



FAQ: Frequently Asked Questions

- Is it possible to try the online treatment first and switch to a location if I do not like it?

It is always encouraged to enquire about a possible switch as your treatment outcome is the most important. Unfortunately, it may be possible that your psychologist does not have a place available at one of our locations. Should this be the case we will then look for a suitable solution. You will have to discuss this with your psychologist.

- Can I come on location for the intake and do the rest of the appointments online?

This is possible, we work with Blended care. Blended care is a combination of online activities (online treatment sessions and e-health) and face-to-face treatment with the psychologist. Note: you may have to wait longer until it is your turn for an intake on location.

- Does online treatment work just as well as treatment on location?

We receive a lot of positive feedback from our clients regarding online treatment. Research also shows that no difference in effectiveness between face-to-face and online treatments is found ([Van Daele & van Assche, 2019](#)).

- I don't have a quiet place / equipment at home to make video calls, now what?

In this case it is easier if you register for a treatment at one of our locations. If you still want to follow an online treatment, we advise you to first look for a room where you will not be interrupted during a video call. You can find more tips on this page (link: <https://www.grippsychologen.nl/en/Nieuws/Tips-for-video-calling/>)

- Can I build a good relationship with my psychologist during video calling?

Our psychologists work partly at home, in a quiet environment, where they can fully focus their attention on you. In addition, clients have indicated that they experience video calling as very personal because they can see the psychologist up close. You can also always coordinate with your psychologist, if possible, to have some of the sessions take place at the practice. Please do not hesitate to discuss your preference with your psychologist.

- I have been referred for an EMDR treatment, is this also possible online?

This is possible. We use a special online treatment environment that has proven to be just as effective as EMDR at one of our locations. (link: <https://grip.emdrmeeting.com/deelnemen>)

- Can I also receive online treatment abroad?

Yes, this is one of the advantages of following an online treatment with Grip Psychologen. Though it is essential that you can ensure a stable internet connection.

You will always have to check with your insurer whether the treatment can be reimbursed if you are affiliated with a foreign health insurer. If you are affiliated with a Dutch insurer, you can see whether we have a contract with the relevant health insurer on this page (link to <https://www.grippsychologen.nl/en/Nieuws/Information-healthcare-insurers-2021/>).



Literature:

Daele van, T., & Assche van, E. (2019). Blended therapie: een basis voor betere zorg? *GZ-Psychologie*, 11(1), 24-29. <https://www.vgct.nl/stream/daele-assche2019articleblendedtherapieeenbasisvoorbet-1.pdf>