

## **General:**

Clinical psychology is the study, interpretation, modification and prediction of people's experience and behavior using scientific-psychological findings and methods.

Clinical-psychological counseling or treatment is professional support based on scientific research to help people cope with psychological, social and physical impairments and illnesses. The aim of clinical psychological treatment is to alleviate or eliminate mental disorders or conditions of suffering and to help people cope better with stress and crises in order to improve their quality of life. To this end, clinical psychologists combine a variety of treatment approaches that have been proven effective on the basis of scientific studies and are based on researched models and methods of psychology.

An important part of counseling or treatment is the transfer of the treatment content into everyday life and continuous reflection on the process of change.

## **Treatment costs and billing:**

One treatment session (60 min) in an individual setting is charged at € 100 (until 4 pm), from 4 pm onwards one session costs € 110, in the case of the social tariff ALWAYS € 90 (in the case of apprenticeship, training, studies, current unemployment). An identity document for identity verification and a confirmation that justifies the charging of the social rate must be brought to the first session. Whether a social rate is desired must always be discussed when contacting us, as these places are limited and not always available.

Payment for all services is made by invoice. The invoice is sent by e-mail or post and must be transferred within the set payment deadline. If the invoice is sent by post, the postal charges will also be invoiced.

For clinical-psychological treatment, there is currently a cost subsidy from the Austrian health insurance providers for mental disorders that are illnesses in the sense of social insurance law. A medical examination must be completed at the latest before the second clinical-psychological treatment (i.e. a medical confirmation must be available). Once the fee has been paid, it can be sent to the health insurance company with the medical confirmation in order to receive the cost subsidy. This is done on your own responsibility.

Clinical-psychological diagnostics can also be claimed as a benefit in kind from contract psychologists. Please discuss this with the treating clinical psychologist, as the invoice must be adjusted in this case.

# **Information Sheet**

If you have a private supplementary health insurance, it is also possible to get part of the costs reimbursed. Please discuss this with your insurance company.

## **Duration of treatment:**

The duration and frequency of treatment depends on your set goals and wishes. This is always agreed in consultation with you. Treatment can be ended at any time from both sides. If you would like to end the treatment, please discuss this with the treating clinical psychologist in order to prepare the transition for you in the best possible way.

## **Cancellation policy:**

Arranged treatment sessions must be paid for in full even if you miss the appointment, unless the appointment was canceled by you at least 48 hours before the start of the treatment session (by text message, telephone or e-mail).

## **Absence of the clinical psychologist:**

In the event that the treating clinical psychologist is absent due to illness or vacation, substitution by other clinical psychologists is permitted, provided there is no professional reason not to do so.

## **Duty to inform:**

In accordance with the provisions of the Psychologists Act (2013), your clinical psychologist must inform you about the following aspects: the procedure for clinical-psychological diagnostics, the expected course of treatment (type, scope, planned course of counseling/treatment, setting, substitution arrangements), the expected total duration of treatment, the type of methods used, the costs of diagnostics and/or treatment, any data transfer, processing of data, reasons for any necessary changes to the planned procedure, and the necessity of consulting physicians if there is a suspicion of existing somatic complaints.

## **Duty of confidentiality:**

All conversations are subject to a strict duty of confidentiality, which is enshrined in law (Psychologists Act, 2013). Exceptions to the duty of confidentiality concern imminent danger to yourself and/or others, and if you release the treating clinical psychologist from this duty of confidentiality in writing.

## **Side effects:**

Possible risks associated with treatment include becoming aware of one's own experience and behavior, recognizing correlations, temporary intensification of symptoms, improvement in symptoms. Risks of not undergoing treatment include chronification of symptoms, worsening of symptoms, rather unlikely spontaneous remission, no holistic treatment.

# Information Sheet

## **Documentation:**

Clinical psychologists are legally obliged to keep records of every clinical psychological intervention they carry out. Upon request, your clinical psychologist must provide you with information about the documentation kept and allow you to inspect the documentation or, against reimbursement of costs, enable the production of copies. Your clinical psychologist is obliged to keep the documentation for ten years.

With your signature, you agree that the documentation, processing and transmission of your personal data may also be carried out electronically.

Only when claiming the cost subsidy from the Austrian health insurance funds:

Your clinical psychologist must provide the statutory social insurance providers with information about data that is necessary for billing and monitoring purposes. It is therefore advisable to explicitly point this out in advance when disclosing information that you believe should not be passed on.

## **Participation and personal responsibility**

In order for clinical-psychological counseling and treatment to be successful, your active cooperation is necessary during the process in the consultations and also at home. You may be given tasks to do between sessions to support the recovery process. You support your recovery by completing these tasks. In the event of difficulties that make it impossible for you to contribute to the success of the counseling or treatment, discuss this with the treating psychologist.

## **Consent to SMS appointment reminders & sending of sensitive data**

There is a possibility of being reminded of appointments by SMS. In addition, my invoice and other documents containing sensitive data may be sent to me by email. I have been informed of the associated risks. These consents are voluntary and independent of the general consent and can therefore be revoked at any time.

Agreed service: \_\_\_\_\_

Agreed hourly rate: \_\_\_\_\_



# Information Sheet

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I would like to receive an appointment reminder (0,50 Euro per reminder)

I do not want to receive an appointment reminder

I would like to receive documents per email

I would like to receive documents per postal service

Agreed service: \_\_\_\_\_

Agreed hourly rate: \_\_\_\_\_

I have read the above information sheet and fully agree with its content:

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Name in block letters

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Date and signature of client