



Client Consent

The therapist is obliged to act in accordance with the statutory regulations. The rights and obligations of the client and care provider are laid down in the Medical Treatment Agreement Act (WGBO) and the Healthcare Quality, Complaints and Disputes Act (Wkkgz).

In the framework of the General Data Protection Regulation (GDPR) it is important to note that possible specific personal data may be recorded in client dossier as this may be important during the treatment. Furthermore, personal data will be documented that is required for accounting, declarations to health insurers and dossier formation. The client has the right to access his/her own dossier. The dossier is saved for a total of 15 years in accordance with the legal retention period. With the exception of the legal retention period, the clients' files will be destroyed if the therapist dies prematurely.

The therapist shall only perform treatment on children under the age of 12 in the presence of a supervisor (parent, caregiver or other responsible adult). The presence of a supervisor is not necessary for children between the ages of 12 and 16. The therapist who works with children under the age of 16 concludes a written treatment agreement with both parents.

The client undertakes to cancel an appointment in time (at least 24 hours in advance), otherwise the costs of the reserved time may be charged.

The therapist undertakes to provide information about the treatment to the client at all stages of the treatment. The client undertakes to provide relevant information to the therapist as part of the intake interview.

The therapist will observe confidentiality with regard to information provided by the client for the file (with the exception of the use of data for statistical purposes to which the client has stated that he / she does not object).

The therapist is not allowed to perform any (treatment) actions without the client's consent.

The therapist is obliged to refer the client correctly to a fellow therapist or a doctor if the treatment is not appropriate and / or effective.

The treatment can be terminated at any time by mutual consent.

If the client considers the continuation of the treatment no longer necessary or desirable, he/she can terminate it unilaterally. If the client terminates the treatment agreement against the advice of the therapist, the client will, should the therapist so require, sign a statement stating that he/she has prematurely ended the treatment or investigation against the advice of the therapist.

The therapist can only terminate the agreement unilaterally if it cannot reasonably be required of him to continue the agreement. In such a situation the therapist shall with reference to the arguments for termination. Furthermore, the therapist shall continue to provide help and advice until the client has been able to conclude an agreement with another care provider.

The method of payment for treatments is on account.

For any complaints about the treatment, the client can contact the independent complaints officer of Quasir. More information is available in the complaints folder and the complaints procedure of the VVET. The client can also contact the Stichting Tucht recht Beroepen Natural Healthcare (TCZ, Foundation for Registration of Natural Health Professionals in Complimentary Care).

