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Blossom into life!

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Hello, welcome to the COUNSELING.CZ practice!

In this document you will find all important information about Counseling.cz services, including the commercial terms of cooperation. By booking your first session, you confirm your understanding and agreement to the terms and conditions below. If anything is not clear to you, do not hesitate to contact me at any time, I will be happy to discuss all questions with you.

Psychotherapist: Dominika Čechová, M.A., member of the Czech Association for Psychotherapy (ID: 58885426), holder of the European Psychotherapy Certificate. Commercial register ID: 88703363.

Counseling or psychotherapeutic advice is a process based on cooperation between you and the Psychotherapist, the aim of which is to work on areas of your dissatisfaction and guide you through the process of finding and achieving your life goals. For the process to be successful, it is essential that you take a proactive approach. I enter into cooperation with you with optimism regarding the future development of our cooperation.

It is important that you understand what your **rights and obligations** are as a client. I, as your psychotherapist, also have corresponding obligations towards you. These rights and obligations are described in the following paragraphs.

As a self-employed person, I provide my psychotherapeutic services as part of **health care according to Act No. 89/2012 Coll., Civil Code, § 2636 et seq.** My care is not a health service in the sense of Act No. 372/2011 Coll., on health services.

The **psychotherapy process** brings both benefits and risks to clients. During therapy sessions, there is usually a significant reduction of unpleasant feelings, increased satisfaction in the area of partner relationships, a truer view of oneself, an improvement in the ability to face stress and the resolution of some long-standing problems. The risks include, for example, the experience of unpleasant feelings (sadness, guilt, anxiety, rage, anger, frustration, loneliness and helplessness, etc.), because during the meeting we will gradually reveal unpleasant experiences from your life. The therapeutic relationship is proven to be beneficial for clients. Unfortunately, there is no guarantee of what will happen during our meetings and what period of your life and emotional setting our cooperation will enter. Counseling requires an active approach on your part. For the basic treatment of your problem, count with approximately 5-10 sessions. We will then discuss whether further cooperation would be appropriate. Everything is of course voluntary and you are under no obligation to attend the sessions against your will!

Risks: Counseling sometimes involves significant life changes in family relationships, partner relationships, work commitments, or lifestyle. These decisions naturally result from the therapeutic experience, during which clients often readjust their previous value hierarchy. Some symptoms can be very intense and temporarily difficult to manage. During our meetings, you will have the space to name all these negative side symptoms with me and discuss them further. Before you make any major life decision, I recommend that you consider and reflect on its consequences in sessions.

The **first 1-3 meetings** will be devoted to what you expect from our meetings and what you would like to change in your life by working with me. During these sessions, I will ask you about your life so far, about your loved ones, about experienced traumas or life inconveniences. I will of course fully respect if you don't want to talk about some topics at first and we will only reveal them gradually, in mutual trust. You are in control of the process and can stop it at any time. Subsequently, I will offer you options on how I would approach your problem and what methods of cooperation we could use for you.

Provision of services: The standard form of meeting is in person at the address Na poříčí 12, Prague 1. However, if for any reason you need to use an online meeting (one-time, short-term or as standard), I am ready for it. Just inform me at least a few minutes before the session and send me a link where or how you want to meet. I work on all established platforms (zoom, Google meets, Skype...).

I recommend that you carefully consider all the information and impressions from our first sessions and then freely decide whether you will be able to work with me in the next few weeks or months.

If you have any questions about the therapeutic approaches I use, we can discuss them immediately. If you do not feel comfortable even after the discussion and do not want to continue with the sessions, I will be happy to recommend other experts who deal with mental health and/or personal development. You can also find an extensive list of qualified experts here: www.czap.cz/adresar.

Confidentiality: Part of the therapy is that you will discuss very personal matters with me. The success of our cooperation will depend on how open you are to talk about your feelings, values and life steps. In order for you to feel relaxed and be able to express yourself freely, I am obliged to maintain the confidentiality of all information that I learn during therapy. In the Czech Republic, I am member of the Czech Association for Psychotherapy (www.czap.cz) whose ethical code (<https://www.czap.cz/Eticky-kodex>) I am bound by. I studied psychology at the American University of La Salle (www.lasalle.edu) and therefore voluntarily adhere to the code of ethics of the American Psychological Association (www.apa.org) as well.

In accordance with these rules, **I will not disclose information obtained during our sessions to any third party without your written consent**, except when such disclosure is necessary to "protect you or someone else from immediate harm" or when otherwise required by law (e.g. in cases of abuse of children, the elderly, or otherwise disadvantaged citizens or on the basis of a court order).

DeePsy: For my work, I also use a system for obtaining feedback on the process and outcome of psychotherapy collaboration. It is a web application which meets the highest data security requirements. Its use is important to me because I consider feedback from clients and mutual agreement on the next procedure to be a very important and useful part of my work. You can read more about DeePsy [here](#). You will also receive an email from the noreply@deepsy.cz domain with informed consent and a link to a set of questionnaires, which I would ask you to fill out before the first session (it will take a maximum of 10 - 20 minutes).

Time: Individual sessions are planned in 50-minute blocks. The time I devote to our session is intended only for you. If you need to cancel or reschedule a session, please do so at least 24 hours in advance. If possible, I will try to offer you a session in the same week. Furthermore, I would like to point out that it is in your own interest to arrive for the session on time; the session always ends at the predetermined time even if you are late.

Canceling a session: If it is necessary to cancel our scheduled session for any reason, please inform me 24 hours in advance by reaching me on mobile number +420 602 735 215 (SMS message is enough). If you do not arrive for the session, or if you cancel it less than 24 hours in advance, I will ask you to pay for the entire session as if it had taken place.

Electronic communication: Unfortunately, it is not in my power to ensure the confidentiality of information transmitted over the Internet, so if you decide to contact me by email, you assume responsibility for the risks associated with breaching the confidentiality of the information sent in this way.

GDPR: I have a professional obligation to record every session or telephone communication we have. I record brief information about you visiting me, what your main reason for seeking counseling was, goals and progress we achieved together, topics we discussed, your personal history, input I receive from your other therapists or which I will make available to them and accounting records.

I use your name and contact details (phone number, e-mail) to communicate with you, I use special categories of personal data (for example, data about your state of health, personal preferences, lifestyle, etc.) to carry out my work as a psychotherapist.

Name and surname, telephone number, e-mail, special categories of personal data (i.e. mainly data on health status, but may also include data on racial or ethnic origin, political opinions, religious or philosophical beliefs or trade union membership and data about sex life or sexual orientation for a period of 10 years from the end of our cooperation.

Supervision: In order to provide you with the highest level of service, I reserve the right to consult with other mental health specialists on an anonymous basis when necessary.

Data sharing: I share your personal data only when necessary and only with a supervisor as part of my further professional growth in order to provide you with the highest quality services. However, I do not provide your name or contact information to the supervisor.

Payment for Services: The Service Fee is due at the time the Service is rendered (except in the case of a discounted "package" which is paid in advance). I issue an invoice for each session.

I accept payments in cash or by transfer to the bank account 107-4848 82 0207/0100 maintained at Komerční banka, or through various benefit programs. If you are a member of a benefit program that is not listed on the website www.counseling.cz, please contact me, I would be happy to join your program if possible.

Cooperation with health insurance companies: Insured persons of selected health insurance companies have the option of having part of the costs of psychotherapy consultations reimbursed by their health insurance company. Check whether your health insurance company has a mental health prevention program. If you are not sure, ask me and I will update you. I am a partner of all health insurance companies in the field of preventive programs.

Contact: Very often I am not immediately available on the phone. I don't pick up the phone during client sessions. In that case, please send me an SMS message and I will get back to you shortly. If for some unforeseeable reason you cannot get in touch with me and you feel that you urgently need to speak to a mental health professional, please contact the helpline of the crisis center of the Bohnice Psychiatric Hospital at +420 284 016 666 or the Therapeutic line Sluchatko at +420 212 812 540.

Your comments: If you are not satisfied with how the sessions are going, please give me immediate feedback so that I can process your comments. I value your feedback very much and take it seriously. If your complaint is not heard to your satisfaction, you can file a complaint against me with the ethics committee of the Czech Association for Psychotherapy.

Other rights: You have the option to terminate our cooperation at any time; in that case, I will be happy to advise you on choosing another specialist if you need one. In the event that our cooperation is established (i.e. we have seen each other more than 3 times), I recommend devoting one closing session to saying goodbye.

You have the right to receive care that respects your needs and does not disadvantage you in any way on the basis of race, ethnicity, skin color, gender, sexual orientation, age, religion or nationality.

You have the right to ask anything about the therapeutic methods, my education or my experience.

You have a right to expect that I do not maintain social or intimate relationships with current or former clients.

By attending the first session, you confirm that you have read and understood the above information and that, if you had any questions, they have been satisfactorily answered. At the same time, you agree to the terms of cooperation and undertake to comply with them.

Thank you and I look forward to our cooperation!



Dominika Čechová, M.A.