

## General Terms and Conditions Dr. Hauber Psychotherapy

Dr. Hauber Psychotherapy is a second-line psychotherapy practice. The practice strives for the best possible treatment for each client. You are our central focus. That is why the practice feels it is important to inform you well about the general terms and conditions that the practice uses and that apply to your treatment and everything that comes with it. Should you have any questions, the practice is happy to provide further explanation.

- **Data**  
For the administrative and financial processing of your treatment it is important that I am aware of your data. You should inform me of any changes in good time.
- **Your own financial responsibility**  
Dr. Hauber Psychotherapy is a contract-free practice. It is therefore important to find out for yourself how much of your treatment will be reimbursed. You are responsible for financing the treatment yourself. Dr. Hauber Psychotherapy applies 100% of the Nza tariff ([Nza tarieven](#)). Even if your health insurance does not fully reimburse the treatment costs, the practice will charge you the full amount of the treatment costs. The treatment costs consist of all the time spent on you, not only with the treatment itself but also with interim contact with you (by telephone, email, app), reporting and with care coordination, such as writing a GP letter.
- **No show arrangement**  
Since 2012, health insurers no longer reimburse appointments that are not cancelled in time, the so-called no show. This means that you can cancel your appointment free of charge up to 24 hours prior to your appointment. If you do not cancel in time, you will be charged € 105.00.
- **Professional code - Complaints procedure - Disputes**  
The services provided by Dr. Hauber Psychotherapy is subject to the professional code ([Beroepscode NVP](#)) and the complaints regulations ([Klachten reglement NVP](#)). Dutch law shall apply to the establishment and implementation of the services of Dr. Hauber Psychotherapy and therefore, in the event that the settlement of a complaint does not result in a solution, ultimately also the possibility of settling a dispute with the competent court in the Netherlands.
- **Data processing and data exchange**
  1. You agree to electronic data exchange via, among others, the Internet, e-mail and telephone messages, and you are aware that, despite all the security measures taken by Dr. Hauber Psychotherapy, no absolute certainty can be given against consultation by unauthorised persons. Dr. Hauber Psychotherapy is legally obliged to record some of your personal and treatment data. Some of this data will also appear on the invoice for the health insurance company. In the specialised mental health care this includes your diagnosis. If you have any objections to the sharing of data with the health insurance company, you must inform your health insurance company yourself and notify Dr. Hauber Psychotherapy of the outcome.
  2. Dr. Hauber Psychotherapy also has the legal obligation to provide data (the 'minimal data set') to the national dbc information system, the DIS of the Dutch Health Care Authority. These are generic data about your diagnosis and treatment, but without your name and address (anonymous processing) and not traceable to where the treatment takes place and who the practitioner is.

Dr. Hauber Psychotherapy is entitled to amend or supplement these general conditions. You will be informed in writing of any changes or additions beforehand. The General Terms and Conditions are available in both the Dutch and English languages. In the event of any dispute arising as to the contents or purport of these General Terms and Conditions, the Dutch language version shall prevail.

