PROFESSIONAL CODE QUADRIVAS THERAPY QT 09-25

Reading Guide
The Professional Code for the Quadrivas therapist consists of an introduction addressing the professional standard, purpose, scope of the code, and its relation to laws and regulations. A glossary of terms is included to improve readability.

The Quadrivas Therapy Professional Code is then described in four chapters:

1. General points regarding professional practice

2. The relationship between the Quadrivas therapist and the client

3. Communication with colleagues and other healthcare providers

4. Practice management

Purpose of the Professional Code for the Quadrivas therapist
The purpose of the Professional Code is to provide guidance for the professional conduct of the Quadrivas therapist. It offers reference points to determine how to behave professionally in the course of one's practice. The Professional Code also provides tools to make well-considered decisions in complex situations.

The Professional Code does not describe in detail how to act in every situation. It is important that the therapist always reflects on the meaning of the articles in specific situations and translates the code into her own practice context. There is continuous interaction between the Quadrivas therapist and the client, making them mutually dependent. Values and norms, as well as feelings and opinions of both the Quadrivas therapist and the client, play a role during the care process. The Quadrivas therapist must always be aware of this.

Additionally, the Professional Code informs clients and their relatives, other healthcare providers, care institutions, and society as a whole about what they may expect from a Quadrivas therapist.

Scope of the Professional Code
The Professional Code for the Quadrivas therapist is not only intended for the hours spent in practice. Outside of practice, every healthcare professional, including the Quadrivas therapist, must consider the values and norms of the profession, for example in communications via social media or other channels. Each Quadrivas therapist shares responsibility for the image of the profession. Conduct affects clients' trust in you as a professional and in the profession as a whole.

The Professional Code in Relation to Laws and Regulations

Laws and regulations are generally binding and take precedence over the Professional Code for the Quadrivas therapist. The Professional Code has been developed against the background of relevant legislation. The Quadrivas therapist must be aware of the relevant parts of the legislation. The conduct of the Quadrivas therapist may be assessed against this Professional Code as part of the professional standard.

Quadrivas Therapy is an individual healthcare discipline. Quadrivas therapist is not a protected title and is not regulated by the government.

Professional Standard

The professional standard for Quadrivas therapists comprises the complete set of professional medical and therapeutic norms that describe what constitutes 'good professional practice' in a given situation.

The professional standard ensures that Quadrivas therapists provide good, safe, and responsible care.

The professional standard includes, among other things:

- the Professional Competency Profile Quadrivas Therapy,
- the Professional Code for the Quadrivas therapist,
- relevant laws and regulations, such as the Wkkgz (Quality, Complaints, and Disputes in Healthcare Act), WGBO (Medical Treatment Agreement Act), and AVG (General Data Protection Regulation).

Glossary of Terms

- AVG – General Data Protection Regulation
- BCP – Professional Competency Profile
- BIG – Individual Healthcare Professions Act
- BW – Civil Code
- Reporting Code for Child Abuse and Domestic Violence (e.g., Article 4.2), as part of the Wkkgz
- QT – Quadrivas therapist(s)
- VIM – Safe Incident Reporting (part of the Wkkgz)
- WGBO – Medical Treatment Agreement Act
- Wkkgz – Quality, Complaints, and Disputes in Healthcare Act

Where "zij" and "haar" appear, they may also be read as "he" and "him."

Note: The original Dutch document, Beroepscompetentieprofiel Quadrivas Therapeuten, serves as the authoritative source for this translation. Any discrepancies, inaccuracies, or mistranslations from Dutch into English do not constitute grounds for legal, professional, or formal claims, objections, or resistance. The Dutch version remains definitive and binding in all professional and legal contexts.

PROFESSIONAL CODE QUADRIVAS THERAPY

1. **Professional practice**

1.1 General

1.1.1 The Professional Code applies to Quadrivas therapists (hereinafter referred to as QT) who are listed on the joint website www.quadrivastherapeuten.nl.
1.1.2 The QT shall be guided in professional practice by the professional standard (see introduction).
1.1.3 The QT shall at all times observe the care of a competent healthcare provider, maintaining her knowledge and skills. The QT contributes to the development of the profession.
1.1.4 The QT shall always make her own considerations and decisions regarding the Quadrivas treatment to be applied and shall personally assume responsibility for them.
1.1.5 The conduct of the QT shall support trust in the profession, even when the QT is acting outside of professional duties.
1.1.6 The QT shall be open to critical evaluation of her therapeutic actions and shall be willing to reflect on her practice.
1.1.7 The QT shall respect the client's right to freely choose a therapist.

1.2 Professional domain
1.2.1 In professional practice, the boundaries of the professional domain are relevant. These are described in the Professional Profile Quadrivas Therapy. During professional practice, the QT shall not perform actions or provide advice outside the domain of Quadrivas Therapy and beyond the knowledge, expertise, and/or competence of the QT.
1.2.2 The QT shall be aware of the limits of her own expertise and professional responsibility and shall only perform actions that fall within these boundaries. Before commencing treatment, the QT

shall establish whether there is an indication for Quadrivas Therapy and whether the client's request for assistance falls within her competence.

1.2.3 In cases of suspected serious illness, lack of specific expertise, and/or when another method is likely to be more appropriate, it is necessary, with the client's consent, to engage in inter-collegial consultation and/or refer the client to a competent colleague or other healthcare professional.

1.2.4 The professional title of the QT shall not be used by an owner of, or an employee associated with, a company or institution to promote procedures or products that fall outside the professional domain of Quadrivas Therapy.

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2. QT–Client relationship

2.1 General
The QT shall treat all clients equally and with respect, regardless of ethnic origin, nationality, age, sex, sexual orientation, race, religion or belief, political conviction, lifestyle, social position, or the nature of the health problem.

2.2 Client rights and duties
The rights and obligations of both the client and the QT are, among other things, laid down in the WGBO and the Wkkgz.

2.3 Professional confidentiality and privacy policy
2.3.1 In her relationship with the client, the QT shall have access to client information. This information is confidential, and under the WGBO, the client has the right to have these data kept secret. The client's right to confidentiality covers all information the QT acquires in the exercise of her profession, including medical and non-medical matters and visual materials. The duty of confidentiality continues even after the client's death and may only be breached in legally prescribed circumstances.

2.3.2 Professional confidentiality may only be waived if required by law or with the client's consent. In such cases, the QT shall first ensure that the requesting person or institution is indeed entitled to the requested information. General medical guidelines may serve as a reference in this context.

2.3.3 Pursuant to the WGBO, the QT shall not provide (medical) information or data to third parties without the client's consent, unless there is a statutory exception or the law requires disclosure.

2.3.4 With the client's consent, the QT may provide information to third parties. The QT shall ensure that the client is informed about the purpose, content, and potential consequences of the information disclosure.

2.3.5 Written consent for the disclosure of information to third parties is not required; consent may also be given orally and recorded by the QT in the client's file. If the QT prefers written consent, this may be requested from the client.

2.3.6 In written reports to third parties, only relevant and specific questions shall be answered, with the QT providing only factual, relevant therapeutic information. When requested to provide information, the QT shall make an independent assessment of whether the request constitutes a specific question. The QT shall refrain from giving opinions or drawing conclusions.

2.3.7 The QT shall implement a privacy policy concerning the handling of personal and medical data, which shall comply with relevant laws and regulations. The QT shall inform the client of this privacy policy prior to the commencement of treatment.

2.4 Record keeping

2.4.1 The QT shall maintain a file for each client in accordance with statutory requirements, including the AVG, WGBO, and Wkkgz, as follows:

2.4.1.1 Duty to Inform and Consent: The QT shall inform the client of her findings, the proposed treatment, and any alternatives.

2.4.1.2 Right of Access: The client has the right to inspect their file. This may be requested in writing to the QT. The QT shall comply with this request within four weeks.

2.4.1.3 Retention Period: The file shall be retained for a minimum of 20 years from the date of the last treatment. For minors, the retention period shall extend until they reach 25 years of age.

2.4.1.3 Security and Confidentiality: The QT is obliged to store client files carefully and secure them against unauthorized access. Medical information may only be shared with other healthcare providers directly involved in the treatment.

2.4.1.4 Transfer and Access After Death: Following the death of a client, next of kin have the right to access the file, unless the client explicitly objected to this during their lifetime.

2.4.2 Data Breaches: In the event of a data breach as defined by applicable privacy legislation, the QT shall take measures to stop or minimize the breach and its consequences. The QT shall report data breaches immediately to the Dutch Data Protection Authority (Autoriteit Persoonsgegevens) in accordance with applicable law.

2.5 Rights and obligations of the client

2.5.1 Information and consent

2.5.1.1 The QT is obliged, upon the client's request, to provide all information regarding the care offered, pricing, quality, client experiences, effectiveness, proven efficacy, and waiting times necessary for the client to make an informed choice between healthcare providers.

2.5.1.2 The QT shall inform the client in a timely manner and in a way understandable to the client about the nature, purpose, expected duration, anticipated outcomes, and foreseeable health risks related to the proposed examination and treatment, as well as the procedures to be performed, in accordance with the WGBO. The QT shall also discuss, if necessary, the option of not proceeding with treatment or referring the client to other healthcare providers.

2.5.1.3 The QT shall familiarize herself with the client's situation and personal needs. The QT invites the client to ask questions and provides information in writing or digitally upon request.

2.5.1.4 The QT actively involves the client in decision-making regarding the treatment to be implemented or procedures to be performed. The guiding principle is shared decision-making based on expected effectiveness, relevant information, opportunities, consequences, and risks to the client's health, possible treatment outcomes, side effects, and any alternative treatment options.

2.5.1.5 Prior to commencing treatment, the QT shall ensure that the client has understood the information provided and that any remaining questions have been addressed.

2.5.1.6 The QT shall only begin treatment once the client or their legal representative has given informed consent after being sufficiently informed.

2.5.2 Right of access and copies

2.5.2.1 The client has the right to (electronic) access and to receive an (electronic) copy of the information in the file. Personal work notes of the QT are not included in this right of access but must not constitute a shadow file.

2.5.2.2 The QT shall provide a copy of the file free of charge, unless additional copies are requested, in which case a reasonable fee may be charged.

2.5.3 Right to destruction, supplementation, and correction

Upon the client's request, the QT shall destroy the client's file or parts thereof. The QT must respond without delay, and in any case within one month of receiving the request. Depending on the complexity and number of requests, this period may be extended by up to two months. Requests for destruction also include requests to supplement, correct, or restrict access to data in the file. The QT is not obliged to comply if the request concerns information whose retention is reasonably necessary for another party, or if legal provisions prohibit destruction.

2.6 Professional boundaries within the QT-client relationship

2.6.1 The QT shall respect the personal privacy of the client and shall not intrude further than necessary to address the client's request for help and treatment. The QT shall refrain from verbal or physical intimidation or violence.

2.6.2 The QT shall maintain professional boundaries in the client relationship. If the QT suspects that affective or sexual feelings are involved on the part of the client, it is necessary to tactfully inform the client that these feelings cannot be reciprocated and to transfer the treatment to another qualified professional. Similarly, if such feelings arise mutually or on the part of the QT, the treatment shall be transferred.

2.6.3 Any Quadrivas procedure that could be perceived as intimate by the client shall be explained beforehand. The client shall be given the opportunity to refuse the procedure.

2.7 Termination of the Treatment Agreement

2.7.1 The client may terminate the treatment agreement at any time.

2.7.2 According to the WGBO, the client has two obligations: payment of the invoice and informing and cooperating with the care provider to the best of their ability. Termination by the QT is possible in cases where the client fails to meet these obligations.

2.7.3 The QT also has the right to refuse or terminate certain examinations or treatments for compelling reasons. Compelling reasons include, but are not limited to:

1. The nature or scope of the client's request exceeds the expertise or capabilities of the QT.

2. Previous experiences with the client have demonstrated that a foundation of trust for the treatment agreement is lacking.

3. The QT has a substantial interest, usually organizational (e.g., availability and accessibility) or personal, in not entering into the treatment agreement.

2.7.4 If the agreement is terminated for compelling reasons and the treatment cannot be postponed, the QT shall recommend an appropriate alternative.

2.7.5 If, after a treatment has commenced, it is determined that there is no longer an indication for continuing the Quadrivas Therapy, the treatment shall be terminated in accordance with regulations and the client file shall be closed.

2.8 Billing

Billing for Quadrivas Therapy treatments shall be issued to the client and presented in a transparent and detailed manner. The QT shall communicate their fees and payment terms prior to the start of the treatment trajectory. Any changes in fees shall be communicated to the client in advance.

2.9 Complaints handling

2.9.1 The QT shall comply with obligations regarding the establishment of a complaints procedure, the appointment of a complaints officer, and membership of an external dispute resolution body under the Wkkgz. This may also be arranged collectively through a professional association.

2.9.2 The QT shall inform clients about the complaints procedure, either via the website or in the practice.

2.9.3 The QT shall be familiar with the contents of the complaints procedure, ensure it is accessible, and handle complaints in accordance with this procedure.

3. Communication between healthcare providers

3.1 General

3.1.1 When communicating with other healthcare providers, the QT shall act in accordance with professional secrecy and privacy policies (see Art. 2.3).

3.1.2 Quadrivas therapists shall act collegially and assist each other whenever possible. If the QT suspects or believes that a fellow QT is acting in violation of the professional code, the QT shall discuss this with the colleague in question.

3.2 Reporting to the referring professional or client's general practitioner

Where applicable, the QT, with the client's consent, shall provide written reports to the referring professional. Interim consultations shall take place as necessary based on the course of treatment.

4. Practice management

4.1 Practice organization

4.1.1 A Quadrivas Therapy practice shall provide conditions that ensure good care. The practice must be organized in such a way that the QT can perform their duties properly.

4.1.2 The provisions in Art. 4.1.1 also apply to any other discipline advised or any substitute practitioner engaged by the QT.

4.2 Reporting obligations

4.2.1 If the QT suspects child abuse or domestic violence, the QT shall take the necessary steps as described in the Child Abuse and Domestic Violence Reporting Code to confirm or refute their suspicion.

4.2.2 The QT shall report data breaches immediately to the designated responsible authority in accordance with applicable law.

4.2.3 In the event of an incident (an unintended or unexpected event affecting the quality of care, which has led, could have led, or might lead to harm to the client), the QT shall immediately inform the client. Additionally, the QT shall file a Safety Incident Report (VIM) and take all necessary measures to mitigate or prevent any negative consequences of the incident for the client's health.

4.3 Substitute practitioners

4.3.1 When planning for a client to be treated by a qualified substitute practitioner, the explicit consent of the client must be obtained.

4.3.2 The substitute practitioner must be listed on the website www.quadrivastherapeuten.nl.

4.3.3 Both the substituting and the substituted QT shall respect each other's professional judgments and decisions.

4.4 Publication and research

4.4.1 Public writing, speaking, or actions must not damage the reputation or trust in Quadrivas Therapy or in the professional practice of the QT. Information must be factual, objective, and verifiable.

4.4.2 The QT shall share new knowledge, skills, and other relevant developments openly with the professional community.

4.4.3 When conducting or participating in scientific research, the QT shall comply with all applicable laws and regulations. The QT shall ensure that all relevant conditions, as stipulated by law, are met. If the research involves clients or personally identifiable data, explicit client consent must be obtained. The client's interests shall always take precedence over those of the research or researcher, with limited exceptions as described in Article 7:458 of the Dutch Civil Code (BW).

4.4.4 The QT shall participate, where possible, in research activities that promote the professional profile of the field.

4.5 Professional profiling

4.5.1 The QT is free to publicly share information about their services and, in accordance with Art.

4.5.2 To profile themselves within the domain of Quadrivas Therapy.

4.5.3 Professional profiling must never be misleading, confusing, or contain factual inaccuracies.

4.5.4 When profiling in areas outside of Quadrivas Therapy, it must be clear that the information or services are no longer part of Quadrivas Therapy.