

Terms and Conditions (counseling)

The Dutch version is binding. This English version is a convenience translation for information purposes only.

WorldSupport services are provided under the following terms and conditions.

The duties of the client

It is expected of the client that he / she discloses his/her problems to the psychologist appropriately, honestly and fully. When provided with accurate and complete information, the psychologist can diagnose more accurately and swiftly and therefore provide better care. It is further expected that the client cooperates with the psychologist and follows the advice given as much as possible.

The right of the client to information

The client has a right to information, in understandable language, about his / her problems, the treatment, the consequences and risks of the treatment and possible alternative treatments. If the psychologist believes that certain information will not fall well with the client, that is no reason not to give this information to the client. Only if the psychologist thinks that giving certain information will result in serious harm to the client, he will not provide this information. Provided that information The psychologist will then - anonymously – discuss this with another psychologist. Only if provided with sufficient information, the client can properly consider and decide on the treatment. The client decides together with the psychologist on an approach. In the first or second session with the client a treatment plan will be agreed upon. The client indicates which objectives he / she wants to achieve. The psychologist discusses with the client's treatment objectives, gives an estimate of the feasibility of achieving the goals within a certain period, explains how the goals can most likely be achieved and gives an indication of how long the treatment will most likely last. The client then decides whether or not he/she wants to continue with the treatment.

The right of the patient not to seek information

If a client expressed the desire not to receive information, then he will not receive that information unless this could lead to serious harm to himself or others. In this case, the client still gets that information from the psychologist.

The right of the client to have access to his file

A file is kept on every client, which contains all the information related to the treatment. This file can be viewed by the client with the exception of the data that are not about the client himself. With the exception of the psychologist, no one else can see the file unless the client gives explicit permission for this. Access to the file must be given as soon as possible. The client is entitled to copies of the file, which will be provided by the psychologist at a fee. If the client disagrees with the information captured in the file, then the client may ask the psychologist to modify the file, or to add to the file.

The right of the client to protect his privacy

The customer information will be treated confidentially. Only the psychologist who treats the client has access to the file related to the treatment. The client data may not be disclosed to third parties without the explicit consent of the client.



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WorldSupport
Online Psychology and Coaching
info@worldsupport.biz
www.worldsupport.biz

Accessibility

Clients can contact WorldSupport by email (info@worldsupport.biz). WorldSupport is not accessible outside office hours. In crisis situations we advise our clients to contact their general practitioner or treating doctor.

Costs and fees

The invoice for the sessions needs to be paid at least 24 hours before the session. Clients are always responsible for paying the invoices of the consultations. An itemized invoice will be sent after the session. If the client has question about the invoice, WorldSupport can be contacted. If a client has objections to the invoice, these objections must be sent in writing within two weeks after the invoicing date.

The client is responsible for arranging reimbursements by insurance companies, which can change in the course of time. For current information on reimbursements by insurance companies, please contact your insurance company directly. Furthermore, clients are responsible for keeping track of the number of sessions that have been reimbursed by the insurance company.

Cancellation of appointments

If a client wishes to cancel an appointment, this needs to happen by email at least 24hrs before the appointment. WorldSupport cannot be held responsible for incorrect cancellation of appointments, and therefore reimbursement of the fees will not be possible.

Liability

WorldSupport takes the utmost care to select high quality psychologists, by verification of relevant licenses, certificates and/or registrations. In addition to this, WorldSupports organizes regular intervision with these third-party psychologists. However, these psychologists are third party providers. WorldSupport does not have control over the content or result of the counseling by these psychologists, and therefore WorldSupport cannot be held accountable for the content or result of the counseling by these psychologists.

Limitations of online support

WorldSupport underlines the limitations of online support and stresses that it is not appropriate for all psychological issues. This is why WorldSupport uses exclusion criteria, which are assessed for during the intake sessions. Examples of exclusion criteria are (list is not exhaustive): age (client needs to be over 18), (history of) psychoses, (history of) psychiatric issues, recent suicidal intentions. If during the course of the counseling, the psychologist finds that one of these exclusion criteria is met, or if the client needs support that cannot be provided by the psychologist, then the psychologist will make efforts to refer the client to appropriate support, however cannot be held accountable for this.