

CLIENTINFO & GUIDELINES 2018



All people working for Balans & Impuls adhere to the professional code of the Dutch Institute of Psychologists (NIP). More information can be found here: www.psynip.nl.

1) PROCEDURES IN TREATMENT, COACHING AND PERSONAL TRAINING COURSES

INTAKE/DIAGNOSTICS

Within a week after reception of your application you will be invited for an intake interview which will take 90 minutes. The psychologist then will draw up an offer for a counselling course. If the offer is accepted, more in-depth diagnostic tests will be performed. Tests will be sent by e-mail and mail. These will include an invitation to participate in Balans & Impuls's impact study.

Within 10 days, the psychologist will submit a report and formulate a course of treatment based on the information received. It is important for the client to agree with the report and a course of treatment in writing before beginning the course. You are entitled to access, correct and block any information contained in a psychological report. For more information, please contact us.

EFFECT STUDY

Every client will receive a request for participation in our effect study at Balans & Impuls. This consist of a pre and post measure moment. Balans & Impuls is ISO HKZ certified and pre and post treatment measurements are an important element of the ISO HZK certification.

Furthermore we ask our clients permission for keeping their information anonymous for scientific research. The study focusses on the effectiveness of our method and development of our treatment, based on the specific problem areas. The effect study is in association with University students. This contains questionnaires, among which the SCL'90 and an evaluation form which is yearly reported in the ISO reports.

Before the last session, a ROM measurement will take place. Balans & Impuls always worked with scientific research and evaluations. For clients with reimbursed care, the COi will also be used as a post- measurement questionnaire. Starting 2018, the COi questionnaires will also be used for all clients. Lastly there will be sent an end letter to the referrer after written consent from the client.

PERSONAL TRAINING OR COACHING

A personal training or coaching course will commence with an advisory interview based on the intake and diagnostic report. Any advice given concerning personal points of improvement or situations of recovery and reintegration will be presented to you. Sessions last 45 minutes each. Initially, sessions usually take place on a weekly basis. As soon as demonstrable progress is established, sessions will take place every two to three weeks. The final three sessions are planned to serve as follow-up and will be scheduled over longer periods, thus to safeguard recovery and improvement. The usual frequency is monthly or bimonthly. Sessions are practical and goal-oriented. In case of absence, notification must be given not later than 24 hours in advance; if notice is received later, the session will be cancelled. Exercises and tools will be given for use at home and at work. A personal training or coaching course will be completed as soon as you have returned to functioning optimally both privately and professionally.

E-HEALTH

Our training is supported by our E- learning program (Traffic Light tool). This e-learning is developed in association with My Perfect Coach and TU Delft. www.trafficlighttool.eu

ADVICE/COUNSELING

During a personal training or coaching course and depending on the client's preference, one or two reintegration/coordination meeting/s will be held with all people involved (these may but must not include managers, company medical officer, personnel officer, you, our psychologist). The central aim of these meetings is to work together towards recovery and reintegration or on points of improvement. Meetings will serve to discuss how both the employee and his professional environment may benefit from an analysis of the present situation (absence, points of improvement). Suggestions will be made to improve recovery and reintegration. Balans & Impuls pay careful attention to potential points of improvement on the side of the manager or professional situation as well as that of the employee. Discussions will be held after mutual consultation. It is usual to hold a meeting immediately after the intake interview and shortly before completion of the course.

During the reintegration/coordination discussion/s the manager/employer will receive a summary of work-related suggestions only if you agree. A summary of the outcome of the reintegration/coordination discussions will be made available to the manager/employer only with your consent. It will contain professionally relevant information (suggestions, advice) only. If you agree, an interim evaluation report may be drawn up. Discussions with all parties involved are important, since Balans & Impuls is reluctant to provide information without express consent.

CONCLUSION

After completion of the course, a final report will be made up for the referrer/client. This will be sent out after you have given written permission. In addition you will receive an assessment form and several tests. The tests will provide more insight in the process of recovery/improvement.

2) CONTACT

Our office can be reached on weekdays between 8.30 am and 5 pm. They can inform you when our psychologist is available for coordination. Our telephone number: 0031-70-392 22 61.

EMERGENCY SERVICE

In case of an emergency you can contact your psychologist during office hours. Outside office hours please contact your GP. Emergency admission can only be arranged through your GP.

CANCELLING APPOINTMENTS

Notification of cancellation must be given not later than 24 hours in advance. Cancellations received on shorter notice will be invoiced.

3) QUALITY SAFEGUARDS AND COMPLAINTS

We aim to be of service to the best of our ability. If in your opinion you do not receive the service that you expected we request you to discuss this at the earliest possible opportunity with the psychologist in question. If a satisfactory conclusion cannot be reached, you may file a complaint with Balans & Impuls. Procedures are explained in our statutes of complaint, available in our waiting rooms and on request from our office. If for any reason you find that your complaint is not handled satisfactorily, you may also file a complaint with the NIP.

4) PRIVACY AND CONFIDENTIALITY

Our employees are bound to observe professional confidentiality as has been set out by the NIP. You have the right to access, correct and block any report concerning diagnostics of treatment. All information provided by you is covered under the rules of professional confidentiality of the psychologist and subject to laws governing confidential and personal data (Wet Bescherming Persoonsgegevens). The law stipulates that personal data may exclusively be used for the purpose of treatment. A digital case file of your treatment will be made up and stored for a maximum of 15 years. You may put in a request if you wish to have the file removed and destroyed at an earlier date. You have the right to access this file. Others may be given access to the file only with your written consent. Your GP, company medical officer or other referrer can only be given access to data concerning treatment and outcome with your explicit consent, unless you indicate otherwise. Additionally, the law governing agreement to medical treatment (Wet Geneeskundige Behandelingsovereenkomst) is applicable. The law stipulates that you consent to medical treatment only after having received adequate information concerning this treatment ('informed consent'). This information should cover diagnostics and the proposed course of treatment. Additional information concerning confidentiality, privacy, statute of complaints, data accessibility, etc., may be found in the rules and regulations of the NIP at www.psynip.nl

5) MULTI-DISCIPLINARY CONSULTATION

Inter-disciplinary discussions on current courses of treatment are held on a weekly basis within Balans & Impuls. This is to safeguard professional standards and the quality of our performance as well as to remain abreast of the latest professional developments. All participants are bound by rules of professional confidentiality.

6) INSURANCE

Insurance coverage changes regularly. Please consult your policy to find out what your insurance will cover. Referral by a medical professional is usually required for insurance purposes. Please contact your insurance provider for more information. It is important to know that all healthcare providers must report anonymous data about the quality of provided care to insurance and government agencies.

7) A WORD ON ETIQUETTE...

Successful cooperation between psychologist and client can only be conducted on a basis of mutual respect. If such a basis is absent, a warning will be given. If no improvement is made, treatment or coaching may be terminated. Harmful or dangerous behaviour towards our employees will be reported to the police.

AGREEMENT

This agreement must be signed before treatment, coaching or training can begin. By signing this statement, I declare I have read and understood what has been explained in the above concerning procedures in treatment, coaching and personal training courses and agree to them.

Name:

Place and Date:

Signature:

Name psychologist/coach Balans & Impuls:

Place and Date:

Signature:

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