

Therapeutic Agreement

Clarity and transparency are the foundation of our alliance. To ensure you feel completely safe, this document describes our therapeutic agreement, explaining your rights and responsibilities so you can make an informed decision about your participation.

About Our Work Together

I support you through three services: psychotherapy, career mentoring, or mock interviews. Each session lasts 45 minutes. We can meet in two ways: in-person at CityMédica (Rionegro) or virtually via the secure Saludtools platform. It is important to know that each modality has specific schedules, which you can check when you book your appointment.

The goal of our work is to support you in building your own idea of well-being. Therefore, this agreement does not guarantee specific outcomes, such as the elimination of symptoms or ensuring success in a selection process. Sometimes, the process can cause temporary emotional discomfort; if this happens, it is essential that we discuss it, as we can turn that difficulty into a valuable opportunity for growth.

If at any point you feel we are not making progress or you need a different kind of support, I invite you to explore it with me. If we determine that a referral is the best path for you, I will support you in finding the right professional or institution. Finally, you have the right to end our process at any time you choose, without any penalty.

Payments and Scheduling

I offer the option of individual sessions and session packages. You can consult the current rates and discounts on the "Pay" section of my website. The 4-session package must be used within one month of purchase, and the 8-session package must be used within two months. It is essential to know that once a service (individual session or package) is purchased, no refunds are issued. If you have doubts about your availability or continuity, I recommend starting with individual sessions.

To confirm your appointment, payment must be made at least 12 hours in advance; reservations for which payment is not received within this timeframe will be automatically released. I accept payments via bank transfer to Bancolombia or Wells Fargo and through the Wompi platform. I do not accept cash. For your first appointment, it is essential to make contact via WhatsApp on the day you book to validate the information; if we are unable to establish this communication, the scheduled slot will be released.

If you need to change your appointment, you must notify me via WhatsApp at least 12 hours in advance; otherwise, the session will be considered as having taken place and will be charged. Likewise, if more than 15 minutes have passed since the agreed-upon time and you have not shown up or connected, the appointment will be canceled and charged. I understand that force majeure situations (medical emergency, serious accident, etc.) can arise. If you face one of these situations, please inform me as soon as possible to assess the situation and seek to reschedule the session, for which I may request documentation to justify the event.

Confidentiality and Your Data

Your privacy is my highest priority. Everything you discuss in session is strictly confidential, and as a general rule, I will not disclose any information to third parties without your explicit written consent. The only exception to this rule involves serious and specific cases required by Colombian law (Law 1090 of 2006). These situations are limited to cases where there is an imminent risk to your life or that of others, cases of abuse of minors, or when required by a court order. If possible, I will inform you before making any communication to the competent authorities.

To ensure the quality of our work, sessions (both in-person and virtual) are transcribed. I do this for a very important reason: it allows me to be 100% connected with you during our conversation, without the distraction of taking notes. This transcription is integrated into 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 and exclusively for therapeutic purposes.

Your Rights and Responsibilities

For our work to be as fruitful as possible, your active participation is essential. Your responsibilities include communicating your expectations, being punctual, managing your appointments and payments with the required notice, and for virtual sessions, ensuring a stable internet connection, being in a private space, and keeping your camera on.

In our alliance, your rights are a priority. You will always have the right to: withdraw this consent at any time without negative consequences, end the process whenever you decide, ask for and receive clear information, express if the process is not meeting your expectations, request a copy of your clinical record (following the legal procedure), and inform me of any particular needs to facilitate your access to the sessions.

Declaration of Consent

I declare that I have read and understood the information in this document. I understand and accept all the conditions of the service, including the objectives and modalities of our work, the costs, the payment and cancellation policies, the confidentiality rules with their 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.