes 21% VAT.

Grouptherapy

The cost is €45.63 per session per person, based on a group size of 4 participants and 45 minutes.

Relationship therapy / System conversations with 2 or more persons:

	Intake interview per 45 minutes	Session per 45 minutes	Telephone consultation	Consult via e-mail or Portal
Work days	€ 140	€ 140	€ 35	€ 20
Evening or weekend	€ 180	€ 180		
Research	€ 140			

For both intake and sessions a minimum duration of 90 minutes applies: a double session. A single session is 45 minutes. If the session takes longer, this is settled with the hourly rate.

Additional costs:

If you want to talk to the psychologist in between, there is the possibility to contact through the Praktijkportal. If the questions or comments are treatment-related and take more than 5 minutes, this will be invoiced to you as dossier work or Consultation via email or portal. This can also be from the psychologist after no-show or no contact.

For urgencies there is a surcharge of €100; in the evening and the weekend in agreement.

A GP letter is drawn up at the start and end of the treatment process. This is in accordance with the NZA and amounts to € 104 per letter.

Research: € 140 per person.

IMPORTANT!

These costs are charged to you and not to your health insurance. You must check for yourself whether the costs can be reimbursed. Relationship therapy is not reimbursed. Further: see non-contracted care.

Additional rates:

Written Statements	In agreement
Reporting to third parties (General Practitioner, company doctor)	€ 104*
File handling per 15 minutes	€ 28*
Module Therapieland and others	€ 40
No show	based on rates intake or session, 100%
Intercollegiate consultation short	€ 25*
Intercollegiate consultation long	€ 76*

* in accordance with the NZA

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. These costs are charged to you. You will find their payment terms in the attachment.

Cancelling an appointment

Appointments can be cancelled or opposed 48 hours in advance by e-mail or by portal. Also outside business hours via the portal. 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. Also in case of illness or not being able to arrange a babysitter, the invoices will be charged. Despite the fact that we understand your situation and it might be beyond your control, time has been reserved for you.

Practice registration

The practice has opted not to conclude contracts with health insurance. This means that the practice falls under non-contracted care. This may imply that the sessions are not or partially reimbursed by the supplementary package. Check with your health insurance, preferably before, otherwise after the intake interview.

The psychologist does not have a BIG registration.

De code assigned by the NFG is Psychotherapy code 24500.

You pay the invoices to the practice and if you want to, you can claim them with your health insurance.

For the purpose of quality, the practice is a member of various associations:

The AGB code of the care provider is: 90109021

The AGB code of practice is: 94059363

The psychologist is a member of the NFG (VPMW): 7612

The psychologist is a member of the VGCT: 302821

The psychologist is a member of the VEN: 35908 and a registered Cognitive Behavioral Therapist
NAP registration number: 240802

You can go to the psychologist without a referral letter, unless the psychologist advises otherwise.

Non-contracted 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 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 deductible. You could ask your employer for a reimbursement.

Quality Management System

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

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

Contact and accessibility

It is preferable to do everything via the portal, where you will receive a quick response.

For emergency or urgency or your next of kin (the latter only with your permission with you in the CC and in consultation)

Mail: info@psycholoogkoolmees.nl

Secretary (only for emergency!!!)

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 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.

In the practice, support from AI Psycholoog is used for file management. This is to enhance efficiency so that the psychologist can devote more time and attention to you. Naturally, we observe privacy and security standards and work in accordance with laws and regulations. If you do not desire this, you can inform the psychologist.

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

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 and applicable laws and regulations.

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 to charge the extra costs resulting from the delay according to the agreed rates to the client.
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 liable or responsible for this.
3. Other activities related to intake, sessions or additional psychodiagnostics, reporting thereof, contacts in any form whatsoever, statements, travel expenses, and other matters via the portal will be charged.
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. The psychologist is a health care provider.

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 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 advisory session 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. The client may also always mail, call or contact through the portal.

2. If the client feels inadequate with his / her complaint in an interview with the psychologist, contact can be made with the NFG. The client can always contact the NFG, the psychologist or assistant.

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

Appointments must be cancelled at the latest 48 hours before the time of the examination and / or treatment. In case of non-cancellation or cancellations or rescheduling 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 items 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 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 6

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

Article 7

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 8

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 9

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 10

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 11

There is collaboration with Medicas, who will contact you after 14 or 28 days.
See <http://www.medicas.net/Payment TermsMediCas14-01-2013.pdf> or the next page.

Article 12

If the intakes or sessions are shorter than 45 minutes you must pay the entire intake or session.

Article 13

If you refrain from further treatment after starting the examination, the psychologist will charge costs that consist of research costs and research lead-up, time and administration.



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.