

may add something to your file but you may not take anything out. For example, you may add remarks or observations about the treatment, or criticism about the way in which your situation is described. You have the right to have your file destroyed and for that you must submit a written request.

The administrative records of your treatment may not be destroyed, because control by the insurance company must remain possible, for example. In the case of children in treatment or family therapy, the parents do not necessarily have the right to access their children's file.

► Satisfaction survey/measurement of complaints

A part of the treatment can consist of filling in one or more questionnaires. The practitioner will want to know, for example, if you are satisfied with the therapeutic contact or with your treatment, how the therapy is progressing and whether your complaints are actually diminishing. In order to measure this, your practitioner can use various questionnaires. If you fill in the same questionnaire at the beginning as at the end of the treatment/treatment year, then this is called a ROM in technical terms, an abbreviation of Routine Outcome Monitoring. Your practitioner has the obligation to hand in ROM information to the Mental Healthcare Benchmark Foundation (Stichting Benchmark GGZ in Dutch) within the framework of the aforementioned quality statutes. This ROM information is anonymously processed - without your name or address details - and your citizen service number (BSN) is transformed into an unrecognizable number, so that the information cannot be traced back to you personally. The necessary security measures have been taken in order to guarantee your privacy. You are not obliged to collaborate with ROM, satisfaction questionnaires or other questionnaires. You can speak to your practitioner about filling in the questionnaires or not.

► How to proceed if you have complaints about your practitioner

If you have complaints about your practitioner or the treatment, the best initial course of action is to discuss the problem with him/her. Maybe there have been misunderstandings that can be solved with a conversation. However, if you are not able to find a solution together, you can approach one of the LVVP Complaints Officers for guidance and mediation.

If this does not solve your complaint, or if it cannot be expected in your situation that you discuss the problem with your practitioner and/or the Complaints Officer, then you can address The Healthcare Complaints Commission (De Geschillencommissie Zorg in Dutch) in The Hague. This complaints commission has set up a digital portal for clients of independent mental healthcare practices. The complaints commission consists of an external, independent chairman (lawyer), a representative from the client platform and a representative from the professional group. There are costs associated with the use of the complaints commission.

On the basis of the BIG Act, all healthcare psychologists, psychotherapists and clinical (neuro)psychologists are subject to disciplinary jurisdiction. On the basis of this Act you can also file your complaint with the Disciplinary Council for Healthcare (Tuchtcollege voor de Gezondheidszorg in Dutch). For more information about what sort of complaints are dealt with, please refer to www.tuchtcollege-gezondheidszorg.nl/ikhebeenklaacht.

► Right to information

According to the Wvkgz, you have a right to information about fees and waiting times, for example. Furthermore, your practitioner has the obligation to inform you of incidents with tangible consequences: the nature and the circumstances thereof and the measures that your practitioner has taken in order to limit or remove the consequences. Your practitioner must make a note in your file of the time, the nature and the circumstances of the incident and the names of all the people involved.

► Complaints about unnecessary or complicated forms

You can file a complaint about unnecessary or complicated forms used by your insurance company or practitioner with the Dutch Healthcare Authority (NZa) on the basis of Article 23 of the Healthcare Market Regulation Act (Wmg). The NZa can then issue a binding opinion on this. More information about where and how a complaint about forms can be filed is to be found on www.nza.nl, in the section "The consumer/forms in healthcare". A report can also be filed without the NZa issuing a binding opinion on the subject.

Addresses

► National Association of Independent Psychologists and Psychotherapists/Landelijke Vereniging van Vrijgevestigde Psychologen & Psychotherapeuten (LVVP)

Maliebaan 87, 3581 CG Utrecht
T (030) 236 43 38 bureau@lvvp.info www.lvvp.info

► LVVP Complaints Officers/Klachtenfunctionarissen LVVP Regions Utrecht, Noord-Holland, Zuid-Holland Noord, Flevoland, Friesland: e.laanen@lvvp.info

Regions Gelderland, Overijssel, Drenthe, Groningen:
m.gransbergen@lvvp.info

Regions Noord-Brabant westelijk deel, Zeeland, Zuid-Holland Zuid:
a.witte@lvvp.info

Regions Limburg, Zuidoost-Brabant, Noord-Brabant oostelijk deel:
a.van.kessel@lvvp.info

► Complaints commission for independent mental healthcare practices/Geschillencommissie vrijgevestigde ggz-praktijken

Postbus 90600, 2509 LP Den Haag
www.degeschillencommissie.nl (via The Healthcare Complaints Commission one is guided to the Complaints commission for independent mental healthcare practices)

► Central Disciplinary Council for Healthcare/ Centraal Tuchtcollege voor de Gezondheidszorg

Postbus 20302, 2500 EH Den Haag, Tel. (070) 340 54 17
www.tuchtcollege-gezondheidszorg.nl

Regional Disciplinary Councils

► Regional Disciplinary Council Amsterdam

(Noord-Holland, Utrecht) Postbus 84500, 1080 BN Amsterdam, T (020) 301 25 10

► Regional Disciplinary Council The Hague

(Zuid-Holland, Zeeland) Postbus 97831, 2509 CE Den Haag, T (070) 350 09 73

► Regional Disciplinary Council Eindhoven

(Noord-Brabant, Limburg) Postbus 61, 5600 AB Eindhoven, T (040) 232 85 99

► Regional Disciplinary Council Groningen

(Groningen, Friesland, Drenthe). Postbus 11144, 9700 CC Groningen,
T (050) 599 26 41

► Regionaal Tuchtcollege Zwolle

(Overijssel, Gelderland, Flevoland). Postbus 10067, 8000 GB Zwolle,
T (038) 888 444

Information for clients from Independent Psychologists & Psychotherapists



LVVP

**LANDELIJKE VERENIGING VAN
VRIJGEVESTIGDE PSYCHOLOGEN
& PSYCHOTHERAPEUTEN**

Please note: this brochure only contains information about referrals that take place within the framework of the Healthcare Insurance Act. The treatment of children and young people up to age 18 falls within the scope of the Youth Act as of 1 January 2015. There is a separate brochure available on that subject at the LVVP.

If you start treatment at an independent primary care/healthcare psychologist, psychotherapist or clinical (neuro)psychologist, then it is important to know what you can expect: for example, how reimbursement is arranged for independent practitioners and what the reciprocal rights and obligations are. This brochure provides that information.

► What is the LVVP?

The LVVP is the National Association of Independent Psychologists and Psychotherapists (Landelijke Vereniging van Vrijgevestigde Psychologen & Psychotherapeuten in Dutch). The primary care/healthcare psychologists, psychotherapists and clinical (neuro)psychologists who are members of the LVVP are registered by the government in the BIG register (see also www.bigregister.nl). This registration implies that the psychologist/psychotherapist satisfies the requirements that the government has set as regards training and professional practice. All members of the LVVP are also monitored via a series of inspections for compliance with the requirements imposed upon them by law. Therefore, if you start treatment with a member of the LVVP, you can be sure that he/she is lawfully recognized and meets the legal requirements.

Moreover, every mental healthcare (ggz) provider has the legal obligation to have statutes regarding quality, in which he/she describes the care provided and how this care is organized. The professional must publish his/her quality statutes on the practice website or have it available in the practice.

► Treatment in the general basic mental healthcare

The general practitioner can refer you to the general basic mental healthcare if a psychological disorder is detected or suspected. Depending on the severity of your problem (low, medium or high), the risk (low to moderate), low complexity and course of the complaints, you will be considered for "short", "medium-term" or "intensive" treatment. In the case of persisting complaints, you will be eligible for "chronic" treatment.

► Treatment in the specialized mental healthcare

If the problems are more complex and last longer, or, in child and juvenile cases, are intertwined with the family dynamics, the general practitioner will refer you to the specialized mental healthcare in which longer treatments are possible.

► Who carries out the treatment?

In the general basic mental healthcare you will be treated by a primary care/healthcare psychologist. In the specialized mental healthcare you will be treated by a psychotherapist, clinical (neuro)psychologist or psychiatrist. The general practitioner is the professional who refers you to either the general basic mental healthcare or the specialized mental healthcare.

Which training requirements must a primary care/healthcare psychologist, psychotherapist and clinical (neuro)psychologist satisfy?

After obtaining a university degree in psychology, a healthcare psychologist has followed a two-year post-master's training to become a healthcare psychologist; a clinical (neuro) psychologist is a healthcare psychologist who has followed the four-year specialized training to become a clinical (neuro)psychologist. The clinical psychologist is thus automatically also a psychotherapist. A psychotherapist has completed the four-year postdoctoral training in psychotherapy after obtaining the university degree or completing a similar

programme. The healthcare psychologist can register as an NIP primary care psychologist (after verification of professional practice, continued education and peer group supervision).

Search engine

In the LVVP website search engine (www.lvvp.info, under "for clients") you will find an overview of the LVVP members who work in the general basic mental healthcare or the specialized mental healthcare.

► How is psychological care reimbursed in the independent practice?

The treatment of psychological disorders by an independent practitioner is reimbursed on the basis of the Healthcare Insurance Act. The amount that is reimbursed depends on your insurance policy (in kind or restitution) and on whether your practitioner has signed a contract with your insurance company or not. Your insurance company reimburses only the care of mental healthcare providers with quality statutes. Consult your insurance policy/company and your practitioner on this topic. The reimbursement does not apply to psychoanalysis, relationship therapy, adjustment disorders and "other ailments and problems that can be reason for care", the so-called V codes, amongst others. Your practitioner can inform you further on this matter. The compulsory deductible excess will be discounted from your reimbursement by your insurance company. If the disorder for which you are in treatment falls under insured care and you wish to have the treatment reimbursed, then you need a referral from the (general) practitioner. You do not need a referral if you are going to pay for the treatment yourself and this falls under the general basic mental healthcare. Please note: without referral letter it will not be possible to have the expenses reimbursed by your insurance company.

Complaints about for example the reimbursement by your insurance company can be addressed to the independent Foundation for Complaints and Disputes with Insurance Companies (Stichting Klachten en Geschillen Zorgverzekeringen in Dutch, www.skgz.nl). For other complaints and questions about mental healthcare, please refer to the National Platform for Mental Healthcare (Landelijk Platform GGz in Dutch) at www.meldjezorg.nl.

Treatment of children and young people up to age 18 falls under the scope of the Youth Act since 1 January 2015 and under the financial responsibility of municipalities.

► No show

If you do not cancel an appointment with enough notice, the expenses will be charged to you (no show). Your practitioner may establish a fee for this and will inform you further of this upon starting therapy. You can also find this information in the quality statutes of your practitioner.

► Conditions of payment

The LVVP has established payment conditions for its members. Every affiliated psychologist or psychotherapist can make use of these conditions or can establish his/her own conditions. Ask about this when you start treatment. You can also find this information in your practitioner's quality statutes.

► Rights and obligations of the psychologist/psychotherapist and the client

The independent psychologist/psychotherapist has the obligation to abide by certain rules in the exercise of his/her profession. These are listed in the Code of Professional Standards for Psychotherapists (Beroepscode voor Psychotherapeuten in Dutch) in the case of psychotherapists and in the Code of Professional Standards for Psychologists (Beroepscode voor psychologen) in the case of primary care/healthcare psychologists and clinical (neuro)psychologists (see the information for clients on www.lvvp.info).

Moreover, the government has passed a number of laws such as the BIG Act

(Individual Healthcare Professions Act), the WGBO (Medical Treatment Contracts Act) and the Wkkgz (Healthcare Quality, Complaints and Disputes Act), in which the rights and obligations of practitioners and clients are stipulated. The most important points are explained below.

► The treatment relationship

The psychologist/psychotherapist has an obligation to carry out his work carefully and to treat you with respect; he may not abuse his position. Contact is strictly professional. This means, for example, that sexual contact between practitioner and client is not permitted. The practitioner is also not allowed to accept presents which are worth more than a small amount of money. For the duration of the treatment, the psychologist/psychotherapist may not enter into an agreement with you in which he could have an advantage.

► Confidentiality of your information

The practitioner has a confidentiality obligation towards third parties. Therefore, he/she may only disclose your information to a medical officer or the Health and Safety Service with your permission.

Via a so-called physical check, your insurance company may verify that your treatment has been declared correctly. If it is proportional and necessary for the investigation, your insurance company has the right to access your medical records. This happens only in highly exceptional cases.

Apart from these cases, your practitioner may only breach his confidentiality obligation in emergency situations, for example if people's lives could be put in danger. He does not need your permission to discuss your treatment with colleagues, who also have a confidentiality obligation for that matter. Your practitioner does need your permission in order to give feedback to your general practitioner.

If you have complaints about violation of your privacy by your insurance company, you can obtain information and advice at the National Platform for Mental Healthcare (LPGGz) via www.platformggz.nl.

► Opt-out rule (Privacy Statement)

If you have an objection to your insurance company having access to your treatment diagnosis on the declaration form, you can inform your practitioner of your objection. The Dutch Healthcare Authority (Nederlandse Zorgautoriteit in Dutch) has developed the Privacy Statement for this purpose.

► The treatment plan

The psychologist/psychotherapist has the obligation to let you know what he believes is happening to you. He/she must consult the treatment objectives with you and the way in which those objectives can be reached. He must also tell you how long he expects the treatment to last.

On the basis of this information you give your permission for the treatment. The practitioner will continue to discuss with you the further course of the treatment. The psychologist/psychotherapist may only withhold information from you if the knowledge would be of serious detriment to you, but for that he/she must consult a colleague first.

► Your file

The psychologist/psychotherapist keeps your information in a file. This includes the referral, the indication, letters from you and about you, as well as a description of the progress of the treatment. The practitioner must set up the file and the information database in such a way that the secrecy of the contents and protection of your privacy are assured. You may access your file and make photocopies. You do not have a right to information which is issued confidentially by others who, with your permission, are involved in the treatment. You also do not have the right to access the personal working notes of your practitioner. You