



Information about Adagio and the therapy process.

About the name Adagio

The word "adagio" is in principle an Italian musical term and is used to describe that a musical piece be played slowly, in a leisurely manner. However, originally the word "adagio" also means wisdom; a starting point, a concept related to advice, consultation, experience and the transfer of knowledge. "Adagio" also means -done or made with care-. These concepts are very important to us because in Adagio we like to work in a traditional, holistic way, taking into account your personal circumstances. The human dimension is our starting point.

Who we are

Adagio is a small practice, which offers psychological support to anyone who needs help, and especially to people who speak other languages. In our practice, besides Dutch, we speak Spanish, Catalan, Italian, Portuguese, English, French, Croatian, Papiamentu, Farsi, German and Polish. We are specialized in child and adolescent psychology, neuropsychology, personality disorders, couples therapy and family therapy. Furthermore, we are experts in biculturalism and multiculturalism within the context of psychological support. We work with a psychiatrist, clinical psychologists, psychotherapists, health-psychologists (GZ-psychologist), master psychologists and psychologists in training. We are also a training practice, so it is possible that you receive treatment from a psychologist that is doing a specialisation course. We work as a team, which means we always consult the team about what the best care would be for you and how we can offer it to you.

Care and support

At Adagio, we offer individual therapy as well as couples therapy and system therapy. The treatment can take place within the Basic or the Specialist Mental Health Care, and you can register yourself with us by phone or by email. If you want to be eligible for coverage from your Insurance Company, we need a referral letter from your GP. In this way, you will only have to pay your deductible excess "eigen risico" for the year in which the treatment started. If the treatment takes longer than a year, the "eigen risico" will be charged again. We advise you to consult your health insurance company in advance, since the amount of the "eigen risico" depends on the agreements you have made. GP's and other care providers can also directly refer you to us and we will contact you.

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What to expect

We can offer help for a variety of problems and concerns. After registration an intake will take place where you discuss your situation and symptoms. Subsequently we look at what you would like to achieve with the therapy and what therapy would fit you best, for example EMDR, cognitive behavioural therapy, psychodynamic psychotherapy or a combination of therapies, including the use of medication. This is how the treatment starts. Then together we make a treatment plan in which the goals for treatment, the frequency of the sessions (e.g. once a week, every two weeks) and estimated duration of the treatment will be discussed with you.

Mutual rights, obligations and responsibilities

Symptoms checklist and therapy satisfaction survey

Before the start of the treatment you will receive a number of questionnaires to be completed via Telespy portal. These questionnaires belong to the ROM, Routine Outcome Monitoring. Your answers are meant to monitor how your treatment proceeds. At the end of the treatment we also ask you to complete a satisfaction survey. The privacy of your data is guaranteed.

How to deal with complaints about your therapist

In case of complaints about your therapist or about the treatment, we advise you to first discuss them with your therapist. Possibly it all comes to a misunderstanding that can be resolved within the sessions (i.e. the therapeutic process). Sometimes it might help to involve a third party who can help to resolve the conflict, which is why we appointed a confidential counsellor.

In case it is not possible to resolve the issues directly with your therapist or with the confidential counsellor you can use one of the following options:

You can contact the NIP or the NVVP. These are professional organisations that have an independent and formal official complaints procedure.

On the basis of the BIG-law, all health-psychologists, psychotherapists, clinical (neuro-) psychologist and psychiatrists have to answer to disciplinary law. Under this law, you can file a complaint with the Disciplinary Board for Health Care. Information about specific complaints that are dealt with, can be found on

www.tuchtcollege-gezondheidszorg.nl/ikhebeenklacht.

No-show

It may happen that you are unable to come to the appointment. If you do not cancel or you do not cancel on time, regardless of the reason, the costs of the session will be at your own expense. At Adagio the costs of a no show are the following:

- 50€ for a cancellation within 48 hours
- 77€ for a cancellation within 24 hours, or no cancellation at all

For the costs you will receive an invoice. The invoice is not reimbursed by your health insurance.

Files and record keeping

The psychologist registers and keeps your data in a (digital) file. This includes a report of the intake, sessions, assessment, correspondence to and from you, and treatment progress.

The therapist will arrange files and records taking care of privacy and confidentiality rights. Although the file consists of medical confidential information, you are entitled to view your file. In case you would want to do so, then it is our policy that you can view the file together with your psychologist and if necessary you can add or correct information. You are not entitled to see information given by others, who, with your permission, are involved in the treatment. You are entitled to destroy your record, under written request. In case of treatment of your children or family therapy, there are specific rules about who has the right to view the file.

Emergency

Adagio has no emergency service. In case of an emergency, or situations that cannot wait until you contact the practice or your therapist, you can contact your GP or GP's emergency service ("Huisartsenpost").

Contact us

Our office hours are Monday to Friday from 09:00 to 17:30.

In case we cannot answer (020-7761042), you can leave a voicemail message and we will contact you within a maximum of three working days. You can also mail us at: info@adagioamsterdam.nl.