



NPI Online

What is NPI Online?

NPI Online is the online branch of NPI, a certified and specialized top mental health center for treatment of personality disorders. NPI Online offers the same treatments for personality problems as the regular NPI locations, except that they are fully online, via video calling. Online treatment is common, also in other countries. Online treatment for personality problems is fairly new, but the results of research for online treatment (also at NPI) so far show that it works well.

Online treatment has several advantages:

- Shorter waiting times.
- No travel time.
- Therapy within the comfort of your own home.
- You practice in your own familiar environment, at the place where your problems occur.

Who is NPI Online for?

Online treatment is always voluntary. Do you prefer treatment at one of our locations? That is also possible.

A number of things are very important to be able to follow the online treatment properly. You must:

- Live in the Netherlands.
- Have a computer with a camera and a microphone and be able to work with it.
- Have a stable internet connection.
- Be able to work with the Microsoft Teams program.
- Have a quiet, private space where you are able to talk without being interrupted or overheard by others.
- If necessary, be able to come to one of our locations.

Is online treatment right for you?

It is also important that online treatment fits you well. That is why we start with an extensive intake. This will give us a good impression of your complaints. Together we discuss whether online therapy is a good option for you. For example, with online treatment you must be able to work independently, be able to accept your emotions fairly well and be able to ask for support in time when needed. Sometimes there are other reasons why online therapy is not a good choice for you. You can discuss this with the therapist who does your intake.

What to do if you have a crisis?

If your complaints are so serious that you could have a crisis, it is better to receive treatment at one of our locations. In any case, we always make agreements about what to do when you have a crisis. If necessary, you can come to one of our locations for psychiatric help. During the introductory phase, we assess whether you can travel to us in such a situation.

We always send your general practitioner a letter about your online treatment. If necessary, we call your general practitioner.

What treatments are available at NPI Online?

You can receive individual (one-on-one) schema therapy online in English as well as in Dutch. You have a 45-minute online session with your therapist once a week. If necessary, you can have more therapy sessions. The treatment consists of 25 to 50 sessions. In between treatment sessions, you do homework assignments. You also practice in your daily life with what you learn in the treatment. Schema therapy helps you to find out where patterns that you find difficult to break come from, and to understand and change them. You investigate the influence of experiences from your childhood on how you think and act. You learn to recognize patterns and to change them in such a way that you start to think differently, feel better and do things differently. More information about individual schema therapy can be found in the factsheet Schema Therapy Individual.

Costs

If you are insured in The Netherlands, your NPI treatment will be covered by your Dutch health insurance. NPI is a specialized mental health institute. This means that the treatments are covered by the Dutch general health insurance package (*de basisverzekering*) and will be covered by all Dutch health insurances. Payment is then made via the health insurer. A standard (yearly) own risk deductible applies here. You pay this own risk deductible per year to your health insurer for all care that is required that year. The government decides each year about the amount of the own risk deductible.

Privacy

The NPI protects your privacy as regulated by law. This means that we store information about you and your treatment securely and do not share it with others, unless you have given permission to do so. We adhere to Arkin's privacy policy. This policy describes exactly how our employees handle personal data and medical records.

You can read the privacy policy here (in Dutch): <https://arkin.nl/privacyverklaring/>. You can also request it by telephone from our secretariat on 020 590 47 00.

Contact

If you want treatment at the NPI, you must first discuss this with your general practitioner or your therapist. They can refer you to us. You can only make an appointment for an intake with a referral letter from your general practitioner or therapist.

For questions about the registration or for an appointment for the intake, call the Central Registration of Arkin (the NPI is part of Arkin): 088-505 12 02.

Or your general practitioner or therapist will register you with Arkin for treatment at the NPI.

Are you a referrer? Then you can contact the Centrale Aanmelding Arkin every working day from 08:30 to 17:00 for registration, collegial consultation and questions via telephone number 020 - 590 55 55.

If you are an Arkin practitioner, you can contact the Consultatie en Aanmeld Team (CAT). Visit <https://www.npispécialist.nl/voor-verwijzers/consultatie-expertise-en-second-opinion/> for more information.