

INFORMATION FLYER HEALTH CENTRE 'HET ZAND'

With this letter we would like to inform you about our practice and our way of working. We would also like to inform you about a number of agreements and rules that apply in the practice.

EMPLOYEES

Our team currently consists of 8 general practitioners (5 permanent general practitioners and 3 substitute GP's), 4 assistants, 2 nurses (POH-S), 2 mental health nurses (POH-GGZ), 1 physical therapist (POH-B) and 2 reception assistants.

We find it important that you as a patient have a regular family doctor to whom you can go with your complaints. For this reason we work with GP-duos. This means that every day of the week a general practitioner from the duo is present, so that in principle (except in emergencies) you will see a maximum of two different doctors. You can find the duos and everyone's working days on the website www.hetzandgezond.nl.

CONTACT

EMERGENCY

On weekdays (8:00 am - 5:00 pm) emergency line GPs 030-6700979, option 1
Outside office hours **SpiedPost Noord-West Utrecht** **088 1309620**

THIS IS ONLY FOR COMPLAINTS THAT CAN NOT WAIT UNTIL THE NEXT WORKING DAY.

OPENING HOURS

The front desk is open Monday to Friday from 8:00 am - 5:00 pm. To make appointments and other matters, please use the times indicated below:

Making an appointment at consultation hours	08:00h - 12:00h
Visit request	08:00h - 11:00h
Make an appointment by phone	08:00h - 11:00h
Request results	14:00h - 17:00h
Urine delivery	08:00h - 09:30h

CONSULTATION HOURS

GP CONSULTATION HOURS

The general practitioners only see patients by appointment. To avoid unnecessary waiting time for yourself and other patients, we ask you not to accumulate your complaints and not to bring another patient for whom no appointment has been made.

Consultation hours are held every morning and afternoon. A consultation is scheduled for 10 minutes. For 2 complaints or a more complex question/complaint, 20 minutes will be scheduled. If you expect to need more time, please indicate this when making the appointment.

To schedule an appointment, the assistant will ask you some questions by phone to estimate how much time should be scheduled and the urgency of your complaint. They are trained to do this.

Simple questions can often be answered by phone, you do not have to come to the practice. For this, 10 minutes are planned and the aim is that you are called by the doctor between 12:00h and 14:00h.

When it is really not possible to come to the practice, the doctor or the practice-nurse can decide to visit you at home. In principle, visits are made between 12:00-14:00h. If it is at all possible to come to the practice, that is preferred. The treatment possibilities in the practice are much larger than in your home. Often the family doctor will be able to help you better and faster in the practice.

NURSES/'PRAKTIJKONDERSTEUNERS'

Our nurses/'praktijkondersteuners' (POHs) primarily do chronic care, such as asthma/COPD, cardiovascular disease, diabetes, and mental health issues. Annual checks for ADHD medication are also performed by a POH.

ASSISTENT CONSULTATION HOURS

For measuring blood pressure, warts, cleaning out our ear, removing stitches, wound care, urine checks, PAP-smears, measuring blood sugar and giving injections you can make an appointment at the consultation hours of the assistants. One of the assistants will soon be completing the SOH training course, which will allow her to independently treat common complaints.

REQUESTING REPEAT PRESCRIPTIONS

You can request repeat prescriptions via the prescription line (tel. 030-6700979, option 2) or online 24 hours a day via the Patient Portal. If you request the prescription before 12.00h, you can pick up the medicine at your pharmacy the next day from 15.00h onwards.

PHARMACY 'DE VOGELVLINDER'

We are pleased to inform you that there is a pharmacy on the first floor of the health centre again: Pharmacy 'De Vogelvlinder'. This pharmacy is open from Monday to Friday from 8:00 am to 5:00 pm. It is a modern pharmacy, which regularly uses various digital options and e.g. drug lockers. If you have registered with pharmacy 'De Vogelvlinder', please let us know so that we can register it correctly in our care system.

MEDICAL RECORDS ONLINE

You can view parts of your medical file online, such as your blood results, your medication summary and the policy you have discussed with your doctor during a consultation. For this purpose you can create a Patient Portal. On our website you can find more information about this: www.hetzandgezond.nl

Through the Patient Portal you can also send your doctor an e-consult. You can upload attachments (e.g. photos of a skin problem). Photos sent via our general email address can unfortunately no longer be processed, because of your privacy.

WITHIN OUR HEALTH CENTRE THE FOLLOWING ADDITIONAL RULES APPLY:

- ✚ You must be present on time for your appointment so that the patient after you can be helped on time.
- ✚ If you wish to cancel an appointment with the doctor or assistant you must inform us at least 24 hours in advance. For an appointment with the nurse (POH), you have to let us know 48 hours in advance. We can then use the scheduled time for another patient who needs care. When appointments are not kept without prior notice, we are obliged to charge the patient according to the national guidelines of the LHV.
- ✚ Emergencies have priority. This may mean that you have to wait longer. We ask for your understanding and patience.
- ✚ In connection with the applicable privacy legislation, we do not give information or results to third parties. Not even to partners, employers or parents of children older than 16 years. This guarantees the privacy of you and your family members.