

# Therapeutic Agreement

Clarity and transparency are the foundation of our alliance. To ensure you feel completely safe, this document outlines our therapeutic agreement, explaining your rights and responsibilities so you can begin this process making a fully informed decision.

## About Our Work Together

I provide support through three services: psychotherapy, career mentoring, and mock interviews. Each session lasts 45 minutes. All my appointments are virtual and conducted via the secure platform Saludtools.

The goal of our work is to help you define your own concept of well-being. Therefore, this agreement does not guarantee specific outcomes, such as symptom elimination or success in a selection process. Sometimes, the process may trigger temporary emotional distress; if this occurs, it is essential that we discuss it, as we can turn that difficulty into a valuable opportunity for growth.

My practice is based on outpatient psychotherapy, focused on medium- and long-term processes. It is important to clarify that I do not provide emergency services. If you experience a mental health crisis that places your life or the lives of others at risk and cannot wait until our next session, you must proceed immediately to the nearest emergency room.

If at any point you feel we are not making progress or you require a different type of support, I invite you to bring this up so we can explore it together. If we determine that a referral is the best path for you, I will assist you in finding the appropriate professional or institution. Finally, you have the right to end our process at any time you choose, without penalty.

## Payments and Scheduling

Psychotherapy relies on the therapeutic bond and consistency, which is why we will work under a "Standing Appointment" model. This means that upon starting, we will agree on a specific day and time reserved exclusively for you indefinitely. All processes strictly begin on a weekly basis for the first 4 sessions to consolidate our work, and depending on your

progress, we may agree to switch to a bi-weekly frequency while maintaining your reserved slot.

It is important to understand that this Standing Appointment requires commitment: your slot will be automatically released to another patient if you cancel two weeks in a row or if you miss a session without notice once. To resume, we would need to check current schedule availability. If you need to cancel or reschedule a specific appointment, you must notify me via WhatsApp more than 24 hours in advance to avoid a charge. Sessions canceled with less than 24 hours' notice or missed appointments (no-shows) must be paid in full, as that time was reserved specifically for you.

Regarding payments, I offer individual sessions or a 4-session package; you can check current rates on my website. The 4-session package is valid for one month if your process is weekly, or two months if it is bi-weekly. If you prefer to pay per session, payment must be made 24 hours prior to the appointment to confirm it; otherwise, the slot may be released. I will wait a maximum of 15 minutes in the virtual meeting room; if we have not started by then, the session will be considered completed and charged. I accept payments via Bancolombia transfer and Wompi. Please note that no refunds are issued for purchased services.

## Confidentiality and Your Data

Your privacy is my top priority. Everything discussed in session is strictly confidential. As a general rule, I will not disclose any information to third parties without your explicit written consent. The only exceptions to this rule are serious and specific cases required by Colombian law (Law 1090 of 2006). These situations are limited to instances of imminent risk to your life or the lives of others, child abuse, or court orders. Whenever possible, I will inform you before communicating with any third party.

To ensure the quality of our work, sessions are transcribed. I do this for a crucial reason: it allows me to be 100% present with you during our conversation, without the distraction of taking notes. This transcription becomes part of your clinical record and is treated with the strictest confidentiality, always stored securely. Your general clinical record is managed through the secure Saludtools platform, and I guarantee that all your information will be used solely for therapeutic purposes.

## Your Rights and Responsibilities

For our work to be as fruitful as possible, your active participation is fundamental. I invite you to communicate your expectations regarding the service and to be punctual. Regarding your virtual setting: for sessions, it is your responsibility to ensure an environment that protects your privacy and allows for therapeutic work. You must be in a private location where you can speak freely without being overheard. It is necessary to use headphones, turn on your camera, and ensure a stable internet connection. For your safety and the quality of the process, the session will not proceed if you are driving, walking down the street, or multitasking.

In our alliance, your rights are a priority. You always have the right to: withdraw this consent at any time without negative consequences, terminate the therapeutic or mentoring process whenever you decide, ask for and receive clear information about the approach we are using, and request a copy of your clinical record following legal procedures. Likewise, you may express if you feel the process is not meeting your expectations and inform me of any particular needs to facilitate your access to sessions.

## Declaration of Consent

I declare that I have read and understood the information in this document. I understand and accept all terms of service, including the objectives and modalities of our work, costs, payment and cancellation policies (the 24-hour rule), confidentiality rules and legal exceptions, the session transcription process, as well as my rights and responsibilities. Based on the foregoing, I grant my free and voluntary consent to begin the agreed-upon service with Alejandro Vega.

## Note on Document Signature

This PDF file is a reference copy for your records. The official signing of this consent will be completed via a secure digital form on the Saludtools platform, which will be sent to you before we begin our process.