

## **GENERAL TERMS AND CONDITIONS MESOFORTE**

### **Confidentiality**

The therapist is obliged to act in accordance with legal regulations. The rights and obligations of the client and the therapist are, among other things, included in the Medical Treatment Contracts Act (WGBO) and the Quality, Complaints and Disputes Care Act (Wkkgz). The therapist keeps a client record. The client has the right to inspect his own file. This file is kept for a total of 20 years in accordance with the legal storage period. The therapist maintains confidentiality with regard to information provided by the client and stored in the file. At the client's request, prior to, during or after the treatment period, information can be obtained and / or provided by / to a therapist, physician and / or medical specialist for which the client must specifically grant permission (your therapist will NEVER provide information to third parties without your consent).

### **Agreement on treatments / consultations**

The therapist will provide information about the treatment to the client at all stages of the treatment. The client will provide relevant information to the therapist through every anamnesis interview.

The therapy plan consists of a number of appointments, in which consultation takes place both at the start and at the end of the appointment. Concluding to each appointment will be decided whether the therapy will be continued. An appointment lasts about 60 minutes each time, or otherwise if agreed.

The therapist is not allowed to perform "mesologische" actions without the client's consent. For a minor client and / or a client under guardianship / supervision, parents and / or guardians and / or supervisors must give permission. The therapist is obliged to refer the client correctly to a colleague (therapist, doctor and / or other medical care provider), if "mesologie" treatment is not appropriate and / or sufficient.

### **Cost**

With effect from 01-01-2026, the rate for a "mesologisch" consultation is:

- For the first consultation € 140.00 (euro) per consultation - duration 60 to 75 minutes;
- For a follow-up consultation € 113.00 (euro) per consultation - duration 50 to 60 minutes.

Individual dietary advice is included in the consultation and is provided in writing after the consultation.

For the preparation of a written report from the findings of an investigation for the clients own use, or at the request of the client for a therapist, doctor and / or medical specialist, € 35.00 (euro) will be charged per report.

Future adjustments to the aforementioned rates will be communicated through the website at least 3 months before rate change ([www.mesoforte.nl](http://www.mesoforte.nl)).

### **Payment**

The invoice is sent to the client by email. If applicable, the client can as a result easily submit a (partial) reimbursement based on his / her additional health insurance to the health insurer. Payment is made in full and following the consultation per pin or a cash.

Payment by credit card is not possible.

The payment method for additional costs is per bank with a payment term of 14 days.

### **Cancellation**

In case of absence, the client will cancel at least 24 hours in advance (by telephone notification, leaving a message on the voicemail or sending a message via email). Agreements that are canceled within 24 hours will be charged.

### **Reimbursement of the therapy**

Mesoforte is affiliated with professional associations and makes every effort to ensure that the costs of the consultation are (partially) eligible for reimbursement. "Mesologie" consultations are covered by alternative medical treatments. The Client himself or herself informs with his / her health insurer prior to an appointment whether these costs are (partially) reimbursed. The client is self-responsible for this coordination with his / her health insurer.

### **Accessibility**

Mesoforte works exclusively by appointment; from January 1st 2025 on Tuesdays, Wednesdays and Fridays.

Of course no telephone or email can be answered during appointments. In case of telephone contact, however, the client can leave his / her name, telephone number and any additional information in a voice

message, after which the customer is called back as soon as possible. Client also always has the possibility to send an email, which also will be answered as soon as possible.

In principle Mesoforte is available during practice days, with the exception of public holidays and during holidays.

During holidays, the accessibility of Mesoforte is observed by a fellow "mesoloog". Information about this will be provided by means of an absence report via email as well as by the absence notification through voicemail.

If the therapist can not make an appointment due to illness or unforeseen circumstances, she will inform you as soon as possible and contact you as soon as possible to reschedule an appointment. If the therapist, due to illness or other causes, is unable to carry out her consultations for a period longer than four weeks, she can propose that she appoints a fellow therapist who takes over the appointment. Client always has the choice of whether or not to agree to this.

### **Liability**

For complaints about the treatment, the client can contact the complaints officer of the RM (Register Mesologie, [www.mesologie.nl](http://www.mesologie.nl)) or VBAG (Association for the Promotion of Alternative Medicine, [www.vbag.nl](http://www.vbag.nl)) - who will engage an independent complaints officer from Quasir).

Any consequences resulting from withholding information present in the medical file of the general practitioner of the client, are for responsibility and account of the client.

The therapist has a collective professional liability insurance. Any liability of the therapist is limited to the amount that is paid by the insurer, plus - if applicable - costs for own risk.

### **Dissolving conditions**

Termination of the treatment can be done at any time by mutual consent.

If the client no longer appreciates the continuation of the treatment or does not consider it necessary, he / she can unilaterally terminate it.

The therapist can only terminate the treatment unilaterally, stating arguments and, if necessary, refer the client to another therapist, doctor or other medical provider.