

create this dossier and the data file in such a way that the confidentiality of the contents and the protection of your personal privacy are guaranteed. You are entitled to consult your file and to make photocopies. You are not entitled to read information that other parties, who have been involved in your treatment with your permission, have offered confidentially. Nor are you entitled to see the personal notes your healthcare professional takes. You may add to your medical file, but you may never delete anything from it. For instance, you may add comments or remarks regarding the treatment, or criticism regarding the way your situation is presented in your file. You have the right to have your file destroyed but must submit a request to do so in writing. The administrative information regarding your treatment will not be destroyed, because parties, such as your insurer, must be able to check these. In case of the treatment of children or in case of family therapy, parents are not automatically entitled to consult their children's file.

► Satisfaction survey/problems survey

Your healthcare provider might use Routine Outcome Monitoring (ROM). This means that you, the client, will fill out questionnaires during your treatment, which will be used to monitor your progress. ROM uses several questionnaires to investigate the problems and their development over the course of the treatment. One of the questionnaires is a survey into the client's satisfaction regarding the treatment. Your healthcare provider can provide you with more information about this. The privacy of your answers will of course always be guaranteed. It is likely that your healthcare provider will be obligated to submit the ROM information to the Foundation Mental Healthcare Benchmark (Dutch: "Stichting Benchmark GGZ") as of 2016. Your ROM information will be processed anonymously (meaning without your name, address information and date of birth), to ensure that the data can never be traced back to you. You are not obligated to participate in ROM. You can discuss with your healthcare provider whether you want to fill out the questionnaires or not.

► What should you do if you have complaints about your healthcare provider?

If you have any complaints about your healthcare provider, the best thing to do is to discuss the issues with him/her. There might be a misunderstanding that can be resolved in a conversation. If you are unable to resolve the issues with your healthcare provider directly, you can make use of the following options: The LVVP can put you into contact with a psychologist/psychotherapist that is trained as a complaints mediator, who will mediate in the dispute. If your complaint is of such a severe nature that mediation is not the solution, you can contact the LVVP complaints commission, which consists of an external, independent chair (legal professional), a representative of the Dutch Patient/Consumer Federation, and a member of the LVVP. The complaint will then be assessed against the Professional Psychologists Code or the Professional Psychotherapists Code.

Under the BIG Act, GZ-certified psychologists, psychotherapists and clinical (neuro)psychologist are subject to medical disciplinary law. This law allows you to submit your complaint to the Disciplinary Healthcare Tribunal (Dutch: "Tuchtcollege voor de Gezondheidszorg"). For information about the types of complaints that the tribunal will address, please go to www.tuchtcollege-gezondheidszorg.nl/ikhebeenklacht.

► Right to information

Under the Healthcare Quality, Complaints and Disputes Act (Wkkgz), you are entitled to information regarding rates, waiting periods, and the experiences of other clients, for instance. Moreover, your healthcare provider is obligated to inform you about incidents with significant consequences: the nature and circumstances of the incident, and the measures that your healthcare provider has taken to limit or resolve the consequences. Your healthcare provider must record the time,

nature and circumstances of the incident and the names of all parties involved in your file.

► Complaints about unnecessary or complicated forms

Under article 23 of the Healthcare Market Regulation Act (Wmg) you can lodge a complaint with the Dutch Healthcare Authority (Nederlandse Zorgautoriteit) if you have any complaints about unnecessary or complicated forms that your insurer or your healthcare provider asks you to fill out. The Nederlandse Zorgautoriteit can subsequently issue a binding recommendation regarding your complaint. For more information about where and how to submit a complaint about forms, please go to www.nza.nl and see the chapter 'The consumer/forms in healthcare' (Dutch: "De consument/formulieren in de zorg"). Reports to the Nederlandse Zorgautoriteit do not automatically lead to a binding recommendation.

Addresses

► Landelijke Vereniging van Vrijgevestigde Psychologen & Psychotherapeuten (LVVP)

Maliebaan 87, 3581 CG Utrecht
The Netherlands
Telephone +31 (0)30 236 43 38
bureau@lvvp.info
www.lvvp.info

► Klachtencommissie LVVP

P.O. Box 13086, 3507 LB Utrecht, The Netherlands
klachtencommissie-lvvp@kbsadvocaten.nl

► Centraal Tuchtcollege voor de Gezondheidszorg

P.O. Box 20302, 2500 EH The Hague (NL), Tel. +31 (0)70 340 54 17
www.tuchtcollege-gezondheidszorg.nl

Regional Disciplinary Healthcare Tribunals

► Regionaal Tuchtcollege Amsterdam

(Noord-Holland, Utrecht provinces) P.O. Box 84500, 1080 BN Amsterdam, the Netherlands. Tel. +31 (0)20 301 25 10

► Regionaal Tuchtcollege Den Haag

(Zuid-Holland, Zeeland provinces) P.O. Box 97831, 2509 CE The Hague, the Netherlands. Tel. +31 (0)70 350 09 73

► Regionaal Tuchtcollege Eindhoven

(Noord-Brabant, Limburg provinces) P.O. Box 61, 5600 AB Eindhoven, the Netherlands. Tel. +31 (0)40 232 85 99

► Regionaal Tuchtcollege Groningen

(Groningen, Friesland, Drenthe provinces). P.O. Box 11144, 9700 CC Groningen, the Netherlands. Tel. +31 (0)50 599 26 41

► Regionaal Tuchtcollege Zwolle

(Overijssel, Gelderland, Flevoland provinces). P.O. Box 10067, 8000 GB Zwolle, the Netherlands. Tel. +31 (0)38 888 444

Information for clients from Independent Psychologists & Psychotherapists

2016

LVVP

**LANDELIJKE VERENIGING VAN
VRIJGEVESTIGDE PSYCHOLOGEN
& PSYCHOTHERAPEUTEN**

Please note: this leaflet only contains information regarding referrals made in the context of the Healthcare Insurance Act. As of 1 January 2015, the treatment of children and young people up to 18 years of age will fall under the Youth Act. A separate leaflet will be published as soon as all the information is available.

If you start therapy sessions with an independent primary/GZ-certified psychologist, psychotherapist or clinical (neuro)psychologist, it is important to know what to expect: for instance, what are the rules for reimbursement for independent healthcare providers, and what are each party's rights and duties? This brochure will provide you with all the necessary information.

▶ What is the LVVP?

The LVVP is the Dutch National Association for Independent Psychologists & Psychotherapists (Dutch: "Landelijke Vereniging van Vrijgevestigde Psychologen & Psychotherapeuten"). The primary/GZ-certified psychologists, psychotherapists and clinical (neuro)psychologists that are members of the LVVP have been included in the national BIG register by the government (also see www.bigregister.nl). This registration shows that a psychologist or psychotherapist meets the requirements that the government has specified in terms of education and professional practice. Moreover, all LVVP members are visited at their place of work to assess their compliance with the legal requirements. This means that, when you start treatment with an LVVP member, you can rely on the fact that your mental healthcare provider is a recognised professional who meets all legal requirements.

▶ What education requirements must a primary/GZ-certified psychologist, psychotherapist or clinical (neuro)psychologist meet?

After obtaining their university psychology degree, GZ-certified psychologists attend the two-year post-master degree to become GZ-certified (GZ stands for "Gezondheidszorg", meaning "Healthcare"); a clinical (neuro)psychologist is a GZ-certified psychologist who has concluded the four-year specialist degree to become a clinical (neuro)psychologist. As a result, all clinical psychologists are automatically also qualified psychotherapists. A psychotherapist will have first obtained a university or comparable degree, and will have gone on to complete a four-year post-doctoral psychotherapy programme. GZ-certified psychologists can complete the psychotherapist degree in three years. These post-doctoral programmes comprise theory, practice, supervision and, for psychotherapists and clinical psychologists, learning therapy. GZ-certified psychologists can register as a primary psychologist with the NIP, the Dutch Association of Psychologists (after work experience, additional training, and peer coaching have been assessed).

▶ Treatment in general basic mental healthcare

Your general practitioner can refer you to general basic mental healthcare (Dutch: "generalistische basis-ggz") if you are suffering from, or your doctor suspects you might be suffering from, a mental disorder. Depending on the seriousness of your complaints (low urgency, average urgency, high urgency), the risk (low to average), complexity, and the history of the complaints, you can qualify for a 'short' treatment, a 'medium' treatment or an 'intensive' treatment. In case of persistent problems, you will receive a 'chronic' treatment.

▶ Treatment in specialist mental healthcare

If the issues are more complex and last longer, or, in the case of children and younger people, connected to the family dynamics, the general practitioner will refer you to specialist mental healthcare (Dutch: "gespecialiseerde ggz") that offers prolonged treatments.

▶ Who provides the treatment?

In general basic mental healthcare, you will be treated by a primary/GZ-certified psychologist. In specialist mental healthcare, you will be treated by a psycho-

therapist, clinical (neuro)psychologist, or a psychiatrist. The general practitioner is the one who decides to either refer you to general basic mental healthcare or specialist mental healthcare.

▶ Search engine

By using the search engine on the LVVP website (www.lvvp.info), you will be able to find a list of the LVVP members working in the general basic mental healthcare and the specialist mental healthcare.

▶ How is mental healthcare reimbursed in independent practices?

The treatment of mental disorders by an independent healthcare professional is paid for from the basic insurance under the Healthcare Insurance Act. The height of your reimbursement depends on your individual policy (direct payment or reimbursement), and on whether or not your healthcare professional has entered into a healthcare contract with your insurer. The compensation does not apply to psychoanalysis, adjustment disorders and 'other conditions and problems that might be cause for healthcare', the so-called V codes. Your healthcare provider will be able to provide you with more information on this subject. Your insurance company will deduct the mandatory deductible amount for your policy excess (Dutch: "eigen risico") from the compensation you are entitled to. If the disorder that you want treatment for falls under the insured healthcare and you want the insurer to pay for the treatment, you will need a referral from a doctor/general practitioner. If you are planning to pay for the treatment yourself and the treatment falls under general basic mental healthcare, you will not need a referral. Please note: without a letter of referral from a doctor, you will not be eligible for retroactive reimbursement by your insurance company.

You can lodge any complaints you might have about reimbursements by your insurer, for instance, with the independent Foundation Complaints and Disputes Health Insurance (Dutch: "Stichting Klachten en Geschillen Zorgverzekeringen"; see: www.skgz.nl). For other complaints and questions regarding mental healthcare, you can visit the website of the National Platform Mental Healthcare (Dutch: "Landelijk Platform GGZ"; see: www.meldjezorg.nl).

As of 1 January 2015, the treatment of children and people up to 18 years old will no longer fall under the Healthcare Insurance Act. From that date, these treatments fall under the Youth Act, meaning that the financial responsibility lies with the municipalities.

▶ No show

In the event of a 'no show' or late cancellation, you will be held to pay the full cost of the session. Your healthcare provider determines his/her own rates in these cases and will inform you in more detail when starting your treatment.

▶ Terms and conditions of payment

The LVVP has drawn up a set of terms and conditions of payment for its members. Every psychologist or psychotherapist who is a LVVP member can make use of these conditions, but they are also free to apply their own terms and conditions of payment. Please ask your healthcare provider for more information when you start treatment.

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

The independent psychologist/psychotherapist has an obligation to abide by certain rules in exercising their profession. For psychotherapists, these rules are listed in the Professional Psychotherapists Code, and for primary/GZ-certified psychologists and clinical (neuro)psychologists in the Professional Psychologists Code (see the information for clients on www.lvvp.info).

Additionally, the government has implemented several pieces of legislation, such as the BIG Act (Professions in Independent Healthcare Act), the WGBO (Medical Treatment Contracts Act) and the Wkkgz (Healthcare Quality, Complaints and Disputes Act), which lay down the rights and obligations of healthcare professionals and their clients. Below, you will find an overview of the most important points:

▶ The treatment relationship

Psychologists/psychotherapists are obligated to exercise their work carefully and to treat you with respect; they may not abuse their position.

A treatment relationship is a relationship of strictly professional contact. That means, for instance, that sexual relations between a healthcare provider and a client are not permitted. Nor may the healthcare provider accept any gifts that exceed a limited monetary value. As long as the treatment continues, the psychologist/psychotherapist may not enter into any kind of agreement with you that would benefit the psychologist/psychotherapist.

▶ Confidentiality of personal information

Healthcare providers have a pledge of confidentiality towards third parties. This means that they may only provide a medical examiner or the ARBO Health & Safety Service, for instance, with your information if you have given permission to do so.

By means of a so-called material inspection, your healthcare provider may check whether a treatment has been billed properly. If it is proportional and necessary for the investigation, your healthcare insurance company is entitled to consult your medical file. This only happens rarely.

In all other cases, the healthcare provider may only breach his/her pledge of confidentiality in emergency situations, e.g. if people could be in danger. The healthcare provider does not need your permission if he/she wants to discuss your treatment with colleagues, who will also be held to a pledge of confidentiality. Your healthcare provider will need your permission if he/she wants to provide feedback to your general practitioner. If you have any complaints about the violation of your privacy by your insurance company, please consult the National Platform Mental Healthcare for information and advice (see: www.platformggz.nl).

▶ Opt-out

If you have fundamental objections to your insurance company having access to your treatment diagnosis through the expense statement, please inform your healthcare provider. The Dutch Healthcare Authority (Nederlandse Zorgautoriteit) has drawn up a privacy statement for these situations.

▶ The treatment plan

The psychologist/psychotherapist is obligated to inform you what he/she believes could be the problem. He/she must deliberate with you about the treatment objectives and the way in which these objectives may be obtained. The psychologist/psychotherapist will also inform you about the possible length of the treatment.

▶ Based on this information, you will consent to the treatment

The healthcare provider will also discuss with you how the treatment will proceed. The psychologist/psychotherapist is only allowed to withhold information from you if receiving the information would be seriously detrimental to yourself, but he/she must always consult a colleague before deciding to do so.

▶ Your medical file

The psychologist/psychotherapist will record your information in a file. This contains the referral, the assessment, letters by and about you, as well as a description of the progress of the treatment. The healthcare provider must