



The employees of Balans & Impuls work according to the professional code of the Dutch Institute of psychologists (NIP). You can find all information about it on the following website: [www.psynip.nl](http://www.psynip.nl).

## 1) Method of courses, coaching and personal training

### Intake / diagnostic

After registration, you will receive an invitation for an intake interview of 75 minutes within a period of two days. The secretary will also schedule a number of follow-up appointments with you to ensure a smooth start-up of the process. You will also receive a request by an e-mail to fill in a number of online questionnaires. After the intake, the psychologist prepares an invoice for a personal training. Once the quotation has been approved, the practitioner will write an advisory report and a treatment plan, which will be discussed with you during a following session. It is important that you give written consent to the advisory report and the action plan before the start of the process. You have the right to inspect, correct and block information of the psychological report (for more information, see [www.psynip.nl/beroepscode](http://www.psynip.nl/beroepscode), 'respect: rapportage')

After a written consent is given, the occupational physician and/or your general practitioner will receive a copy of the advisory report. During the intake interview, we ask you to fill in a form regarding permission to receive your personal data in the context of the treatment, and to coordinate with medical professionals such as the general practitioner and the occupational physician. In addition, we always first ask for your agreement for interim reporting and consulting with medical professionals, and do not share information with third parties without your consent.

### Effect study

While completing the questionnaires you will receive a request to participate in the effect study of Balans & Impuls. This participation consists of a pre-measurement and a post-measurement, after completion of the personal training. Balans & Impuls is ISO-HKZ certified. Tracking and evaluating results is one of the requirements for this certification. In addition, your permission will be asked to store your data anonymously for scientific research. This research concerns the effectiveness of the approach and the development of aid that best suits specific problems. In collaboration with university students a recurring effect study takes place, including psychological tests for which a pre- and post-measurement are taken, such as the SCL'90 symptom checklist. In addition, an evaluation form is administered, which recurs annually in ISO reporting.

During the last session, a ROM (Routine Outcome Measure) will be administered. The CQi questionnaire will be administered as post-measurement for clients ,who have reimbursed care. Balans & Impuls has always worked with its own scientific research and evaluations. As of 2018 and onwards, the CQi questionnaire will also be administered. Furthermore, a closing letter is drawn up for the referrer and will be sent to the referrer with the consent of the client.

### **Personal training or coaching**

The personal training or coaching starts with an c session, which based on the intake / diagnostics. Advice regarding the personal learning points, recovery and reintegration and / or effective functioning are presented to you.

The duration of a session is 45 minutes. In the beginning of the training or coaching sessions are generally planned weekly. When some improvement has taken place, the sessions are planned once every 2 to 3 weeks. The final sessions of the training are scheduled on a low frequency as follow-ups to monitor recovery and to guard over the recovery and learning outcomes. These sessions usually take place once a month to once every two months.

The sessions are practical and result oriented by nature. After the session you will receive exercises / tools to apply at work and at home. The personal training or coaching is completed when the intended learning objectives have been achieved. When stagnation in the recovery is observed, potentially required adjustments will be timely occur. It is also possible to address and apply other forms of help, and if applicable, a referral can be made after consulting with the general practitioner and/or occupational physician.

### **E-HEALTH**

The treatment is customary supported with an E-health module. This module has been developed from 2012 on in collaboration with My Perfect Coach. Furthermore, [www.trafficlighttool.eu](http://www.trafficlighttool.eu) has been developed in collaboration with TU Delft.

### **Advice / Consultation**

During a personal training or coaching, which entails 10 or more sessions, one reintegration or coordinating meeting will take place (the round table meeting) with those involved (for example: yourself, the manager, company doctor, personnel officer, psychologist of Balans & Impuls). The main objective of sitting together in such a meeting is to work together on recovery, reintegration and/or the personal learning points. The discussion is about what the employee and the employer can learn of the absenteeism/learning situations and advice is given for the recovery, reintegration and the improvement of effective functioning. Balans & Impuls pays attention to the learning points of the manager or work situation in the same way as it pays attention to the learning points of the employee. The date of the round table meeting is determined in mutual agreement. Those involved will receive an invitation from the trainer/psychologist.

With your permission, the manager will receive a summary during the round table meeting. This summary states advice relevant to the work place. Furthermore, with your consent, an interim evaluation can also be provided. The meeting with all involved parties are important because Balans & Impuls is reluctant in providing information without the direct presence of the employee.

### **Case manager**

In cases of referral from a company or health and safety service provider, a case manager or health & safety coordinator / absenteeism supervisor may be involved. With consent this individual will receive the following information. The training does/does not run as expected. The care director also receives the beginning and end date of the process. Furthermore, the quotation with a business proposal of the training will be sent to the casemanager or health & safety coordinator / absenteeism supervisor. You will receive a copy by email. On this proposal, your customer code, name and date of birth and the proposed help plan are reported.

## **Concluding**

The process is concluded by means of a final letter to referrer. The care administrator will also be informed of the completion of the training. This information will be sent only after your given a written consent. You will also receive an evaluation form and a post-measurement. This post-measurement provide insights into your recovery and/or improvement. In addition, the post-measurement will be used for scientific purposes for the effect study of Balans & Impuls with your consent.

## **2) Availability**

The secretary is available during working days from 8: 30 am-5: 00 pm. They can indicate when the psychologists are reachable for consultation. Tel. 070-3922261

## **Crisis shelter**

In the event of a crisis, you should contact your psychologist during office hours. Outside office hours or in the absence of the psychologist, you should contact your general practitioner. A crisis admission can only take place via the GP. Balans & Impuls has an emergency number for its own clients outside office hours, which is given according to need.

## **Cancellation of appointments**

In case of sudden unavailability, appointment must be cancelled at least 24 hours in advance. When an appointment is cancelled within the 24 hours, the appointment will be charged.

## **3) Quality control and complaints**

We try to provide you with the best possible service. When you feel that you are not getting the help you want to receive, it is wise to discuss this timely with the psychologist concerned. If the issue cannot be resolved to your satisfaction, you can submit a complaint to Balans & Impuls. For the specific method of complaint admission, we refer you to the complaints procedure. This complaints procedure is present in the waiting room and can be requested from the secretary. In the case that the complaint is not resolved as desired, you can also contact the professional association the Dutch Institute of Psychologists (NIP). [www.psynip.nl](http://www.psynip.nl)

## **4) Privacy and confidentiality**

The employees of Balans & Impuls are bound by the professional confidentiality of psychologists established by the Dutch Institute of Psychologists. Regarding reports diagnostics and treatment you have the right to inspect, correct and block. The information you provide is covered by the professional confidentiality of the psychologists and by the General Data Protection Regulation (Algemene Verordening Gegevensbescherming, AVG). According to this law, personal data may only be used for treatment purposes after your consent is given. The care provider keeps a medical file of your treatment, for which a retention period of 15 years applies. You can request in writing to destroy the file earlier. You have right to access this file. You will be notified and requested to provide a written consent for the provision of information to others. The general practitioner, company doctor or any another referrer will only receive information about treatment and outcome after your explicit consent. Furthermore, the Medical Treatment Act Convention (WBGGO) applies. This act assumes, among other things, that you as a client, after receiving the necessary information regarding diagnostics and plan of action, give consent for the treatment. Further information about confidentiality, complaints procedure, access to the file, and such are described in the NIP regulations. For information, see [www.psynip.nl](http://www.psynip.nl).

## **5) Multi-disciplinary intervention**

Balans & Impuls, has on a weekly basis a multi-disciplinary intervention and supervision regarding ongoing treatments. This weekly intervention contributes to the professional assistance, professional development and assures the quality of care. All disciplines participating in the intervention are bound to the medical professional code of confidentiality

## 6) Insurance

Balans & Impuls works on the basis of a quotation and invoice for the employer, referrals are made by the company doctor or by your employer. In addition, reimbursement by a company insurance policy can also be used for prevention of absenteeism of support of employees.

## 7) Code of conduct

The collaboration between the psychologist and you, we assume, is based on mutual respect. When this basis is absent, this can lead to a warning. If no improvement appears after this warning, it can lead to the termination of the psychological support or coaching. In the event that a harmful behaviour towards an employee of Balans & Impuls will take place, it will be reported to the police.

### **In agreement with these rules and procedures:**

Before the start of the process, it is important that you sign for agreement to this method and rules

Name:

Name psychologist Balans & Impuls:

Place and date:

Place and date:

For agreement:

For agreement: