

# GENERAL PRACTITIONER



## OPENING HOURS

Our clinic for general practice is open from Monday to Friday. We can be reached at the front desk and by telephone from 8 am until 5 pm.

## REGULAR CONTACT AND APPOINTMENTS

**Please book an appointment; we don't have an open consultation hour.** You can reach us from Monday until Friday between 8 am and 5 pm.

Phone: **T 030 289 04 44**

Website and online services: [www.huisarts-nwplb.nl](http://www.huisarts-nwplb.nl)

## EMERGENCIES

During office hours call our general number **T 030 289 04 44**, choose 9 in the menu for emergencies. The assistant will briefly ask you a number of questions to assess the seriousness and urgency of the situation. Usually you do not have to go directly to the hospital for first aid. Many injuries, bruises and strains can be treated in our practice. If you call or somebody else calls for you in advance, we will take your arrival into account.

During evening hours (5 pm - 08 am) and during weekends call the **"Huisartsen Post": T 088 130 96 70**

The "Huisartsen Post" is the General Practice Emergency Centre for all GP's in Utrecht. It is located on Burgemeester Fockema Andreaelaan 60, 3582 KT, Utrecht. Always call ahead to book an appointment. The assistants there will ask questions to determine the urgency of your complaints.

## PRESCRIPTIONS

When you are using chronic medication, there are several ways to apply for a new prescription. If you request the new prescription before 12 am, you can collect the medication from your own pharmacy 2 working days after 12 am. If you need a prescription on short notice, call the general number: **T 030 289 04 44**.

By telephone: use the general number and press ... in the submenu or call **T 030 267 10 50** (24 hours a day)

**You can make use of our online service:**

**Receptenservice (no English translations!)**

Mailbox: You can also put the empty medication boxes in our mailbox at the front door or hand over at the counter on the first floor.

## URINE ANALYSIS

If you think you might have a bladder infection, you can bring "mid-stream urine" in the morning on working days until 10 am. Mid-stream urine is the first morning urine of which you collect the middle part: you first pee a little bit in the toilet to rinse away the bacteria, and then catch the next bit of urine in a jar. Urine containers are freely available in practice.

**Always store the urine in the refrigerator until you bring it to our practice.**

You can also take urine for a pregnancy test. Please note that this service is not for free; payment is in cash or by PIN.

## PAYMENTS

If you have a valid Dutch health insurance, all invoices are directly send to your health insurer. GP healthcare is covered by the "Basis verzekering" (basic insurance) and is NOT deducted from your "eigen risico" (own risk). You do NOT have to pay for most of the treatments with your general practitioner.

Any investigations that are requested by your doctor (for example a blood test or a radiograph), are usually covered by your basic insurance, but they will be deducted from your own risk. Usually your health insurance will settle these costs with you. This also applies to treatments prescribed by your doctor, for example medication.

If you not appear on an appointment without cancellation, the practice can charge you for this. In general you will receive an invoice of € 15,- which you have to pay to the practice. This bill will not be reimbursed by your health insurance.

**Read more about the Dutch healthcare system [www.h4i.nl](http://www.h4i.nl)**

Rates for people without a valid Dutch health insurance (basic insurance) will be charged with the following amounts (According to the guidelines of the LHV, the National Family Practice Association):

Consult	€ 29.31
Consult >20 min.	€ 58.62
Tel. consultation	€ 14.65
Visite	€ 43.96

**Payment is in cash or by PIN.**

# GENERAL PRACTITIONER



## REGISTRATION

Read more about the Dutch healthcare system [www.h4i.nl](http://www.h4i.nl)

If you would like to register with our practice, you can use the registration form. You can register with us when you live in the postal code area 3522, 3523, 3524, 3525. We work with postal code areas to be able to deliver timely care in case of urgent emergencies. Consult with the assistant of the practice if necessary.

After downloading, the form must be completed in full, and signed by the applicant before submitting it at the desk or sending it to our practice. After submission of the application form, we will process your data and you will be registered with us one day later. Do you also complete the medical questionnaire for us?

Go to [www.huisarts-nwplb.nl/index.php/inschrijven/](http://www.huisarts-nwplb.nl/index.php/inschrijven/) and download the registration form. With the form you can also apply for our online services.

## DISENROLLMENT

With this form you can disenroll as a patient from our practice. After downloading, the form must be completed in full, and signed by the disenrolling person before submitting it at the desk or sending it to our practice. After receiving your form we will collect your medical record and forward it to the new general practitioner. Transmission of a medical record takes 3-4 weeks on average.

Go to [www.huisarts-nwplb.nl/index.php/inschrijven/](http://www.huisarts-nwplb.nl/index.php/inschrijven/) and download the disenrollment form.



Rijnhuizenlaan 10  
3523 JA Utrecht  
[info@huisarts-nwplb.nl](mailto:info@huisarts-nwplb.nl)

T 030 289 04 44  
(press ... for English)  
[www.huisarts-nwplb.nl](http://www.huisarts-nwplb.nl)

## ABOUT US

Our team consists of eight general practitioners, nine doctor's assistants, six practice nurses, a diabetes nurse and a doctor in training.

### Our General practitioners are:

Mw. L.G.M. Ketting- Stroet  
Mw. B.A. Benard  
Mr. H.A. van Dijk  
Mw. F.M. Nuijten  
Mr. T.J.H. Bottema  
Mw. K.N. Peters- Versteeg  
Mw. M. Been  
Mw. K.Y.F. Chin- A- Tam

### You can see our doctor's assistants for:

- measuring blood pressure
- ear cleaning with water syringe
- wart treatment with liquid nitrogen
- PAP smears
- blood test
- urine analysis
- wound care and removal of stitches
- injections
- ECG & other specialist investigations

### Practice nurses

Our practice nurses for somatic illnesses are Arieke Meijer- Quartel, Annemieke Hansen- Frey, Elsbeth du Mortier. They are specialized in

- Chronic airway disease and asthma management
- Prevention of cardiovascular disease
- Diabetes care

Our diabetes nurse Suze Heijmen has her own hours on Friday

Our practice nurses for mental health are Mariëlle van den Burgh- van de Ridder, Frederieke Boonzaaijer en Eline Keesmaat. They can help among other things with:

- depressive complaints
- sleeping problems
- coping with loss
- relational problems
- anxiety
- stress related complaints