



Welcome Brochure

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Dear Client,

You have recently made your first appointment at our practice. We thank you in advance for your confidence in our operation.

Contacting a psychologist can be a big step for many people and is not always obvious. However, it is a good first step in finding answers to certain questions, in gaining some insights or in solving a specific problem you are struggling with.

It goes without saying that you may have many questions at the start. Through this brochure we try to give you some more information about how we work. We will also introduce some concrete guidelines to make sure everything runs as smoothly as possible.

The Faresa team

Introductory consultation or intake

The first consultation is an introductory meeting or intake. In preparation, we ask that you fill out our application form and consent form and give them to your psychologist. During the conversation we look at why you contacted us, in which way we can offer a solution for you and who from our team is the most suitable person for this. At the end of this conversation a next session can be scheduled with the psychologist or via the secretariat.

Counseling and consultations

Proper counseling can take quite some time and also needs thorough preparation. To provide optimal assistance, we spread the counseling over several appointments. Consultations are scheduled through the secretariat or directly with your counselor. A new appointment can be made at the end of each session or a number of appointments can be scheduled at the same time to ensure you have a place. Sessions last approximately 45 minutes.

Coaches / psychologists / therapists

We employ a variety of counselors with different backgrounds. Our coaches all have accredited coaching training. The psychologists have a master's degree in psychology and are registered with the psychologists' board. Our therapists are clinical psychologists with additional, accredited therapy training including relationship, family, system or behavioral therapy. More information about the background of our counselors can be found on our website. All our counselors follow the current codes of ethics.

Scientific research

Faresa is an evidence-based practice. This means that we offer guidance whose effectiveness has been scientifically proven.

In addition, we actively participate in research to further optimize our counseling services. If you qualify for one of our studies, we will inform you. You can then freely decide whether or not you want to participate.

Changing or canceling appointments

To change or cancel an appointment, contact the secretariat by emailing info@faresa.be. For urgent matters, you can call 011/75.80.55 within office hours. **It is important that you do this at least 48 hours in advance.** That way we can help people with urgent problems sooner. If a consultation is not cancelled in time, it will be charged. You pay for that consultation during your next session, or an invoice will be sent to you.

Cost and payments

If sessions are paid for by your employer, the information in this section does not apply. For private clients, payment takes place after each consultation, either with your counselor or at the front desk. Payment is preferably made via Payconiq, but can also be made by bank transfer (BE96 7360 4213 0905) in consultation with your counselor.

For more information on current rates, see our website:
<https://www.faresa.be/en/mental-well-being#prices>

Reimbursement by the health insurance fund

For some counseling sessions, an intervention by your health insurance fund is possible. This varies from one health insurance company to another and you should check with your health insurance company. Certificates are usually drawn up at the end of treatment and when all payments have been made.

Complaints procedure

Do you have a complaint? First talk it over with your psychologist. If this does not provide a solution, you can contact the psychologist committee via the following web page: <https://www.compsy.be/nl/klacht>

Privacy statement

For more information about our privacy statement, please visit our website:
<https://www.faresa.be/privacy>

Informed consent and suicide policy.

The information you provide will be used for the purpose of providing assistance. Only your treating psychologist has the right to access your file. The other members of the team may access your administrative information if necessary. On certain occasions it may be important to provide confidential information to others as part of proper care. This falls under shared professional confidentiality. The person with whom the information is shared is also bound by professional confidentiality and is acting as part of the same assignment. This may include psychologists, therapists, general practitioners, dieticians, speech therapists, etc. If necessary, you will be informed about this and it will be coordinated whether and what information may be shared with them. We always act in accordance with current legislation and deontological code: <https://vvkp.be/wat-klinische-psychologie/deontologie>

Furthermore, parents exercising parental authority over a minor may also exercise their child's patient rights. This means that they must give consent for their child's counseling and/or have the right to information regarding the counseling.

In addition, we work with audio recordings of the sessions. The recordings will potentially be listened to by the supervisor and fellow psychologists within this practice, to better help you move forward. They are all bound by shared professional confidentiality.

For the above, we ask for the necessary consent via our consent form.

If your counseling falls under the ELP convention, your administrative data (name, national registration number) will be passed on to Noorderhart Hospital for NIHDI billing.

Upon indication of a high risk of suicide or danger to others, your case can be discussed anonymously with fellow psychologists and the general practitioner. This is within the framework of shared professional secrecy, valid for the entire practice and your GP.