GGZ DISCREET POLICY AND PROCEDURE FOR CANCELLING AN APPOINTMENT AND FOR A NO-SHOW

GGZ Discreet and its affiliated resilience coaches aim to support every employee as well as possible. We therefore ask you to treat your appointment with care and cancel or reschedule it in good time when necessary. GGZ Discreet asks for understanding and respect for our coaches' limited availability, particularly given the long waiting lists in mental healthcare. Your employer is also deliberately investing in your wellbeing by funding and enabling this support. Of course, you may sometimes need to cancel or reschedule an appointment. In that case, please follow the guidelines below carefully.

1. PROTOCOL - CANCELLATIONS

As an employee / client, you receive:

- A first reminder 96 hours / 4 days before your appointment;
- A second reminder 72 hours / 3 days before your appointment.

These reminders are sent by email and via a messaging app or SMS.

Appointments must be cancelled at least 48 hours / 2 days in advance. If your appointment is on a Monday, it must be cancelled no later than Thursday. The time of the appointment is the reference point for the 48-hour period.

You may only cancel or reschedule an appointment by emailing boeking@ggzdiscreet.nl, with your resilience coach copied in. This is important for correct administration by both GGZ Discreet and your employer, and is a mandatory part of the cancellation policy under the contractual arrangements.

Cancellation by telephone is not possible. It is not accepted as a timely cancellation and is treated as a no-show.

If an appointment is not cancelled in time, the full cost of the resilience consultation is charged to your employer. We apply the average rate for a healthcare psychologist with more than 6 years' experience: EUR 160. The consultation is then forfeited for you as the employee. Your employer may subsequently choose to pass this cost on to you. Any arrangements about this are made directly between you and your employer and fall outside GGZ Discreet.

2. PROTOCOL - NO-SHOW APPOINTMENTS

NO-SHOW = NOT CANCELLED AND NOT PRESENT (INCLUDING ONLINE) ON THE AGREED DAY AND AT THE AGREED TIME

Please treat your appointment with care and respect. Our resilience coaches' time is valuable, and your employer is deliberately investing in your support and wellbeing.

We always inform your employer in the event of a no-show. The full cost of the resilience consultation is charged to your employer. We apply the average rate for a healthcare psychologist with more than 6 years' experience: EUR 160. The consultation is then forfeited for you as the employee. Your employer may choose to pass this cost on to you. Any arrangements about this are made directly between you and your employer and fall outside GGZ Discreet.