

Information leaflet for patients

Registration process for psychotherapy at the Psychotherapeutic Outpatient Clinic | Adults

Enclosed you will find information sheet 1-3

- Information sheet 1 – Treatment process
- Information sheet 2 – Treatment costs and cancellation policy
- Information sheet 3 – Research, data processing and data protection

Information sheet 1 – Treatment process

Dear patient,

The outpatient clinic offers different therapeutic methods by psychotherapists in training under supervision and licensed therapists in various languages. The registration process at the clinic consists of three consecutive appointments which will be explained in detail. Please do not hesitate to contact the clinic staff if you have further questions.

Phase 1 – Registration: To register, we ask you to come to the clinic in person. During the appointment, you will be informed about the clinic's psychotherapy offers. We will collect your basic personal data and ask you to complete questionnaires about your current well-being in order to arrange your individual therapeutic treatment.

Phase 2 – “Clinical Interview”: During the Clinical Interview, a standardized questionnaire (Mini-DIPS) is used to evaluate your current state regarding different areas. It will be done with a clinic assistant and the appointment lasts for about two hours.

Please bring € 80,- in cash for your first interview to this appointment. Only then we will be able to arrange a first interview for you.

Phase 3 – First interview: The first interview is done by a licensed psychotherapist. They will evaluate your psychological state and give you a temporary diagnosis, as well as a therapy recommendation.

Phase 4 – Waiting period: Depending on therapist availability, there may be a waiting time between the First Interview appointment and the beginning date of therapy. You will be contacted by your therapist as soon as they become available.

Phase 5 – Therapy: After you are assigned a therapist, they will be your main point of contact for any questions regarding the course of your therapy. Please discuss any requests, concerns, needs, or questions directly with your therapist. If you feel the need to change therapists for any reason, please contact your therapist at your earliest convenience, and a new therapist will be assigned to you shortly. You can decide to change your therapist within the first five hours of therapy.

Information sheet 2 – Treatment costs and cancellation policy

Dear patient,

The costs of psychotherapeutic treatment are largely covered by the Sigmund Freud Private University.

First interview: The one-time first interview with a registered therapist costs € 80. You will receive an invoice, which can be submitted to your social insurance organization. Depending on your insurance company, part of the amount for this appointment may be refunded. If you have any questions in this regard, we recommend that you contact your insurance company directly.

Therapy: After you have completed phases 1-3 of the treatment process and have been assigned to a therapist, your rate per session is based on your monthly net income. You are required to pay a deductible rate corresponding to the amount of your monthly net income on a regular basis for the duration of your treatment. Payment can be made at the reception desk on the 1st floor before each therapy session. A current proof of income must be submitted every six months. If you choose not to provide a proof of income, the therapy rate will be automatically set at € 55,- per session. The scale of charges according to your proof of income is as follows:

monthly net income	fee per session
up to € 800,-	€ 20,-
up to € 1.200,-	€ 25,-
up to € 1.500,-	€ 30,-
up to € 2.000,-	€ 40,-
up to € 2.500,-	€ 55,-
as of € 2.500,-	€ 80,-

Couples therapy is set at € 30,- per person per unit, regardless of income.

Cancellation policy: I hereby confirm that I will be charged for psychotherapy sessions that I do not cancel at least 24 hours in advance, even in the event of illness, unless I have a doctor's note.

Information sheet 3 – Research, data processing and data protection

Dear patient,

The Psychotherapeutic Outpatient Clinic for Adults is also a university institution of Sigmund Freud Private University. The clinic combines patient care, training, teaching, and research. For quality control and research, **anonymized** data from your basic personal data may be used for projects, as well as educational and internal matters.

§ 45 of Psychotherapiegesetz (BGBl. Nr. 49/2024) applies to all cases, which binds all therapists as well as their aides to **strict confidentiality**. The duty of confidentiality applies to any person or organization. Exceptions can only be made with your written consent. We would like to provide you with the following information on the possible processing and storage of your data, which will only be carried out under the above-mentioned conditions:

1. I agree that SFU students may be present during group sessions and individual therapy sessions as observers or co-therapists. In such cases, I will always be informed in advance and can revoke my consent verbally at any time.
2. I am informed that the outpatient clinic of the SFU is obliged to keep the complete patient documentation for at least 10 years in accordance with §44 a Abs. 3 Psychotherapiegesetz (BGBl. Nr. 49/2024
3. I am informed that in the event of an official requirement, (e.g. by child and youth welfare services) or a court order, (e.g. "therapy instead of sentence") or a dominant and superficial substance-related dependency, therapy cannot be offered at the psychotherapeutic SFU outpatient clinic for adults (Salztorgasse). In these cases, treatment can be offered at the SFU psychological outpatient clinic (Welthandelsplatz).
4. I have received the information sheet with information on the treatment process.

Information on data processing

Responsible persons

Your data will be processed by Sigmund Freud Privatuniversität GmbH, Freudplatz 1, 1020 Vienna, contact: datenschutz@sfu.ac.at, as the controller.

Types of data processed

- Data from the basic documentation
 - Personal data (name, contact details, gender identity, citizenship, language(s), country of birth)
 - Registration information (insurance data, family situation, occupation, school education, medical history, assignment)
 - Data on your state of health and treatment (questionnaires on your mental and physical complaints, current quality of life, course of treatment and treatment satisfaction)
 - Documentation of the course of treatment by the therapists (frequency of therapy sessions, goals and achievement of goals, therapeutic interventions)
- Video or tape recordings
 - Video or audio recordings on which you and your therapist can be heard or seen in person

Contact data (name, address, telephone number, e-mail address, etc.) and insurance data are stored separately from registration information, data on the state of health and the course of treatment. The documentation of the course of treatment by your psychotherapist is only stored by him/her.

Purposes of data processing and recipients

Personal data, i.e. data relating to an identified or identifiable living person, is processed for **the purpose of implementing the treatment contract**, for invoicing the services and for fulfilling legal obligations. In order to achieve the contractual purposes, it may be necessary for us to disclose data to the following categories of recipients IT service providers (transcription), cooperation partners (lawyers, tax consultants, auditors) where necessary, authorities, courts, banks, insurance carriers for billing, supervisory authorities and healthcare institutions, co-, pre- or post-treatment physicians, or psychotherapists. All external recipients can be contacted and reached in a standardized manner regarding data protection issues via the private university or its data protection officer (datenschutz@sfu.ac.at).

For the purposes of diagnostics, treatment and quality assurance, data may be passed on to authorized co-treaters, in particular supervisors and authorized employees of the private university. This is done exclusively in pseudonymized form. Pseudonymization involves replacing the name and other identification features with an identifier/pseudonym. The separately stored information on the identifier is stored in compliance with appropriate technical and organizational measures and is only accessible to authorized persons, your psychotherapist and designated outpatient clinic employees.

For research and teaching purposes, data and their evaluations may be passed on to authorized employees of those responsible, students and cooperation partners. This also takes place exclusively in pseudonymized form and also includes the publication of pseudonymized data and their evaluations in scientific publications or at conferences. The aim is to further develop and improve diagnosis and treatment options. If your data is processed in the future for research projects that are carried out in cooperation with other scientific institutions as defined in Section 2b Z 12 FOG, these are also recipients. They are also subject to strict data protection obligations, compliance with which is monitored by the controller. All research projects are submitted to the ethics committee of the controller for review.

Voluntariness and revocation

The declaration of consent is voluntary. You can withdraw your consent at any time (datenschutz@sfu.ac.at). This will result in the processing of your personal data - in accordance with the declaration - becoming inadmissible by the controller for the future. However, this does not affect the lawfulness of the processing carried out up to the point of withdrawal. If you object to the processing of your personal data or revoke or restrict your consent, you will not suffer any disadvantages as a result. Your declarations regarding the assertion of your rights must always be sent in writing to the controller.

Storage duration

In accordance with Section 44 (3) of the Psychotherapy Act, the person responsible is obliged to keep written records of the psychotherapeutic measures and to keep these for 10 years in compliance with all data security requirements in accordance with the GDPR, DSG and ^{FOG}¹¹. In order to ensure continuous and cost-effective treatment and the seamless continuation of long-term patient files, as well as to avoid loss of information in the event of renewed therapy, the treatment history of patients is stored **for a period of 20 years**. The reason for the longer storage period is that many patients decide to undergo psychotherapy several times in their lives and seek help at the outpatient clinic. The outpatient clinic is not networked with hospitals and cannot access information on the e-card. Storing data for 20 years ensures that essential information for diagnosis and treatment is still available. The duration of data storage otherwise depends on the legal requirements (GDPR, DSG and FOG¹). With secure pseudonymization, the data can sometimes be stored for longer for scientific teaching and research purposes.

Automated decision making

In the area of data processing in research projects, no automated decision-making, including profiling, takes place that has a legal effect on the data subject or significantly affects them in a similar way.

Your rights

The general legal basis for the processing of personal data in the context of scientific research can be found in the General Data Protection Regulation, the Data Protection Act and the Research Organization Act, as amended.

In principle, you have the rights to information, rectification, erasure, restriction, data portability and objection. You can assert these rights against the controller.

If you are of the opinion that the processing of your data violates applicable data protection law or your data protection claims have otherwise been violated in any way, you can lodge a complaint with the competent supervisory authority in accordance with Art 77 GDPR: Austrian Data Protection Authority,
Barichgasse 40-42, 1030 Vienna, e-mail: dsb@dsb.gv.at, telephone: +43 1 52152-0

¹General Data Protection Regulation (EU 2016/679), Data Protection Act, Research Organization Act

Information sheet on data collection at the outpatient clinic

We ensure the quality of your treatment

1. Basic documentation

As a university outpatient clinic, we are committed to providing the highest quality of treatment and are legally obliged to keep basic documentation. This includes the contents of the **written questionnaires** that you complete on admission, during the course of treatment and at the end of treatment in the outpatient clinic. The basic documentation is stored at the outpatient clinic for 20 years.

The so-called basic documentation **is used for quality assurance and for teaching and research purposes**. All data is pseudonymized before (possible) publication. This means that it is no longer possible to draw conclusions about your person without the help of additional information (which is stored separately and securely).

2. Video or tape recordings

To ensure that treatment is carried out at the highest level, sessions can be recorded by video or tape. The recordings are (1) used for the purpose of supervision. This means that your therapist will discuss the course of therapy with an experienced teaching therapist. In addition, the recordings are (2) used for teaching and research purposes. Under no circumstances will your name or other personal data be passed on. All data will be pseudonymized before scientific publication. This means that it is no longer possible to draw conclusions about your person without the help of additional information (which is stored separately and securely).

3. Research projects at the outpatient clinic

You may **be invited** to participate in **further research projects at the outpatient clinic** in order to continuously improve the therapy services. In each case, you will be informed separately about the content of the research project and the data collection.

These surveys are only carried out with your consent. You can withdraw your consent at any time in the future and will not be disadvantaged as a result.

Declaration of consent

Basic documentation and records

I have read and understood the information on the declaration of consent in the information sheet on data processing at the outpatient clinic.

I have been informed _____ (name of person providing information) comprehensively about data processing and my rights and was able to ask questions which were answered.

I have received a copy of the information sheet on data processing at the outpatient clinic and a copy of this declaration of consent.

I agree that personal data that I have provided upon admission, during the course of treatment and upon completion will be stored for a period of 20 years.
(consent required treatment at the outpatient clinic)

I agree that pseudonymized data from the basic documentation (no possibility of inference to my person) may be processed for the purposes of quality assurance, research and teaching.
(consent required for treatment at the outpatient clinic)

I agree that audio or video recordings of the sessions may be processed for the purposes of quality assurance, supervision, research and teaching. In any case, you will be informed immediately before any recording is made.

The consent can be revoked at any time vis-à-vis the controller, without any disadvantage.

Place, date

Name (block letters)

Signature