

## **General Information PiP Hilversum 2022**

For the sake of clarity, in this form you will be informed about a couple of matters. For example, about how and when to reach us, and how to cancel appointments. In addition, we will answer frequently asked questions about reimbursement by health insurance or in case of juveniles, municipality, and protection of your privacy.

### **Accessibility:**

On Monday, Tuesday and Thursday, you can reach us by phone from 13 PM until 13.30 PM. The phone number is 035-7200904. You can also send us an email: [info@piphilversum.nl](mailto:info@piphilversum.nl). Whenever you'll find the lines are busy, you can leave us a message on our voicemail and we will get back to you as soon as possible, within two business days.

### **Appointments.**

You need to be present in advance for the appointment. Should you be prevented or for any reason your appointment can not be met, you must provide this info at least 24 hours in advance. Any cancellation later than that, or no show without cancellation will be charged at full rate. The costs of a so-called no-show are not covered by the insurance. When you arrive late for an appointment, this means the time scheduled for your session will be shortened by the agreed treatment time. However, we reserve the right for the treatment to take longer than the time agreed with you. In that case the next client will have to wait. These clients are entitled to full treatment time and will not be shortened in time.

### **Duration of sessions**

One treatment session exists of 15 minutes of preparation for the therapist and a maximum of 45 minutes of actual individual treatment. For relationship- or family therapy it takes up to 90 minutes for the actual treatment.

### **Reimbursement of Cost, for Adults. (18 years and up)**

Sessions at PiP Hilversum are covered by BGGZ (basic generalist mental healthcare). Costs in de BGGZ will be partly or completely payed for by the insurance whenever there is a DSM V disorder diagnosed and if the GP has written a letter of referral. We did contract some of the health insurance companies in 2021. You should contact your Health Insurance company to reassure yourself of their policy for reimbursement of BGGZ treatment. Costs of the treatment is settled at 'insurer's own risk'. For further information, please refer to our website, [www.piphilversum.nl](http://www.piphilversum.nl). Your GP should write a letter of referral to the Basic Generalist Mental HealthCare (BGGZ), including the so-called DSM V diagnosis. If necessary, your psychologist can help. If the referral-letter is not present at the first session, you might end up paying for that first session yourself.

### **Reimbursement of costs, Children and juveniles under 18.**

From January 2015 municipalities are responsible for Youth Mental health: so, your health insurance does not cover the costs for children under 18 anymore. Municipalities take care of the quality, the accessibility and the availability of the assistance to children with mental health issues. PIP Hilversum does have a contract with municipalities in region Gooi en Vechtstreek (Wijdemerren, Hilversum, Bussum, Naarden, Huizen, Blaricum, Laren). Your GP should write you a letter of referral to the BGGZ for your child, with a presumption of a so-called DSM V diagnoses. The various municipalities have their own policies, you can visit their websites (for Hilversum that is [www.hilversum.nl/sociaal plein](http://www.hilversum.nl/sociaal_plein)). Coaching and guidance of parents will not be covered by the municipalities, you will receive a bill according to our private rates.

### **Private rates, rates for additional actions**

Please check out our list of private rates. Private rates will be charged for assistance that is not covered by Health Insurance or Municipalities. You will personally receive the invoice for care that is not reimbursed. You yourself are responsible for payment of the invoice.

### **Written reports to third parties/ consultation by phone or e-mail**

Additional activities, administrative activities for the purpose of the guidance in BGGZ will be charged on base of our session rate. These concern activities for example diagnostic reports, reports to third parties like your employer, the UWV, referral letters to other caretakers or your physician. Longer consulting phone calls and e-mail consultation are also charged.

### **Other practical issues:**

#### **Continuity of the treatment**

In case of frequent foreclosure or long-term break in the treatment on your behalf, the progress of treatment cannot be guaranteed.

#### **BSN number (social security number)**

As of June 1st 2009 we have to check your Social Security number with an official document of identification. We are obligated to refer to your social security number in all our correspondence.

#### **The law of protection of Personal Data and Medical treatment agreement Act**

Our practice adheres to what is stated in the WPB (law Protection of Personal Data) and de WGBO (Medical Treatment Agreement Act). Your visit, your request for help, the formation of dossier and communication (personal and written) with third parties are dealt with in accordance to these legislation formalities rules. According to the WGBO the practice is obliged to keep a file for you with data of the treatment. You are entitled to have access on that file. The psychologist may refuse to let you bring the original file home but you are entitled to make photocopies at your own expense. You are entitled to a copy of the file against reasonable compensation.

#### **Dossier and privacy**

After the treatment is finished, a treatment report will be displayed during fifteen years. The information can be used for any subsequent application. If you don't want us to store the information, you can file a request for the destruction of your dossier. Of course, your privacy will be guaranteed in all cases. Our privacy rules can be found on our website and you can also ask your psychologist to provide them to you.

#### **Declaration Health insurance**

As of January 1st 2014 we are obliged to provide a so-called DSM V diagnose with the declaration to your Health Insurance. If you have any objections, we have a standard letter that you can provide to us after signing it. The obligation to provide the diagnoses then expires.

**Consultation specialist/ general practitioner.**

In most cases it is important to have intercollegial consultation between GP, specialist, psychologist. Usually it is only a letter to confirm we started treatment, and the final report. Sometimes there is the need for interim consultation, for example to clarify the complaints or discuss the treatment. If you have objections to this consultation, please give notice to us through your application form.

**Provide correct personal data**

You must ensure that all necessary data for proper administrative and financial processing is known to us and changes have to be communicated directly. For example, name, initials, health insurance number, date of birth, home address, phone numbers, email-addresses. In case of incorrectly provided information about changes, and health insurance does not cover our declaration, we will declare to you personally and you can contact the Health Insurance yourself. We will charge administration time whenever we have to invest time in recovering data after declaration.

**Complaints**

Whenever you are dissatisfied we kindly request you to discuss this with us. If you feel not satisfied by the way we handle your complaint you can contact the LVVP, the professional association of psychologists ([www.lvvp.nl](http://www.lvvp.nl)) and find out more information about the complaint regulation. You will find more information on our website ([www.piphilversum.nl](http://www.piphilversum.nl)).

**Responsibility for your personal belongings.**

The practice is NOT responsible for lost or damage of your personal belongings.