

# Treatment Agreement

Behandelovereenkomst

## Treatment agreement

### *Treatment agreement*

*If you make an appointment by website, telephone, e-mail or text for a consultation, you agree with the following conditions:*

### **Confidentiality of the consultations / therapy**

The practitioner must comply with the RBCZ professional code. The therapist puts the interests of the client at the heart of the therapy. The client must submit all relevant information for proper treatment to the practitioner. Substantive information from the therapy is never brought out unless the client has explicitly given permission. The practitioner will, if applicable, request permission from the client before, during or after the treatment period to obtain or provide information to the following persons or bodies: - General practitioner - Specialist - Parents - Colleague therapists - Observer - Others

The client has the right to inspect his file.

### **Treatment children**

According to the Medical Treatment Contract (WGBO) Act, the consent of both parents / guardians is required for children up to 16 years of age prior to treatment. Children between the ages of 12-16 must agree to the treatment and therefore sign the agreement or give oral consent (which is noted in the file).

### **Cost of treatment**

Beforehand, the client must be informed about the costs per consultation / treatment ( [see rates](#) ). The costs of the therapy are € 295.00 for the first consultation package (75 minutes intake plus 2 45 minute follow up appointments). The costs of the treatment must be paid in advance via website booking, or you can request an invoice the day of your appointment. After receipt of the invoice, payment must be transferred to the bank account number of the practice within 14 days. In the event of non-compliance with this agreement, the practitioner may charge the statutory interest and escalate the payment to a collection agency.

### ***Cancel appointments / do not appear by appointment***

*In case of absence, the client must cancel at least 48 hours in advance (by telephone or text), otherwise the consultation will be fully or partially charged.*

*In case of non-appearance without notification, the consultation price will be charged in full. If the practitioner is unable to attend, you must be informed in good time and a new appointment can be made in the short term.*

### **Compensation for insurers**

Most but not all health insurers reimburse the treatments. Always inform yourself before your visit to your healthcare provider at your health insurer whether it reimburses the costs (in part). Always send received declarations (save a copy for yourself).

### **Duration of treatment**

The therapy consists of a number of consultations / treatments, in which an interview takes place prior to the treatment. During these discussions it is always decided in consultation whether the therapy / treatment will be continued. A first consultation lasts 1, 1/2 hours and a follow-up consultation takes an average of ¾ hours. You can always contact us for questions. Telephone contacts during office hours must take less than 5 minutes and will not be charged. If telephone consultations last longer than 5 minutes then this falls outside the intention of the consultation hour and a paid appointment will be scheduled for this in consultation.

### **Accessibility**

The therapist always offers the possibility to speak the voicemail or to send a message via e-mail. This can be found on this website. You will be called back as soon as possible.

### **Exceptional provisions**

If, due to illness or other causes, the therapist is unable to carry out the consultations / treatments for a period longer than four weeks, she may propose to contact a colleague practitioner in her place to take over the treatment. In the event that the client does not wish to accept this, he / she must make this known to the treating physician in writing and terminates this agreement on the date of receipt of the aforementioned letter to the practitioner. After termination of the contract, only the costs of the treatments / consultations will be charged until the aforementioned date.

### **Liability**

The practitioner has a collective professional liability insurance. Any liability of the practitioner is limited to an amount that is paid by the insurer, plus the deductible, if applicable. In case of disputes with the therapist, it is advisable to first discuss this with your therapist. If you can not solve this problem together, you can submit a complaint in

writing to the Complaints Committee of the Algemene Nederlandse Vereniging voor Ayurveda Geneeskunde (ANVAG) or the Register Beroepsbeoefenaren Complementaire Zorg (RBCZ). Your practitioner can inform you about this. You can also request the complaints form from the ANVAG Member Administration, [info@anvag.nl](mailto:info@anvag.nl). The ANVAG will forward the envelope unopened if it contains 'Complaints Committee'.

Dutch law applies to this agreement.