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Dear parents, dear patients,

Before beginning a follow-up, a set of **rules should be established that will be conducive to the smooth running of the care.**

Every psychologist registered with the Belgian Commission of Psychologists is legally bound by the code of ethics. [The Code of Ethics for Psychologists is available on the website of the Commission of Psychologists: www.compsy.be]

The psychologist is, in this case, bound by **professional secrecy**, as provided for by legal legislation. However, if the patient or his or her representatives allow him or her to do so, he or she may talk to the attending doctor, the (paedo)psychiatrist, the staff of the P.M.S. center, the teacher or any other person caring for the patient.

Furthermore, as stated in article 15 of our Code of Ethics, "in situations of conflicting marital separations, the psychologist respects the law relating to the joint exercise of parental authority". In other words, **in the case of joint parental authority, I must have the agreement of BOTH parents.** Otherwise, unfortunately I cannot agree to follow your child...

As for the patient, he or she :

- is required to be present at the office at the time of his appointment;
- is regular if requested by the psychologist: non-regular work does not give good results ;
- is excused, if he cannot come to the scheduled appointment, **24 hours in advance minimum.** If necessary, I reserve the right to invoice the session.

Be vigilant: three consecutive absences without any explanation may result in ending the follow-up.

In order to avoid any confusion or misunderstanding, here are the prices for a consultation:

Prices:

- | | |
|-----------------------------|--------------|
| • First session | : 60€ |
| • Individual session | : 45€ |
| • Family session | : 60€ |
| • Parental guidance | : 60€ |

If the financial aspect is an obstacle, please let me know so that we can find a solution together!

Finally, **the "General Data Protection Regulations"** ("GDPR") came into force on May 25, 2018. This new legislation introduces new rules that aim to protect the personal data of European citizens and thus, of yourself (and your child). For healthcare professionals, this entails new obligations and adaptations.

The confidentiality of your data has always been respected until now on the basis of my good faith and common sense. Any use and/or communication has always been made for the benefit of the patient, his care and continuity of care.

Of course, this is still applicable, but it is important to clarify:

- **Administratively:** personal data is collected and recorded in order to be able to contact you if necessary (moving appointments, payment of sessions, etc.). My online agenda ("Progenda") respects all the conditions imposed by the GDPR.
- **On the medical level:** personal and/or confidential data is collected and recorded with the aim of getting to know the patient and his family as a whole. This is done in order to help you in the best possible way. In order to keep your files carefully in a safe place (art. 9 § 1, Law on Patients' Rights), I use the "One Note" software from Microsoft Office, which undertakes to respect and meet all the security and data protection conditions.

In this respect, Belgian law ⁽¹⁾ takes precedence over the European regulation and imposes the retention of medical records and data by the psychologist for 30 years, even if the follow-up is interrupted.

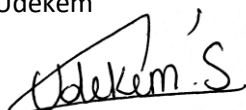
All this information is the information you provide during the sessions. You have the right to know what data is collected about you (or your child) and you are entitled to request a copy of your file (art. 9 § 2, Law on the Rights of the Patient). This can only be done upon written request and after receipt of a secure and encrypted USB stick and will be charged according to the administrative time spent making the copies. Please be aware that all my personal annotations cannot be consulted under any circumstances (art. 9 § 3, Patient's Rights Act).

Transmission of information : In order to guarantee a multidisciplinary work and to help my patients in the best possible way, it may happen that I communicate information concerning you with colleagues and third parties (school, P.M.S, S.A.J., S.P.J., etc.) - cfr. above. For this purpose, email and SMS often allow a much faster but much less protected exchange. Unless you contra-indicate otherwise, you authorize me to carry out such exchanges of information, of course only to guarantee a better support or at your request if necessary.

Even if this text seems long, arduous and boring, it is important for me to assure you that I will respect the rules in force with my means, especially with regard to possible malicious acts coming from outside.

I thank you, from the bottom of my heart, for the trust you have placed in me.

Soline d'Udekem



(1) Arrêté royal du 3 mai 1999 déterminant les conditions générales minimales auxquelles doit répondre le dossier médical (MB 17 juin 1999).

COVID-19 MEASURES



Consultation at the office

My online agenda is still applicable: www.sdudekem.progenda.be

Thank you for **scrupulously** respecting the following rules:

- It is, of course, FORBIDDEN to come to my office if you or your child is ill (1 major symptom or 2 minor symptoms) or is in quarantine.
- Only the family of the child/teenager can enter my office.
- There is **NO WAITING ROOM**. I will send you a text message when I am ready and you can come. If you have not received this SMS, I ask you to wait outside the building out of respect for the residents.
- Wash/disinfect your hands when you enter my office. Hydroalcoholic gel is available at the entrance of the building and the office.
- From the entrance of the building to my office, you are required to **wear a mask** (except for children under 12 years of age).
- Your child will have to come with his/her pencil box - markers, pencils, pens, pens, etc. - to the office. If he or she wants to come with games, this is of course welcome. I will make up my consultations around their toys.
- During the consultation, the parent(s) will have to wait outside the building (not in the lobby or hallway).

Of course, I am counting on you to continue educating your children in these daily rituals:

- *the safe distance (teach them to evaluate the right distance)*
- *Wash your hands as soon as you touch something outside and, in the meantime, do not put your hands on your face.*
- *sneeze into your elbow*
- *Blowing one's nose in tissues.*

Video-session

It goes without saying that if it is possible and possible for you and/or your child, "video" sessions are still strongly recommended (except for children under 7 years old, where I believe that it loses its effectiveness ...). This remains, without a doubt, the safest option for everyone!

Here is how it works:

1. We make an appointment by email beforehand.
2. I propose to do the consultation via Skype (nickname: soline.dudekem), but I am open to any other proposal (Whatsapp, Zoom, etc.). WARNING: if it's on a phone or a tablet, make sure the device is placed somewhere and stable. This will prevent me from feeling nauseous when your child is fidgeting around. :-)
Also, make sure the program is installed before the appointment time.
3. Place your child in an isolated room where he/she will not be disturbed. It is important that our conversations can continue to be confidential.
4. Call you at the appointment time.
5. The consultation (45€) will have to be paid by transfer to my bank account: BE17 3770 6768 5021.
Communication: NAME & First name (of your child)