

What you should know before starting a psychotherapy:

Psychotherapy is a service equated to medical assistance (§ 135 Abs.1 Z. 3 ASVG).

The most important principles of psychotherapy are:

Voluntariness

Psychotherapy takes place on the basis of the client's consent. Voluntariness in psychotherapy is essential.

Secrecy

Psychotherapists are bound to keep confidential all secrets having become known or confided to them when exercising their profession. Only the client himself or herself can release the psychotherapist from his/her confidentiality obligation in special cases.

Free choice of therapist

Important for therapy success is a relationship based on trust, since only a free conversation can induce a healing process. This requires the free choice of a psychotherapist.

Do you need further information?

Please contact the professional advisors of the **information point of the Vienna Association for Psychotherapy** for further information:

Phone: 01/512 71 02

E-mail: informationen@psychotherapie-wlp.at
or visit our website www.psychotherapie-wlp.at

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Information on Psychotherapy

A Service of the
Vienna Association for
Psychotherapy (WLP)

www.psychotherapie-wlp.at



The first counselling session



In psychotherapeutic treatment cooperation, exchange, and relationship constitute the essential basis for a successful psychotherapy. Already in the first counselling session you should make sure that you feel comfortable and understood, i. e. if the chemistry is right.

The following questions should be clarified in the course of the first counselling session:

- ◆ What are your therapy goals and expectations?
- ◆ How does the psychotherapist assess the therapy need and the treatment options?
- ◆ How long is the psychotherapy expected to last (rough estimate)?
- ◆ What is the hourly fee? What is the payment mode?
- ◆ Is a funding by the health insurance provider (in the form of an allowance or other models) of the therapy due to the therapeutic need (diagnosable disorder) possible or desired by you?
- ◆ What are the vacation and cancelling agreements?
- ◆ What psychotherapy methods are applied?

Costs of psychotherapy

Fees

According the Federal Competition Authority recommendations on current psychotherapy fees are not allowed. Therefore, we recommend asking your psychotherapist directly.

Currently there are two offsetting models with the health insurance provider:

1. Allowance by the health insurance provider

You have the possibility to apply for an allowance from the health insurance fund, provided that your therapist finds that you have a “diagnosable disorder”. Your health insurance will inform you on the amount (e.g. Vienna Health Insurance Fund (WGKK) and others Euro 21,80, VAEB Euro 28,00, BVA Euro 40,00, and SVB Euro 50,00). You have to get a medical statement before the second therapy session (without a form or with the yellow form your psychotherapist will give you).

After the 10th session (VAEB after the 5th session) you have to file an “application for a contribution to the costs of the intervention of a self-employed professional psychotherapist” together with your therapist with the health insurance fund and add the doctor’s statement. The contribution is transferred to your account after you have submitted the psychotherapist’s invoice – like in the procedure with physicians, who do not have a contract with the health insurance fund.

2. Full assumption of costs by the health insurance provider

The number of “fully refunded psychotherapy places” (with health insurance voucher) is rather limited. Places are offered by only few psychotherapists. Currently, there is no list of “free therapy places” available. Please inquire with the Wiener Gesellschaft für psychotherapeutische Versorgung (Vienna Society for Psychotherapy Supply) (phone: 01/968 80 25; Internet: www.psychotherapie-wien.at) or the Verein für ambulante Psychotherapie) (Association for outpatient psychotherapy, phone: 01/402 56 96; Internet www.vap.or.at). However, be prepared for longer waiting time.

In the case of fully refunded psychotherapy your therapist must normally not ask for an additional fee – comparable to the use of the e-card at the doctor’s (exceptions: health insurance contracts for psychoanalysis).

There is no professional difference between psychotherapists with or without health insurance contracts.

Regulations of the different health insurance providers may vary. Please inquire with your own health insurance provider.

In case of disagreements ...

In case of disagreements between you and your psychotherapist in the course of therapy, which seem irresolvable, you can turn to the **Complaints Office of the Vienna Association for Psychotherapy** and submit your complaint in writing. (E-mail: beschwerden@psychotherapie-wlp.at or by regular mail to Löwengasse 3/3/4, 1030 Vienna). Your inquiries will be dealt with confidentially.