

Terms and Conditions

These general terms and conditions apply to all research and treatment agreements, entered into both verbally and in writing between the psychologist working at Raja Psychologie and the client.

1. An assignment is established by written acceptance of the registration or treatment agreement. The treatment agreement reflects the content of the agreement.
2. An assignment can also be established through an oral agreement, such as an appointment for a consultation.
3. When registering, Raja Psychologie will assess whether there is care that qualifies for reimbursement by the health insurer or the municipality within the generalist basic mental health care. If this is not the case, this will be explicitly communicated to the client.
4. The responsibility for finding out which fees and conditions the client's insurance company applies rests entirely with the client.
5. The psychologist must start the conversations at the agreed time
6. If the client arrives late, the duration of the conversation will be shortened by the appropriate amount of time.
7. The client is responsible for requesting a referral from the general practitioner. The psychologist is not liable for damage of any kind.
8. If there is care within the Care Performance Model, Raja Psychologie will submit the invoice(s) to the health insurer or municipality for reimbursement. We are obliged to check whether the insurance information you have provided is correct. We are also obliged to register your citizen service number (BSN) and to establish your identity on the basis of proof of identity. We ask you to bring your proof of identity and insurance card with you at the first meeting.

9. If there is no reimbursed care, the client will receive a monthly invoice.

10. If the client has not paid the amount due within the payment term, the client is in default. We will then send you a payment reminder and can proceed to transfer it to a collection agency if the payment obligations are not met.

Raja Psychologie reserves the right to stop or suspend the treatment until the payment obligation has been met.

11. Your practitioner at Raja Psychologie is a member of the professional association LVVP (National Association of Independent Psychologists & Psychotherapists) and is included in the B.I.G. register set up by the government. This means that your practitioner uses a professional code in which he/she undertakes to treat information confidentially.

12. Information to third parties is only possible with your permission. It is important for the general practitioner to know how the treatment at Raja Psychologie is going or has progressed. It is customary for us to write a letter to the general practitioner about the progress of the treatment after the treatment and if necessary during the treatment. In accordance with the guidelines of the professional association, we register your data anonymously in an annual report for quality purposes. If you do not agree with the provision of the above information to the general practitioner or (anonymously) to the professional association, you can indicate this to your practitioner.

13. From the moment you register at Raja Psychologie, you mainly deal with one practitioner. In the unlikely event that your practitioner is absent for a longer period of time, one of the other colleagues will (temporarily) take over the treatment. It is also possible that a few meetings are held with another practitioner in order to arrive at treatment goals more quickly.

A condition for good treatment is good contact with your practitioner. If, for whatever reason, that contact is not entirely to your liking, you can always discuss it and possibly ask for another practitioner. During the treatment agreement, there is the possibility that your psychologist will refer you to another practice or institution because you can be better helped there. Your therapist will of course inform you of this.

14. The services are provided at the location where Raja Psychologie is located, unless otherwise agreed.

15. The duration of a consultation is 60 minutes by default.

16. Appointments must be canceled at least 24 hours in advance. In this case cancellation is free of charge. Appointments scheduled on Monday must be canceled the Friday before. You can inform us about your absence by emailing info@rajapsychologie.nl

If you do not cancel in time, you will be charged €50, regardless of the reason. You will receive a separate invoice for this that you cannot claim from your health insurer.

17. If the practitioner cancels the appointment, the obligation to pay for the consultation lapses.



18. When the conditions of the client conflict with the conditions of Raja Psychologie, the conditions of Raja Psychologie apply. Any stipulation to the contrary in the terms and conditions of the client does not affect the foregoing.

19. Raja Psychologie has a complaints procedure, if there are complaints about the care provided within the practice, you can make this known to your practitioner. Complaints about services provided must be confirmed in writing by the client. Making a complaint does not release the client from his payment obligation.

20. This agreement can only be deviated from in writing.

21. Dutch law applies to these terms and conditions and what is related thereto between Raja Psychologie and the client.

22. A digital file is kept of the treatment (file obligation). This file is located on an external server, which means that the data is not stored on the computer of the practice. The data is stored in accordance with the legal requirements. The legal retention period of this file is 20 years. As a client you have the right to inspect and supplement or delete your file and the right to a copy. A request for inspection or a copy of data must be submitted in writing.

23. During the treatment you will be asked to complete several questionnaires for effect measurement, satisfaction survey (Routine Outcome Monitoring) and personality survey, in accordance with the administrative agreement for the mental health care. The results will be presented (anonymised) to the Benchmark GGZ Foundation.

24. Raja Psychologie does not have a crisis service. In the event of a crisis, you should contact your GP (office hours) or the GP posts (outside office hours).