

Quality Statute of Sielkundig

1. Introduction

This quality statute has been prepared by Eugenie Mulder-Kohl, clinical psychologist, working as a self-employed professional in mental health care and practice owner of the psychological practice Sielkundig. This document describes the quality standards, treatment methods, and procedures I use. The goal of this document is to provide clarity on the care I provide and to comply with the requirements of the Healthcare Quality, Complaints, and Disputes Act (WKGZ).

2. Identity of the Care Provider

Care provider name: Eugenie Mulder-Kohl
BIG registration number: 89910896325
Practice name: Sielkundig
Practice address: Walstraat 21, 8011 NR ZWOLLE
Phone number: +31 (0)615844083
Email: eugenie.mulder@gmail.com

3. Access to Care and Services Offered

As a clinical psychologist, I offer treatments in Basic Mental Health Care (BGGZ) and Specialist Mental Health Care (SGGZ) for adults. My practice is fully independent, and clients pay for their treatment directly. No care is billed to health insurers, so my practice operates outside the health insurance system.

The treatments I offer focus on:

- Diagnostics and treatment of psychological issues
- Short-term and long-term psychological care, depending on the client's needs
- Specialized treatments such as cognitive behavioral therapy, EMDR, psychodynamic therapy, and more, depending on the indication.

4. Treatment Methods and Approach

- **Intake and Diagnostics:** At the start of treatment, a thorough intake is conducted, where I work with the client to map out their complaints, history, and request for help. This may also include additional diagnostic tests.
- **Treatment Plan:** Based on the intake and diagnostics, I create a treatment plan with the client. This plan is tailored to the client's personal goals and includes the approach, expected duration of treatment, and prognosis.
- **Course of Treatment:** Treatments are given in sessions of 45-90 minutes, with frequency and duration depending on the client's needs and the appropriate therapeutic approach. The treatment plan is regularly evaluated and adjusted if necessary.
- **Completion of Treatment:** Treatment is concluded when the treatment goals have been reached, or when the client and I mutually agree that further treatment is no longer necessary.

5. Accessibility of Care

- **Availability:** I can be reached at +31 (0)615844083 / eugenie.mulder@gmail.com for questions or to schedule appointments. Clients are informed that I am not available during holidays or sickness. For urgent care, clients should contact their GP.
- **Appointments:** No-show fees will be charged if the appointment is cancelled less than 48 hours in advance. The amount of this fee is listed on the website and in the general terms and conditions.

6. Fees and Payment

Since I do not work with health insurers, the costs of treatment are fully borne by the client. The rates for treatments are discussed in advance and may vary based on the nature and duration of the treatment.

I do not guarantee reimbursement by health insurers, but clients may request reimbursement from their insurer, depending on their additional insurance. Payment must be made before the start of a treatment course.

Sielkundig publishes the rates for self-paying clients on the website, referencing the NZA site. For detailed information on payment terms, please refer to the general terms and conditions on the website.

7. Quality Assurance

I comply with the quality requirements derived from my professional registration and specialization. I am expected to always work within the boundaries of my expertise and, if necessary, consult with the client to involve another care provider.

My competence is assured, assessed, and further developed through peer supervision and continued education. I regularly participate in educational activities and peer supervision. The nature and intensity of this is determined by the requirements for re-registration. For more details, refer to the FGZPT website. A detailed CV is available on the website. I work in accordance with the ethical codes and guidelines of my professional association.

Additionally, client satisfaction surveys are regularly used to improve my care.

In case of prolonged illness, absence, or if Sielkundig has to close unexpectedly due to an emergency, I will ensure a referral to other care providers and advise clients to contact their GP.

8. Complaints Procedure

As a client, you have the right to file a complaint if you are dissatisfied with the care I provide. In that case, the following steps can be taken:

- **Step 1:** Discuss the complaint: I ask you to first discuss the complaint directly with me so that we can come to a solution together.
- **Step 2:** Formal complaint: If the complaint is not satisfactorily resolved, a formal complaint can be submitted to www.erisietsmisgegaan.nl. They will investigate the complaint and try to find a solution.
- **Step 3:** Dispute resolution committee: If the complaint cannot be resolved, it can be submitted to an external dispute resolution committee, such as the Foundation for Complaints and Disputes in Healthcare (SKGZ) or the Healthcare Complaints Portal. The complaints officer can also assist in finding a suitable external dispute resolution committee.

9. Privacy and Confidentiality

All client data is stored in a secure electronic system that complies with the GDPR standards and is only accessible to myself and authorized personnel. You have the right to request access to your personal data and may request corrections or deletion of the data in accordance with the General Data Protection Regulation (GDPR). Sielkundig has a privacy statement available on the website, which also includes agreements on data retention periods.

10. Evaluation of Care

The effectiveness of care is regularly evaluated through client feedback and/or evaluations of treatment results using a client satisfaction survey. This information is used to improve the quality of my care.