

Dear Patient,

Welcome to our practice.



If this is your first visit, and the reason for this visit is a medical problem, we will first explain how things will go from here in the following brochure:

Registration and appointment:

Step (1) We have to register your personal and insurance information so that we can create a personal medical file in which we can work.

Step (2) In general we work with scheduled appointments. Our assistants have to assess the urgency of the complaint to see if we have to prioritize your problem in case of an emergency. If there is no emergency we will offer you an appointment on available time slots.

Step (3) If you live within a 15 minutes drive of the practice we will consider registering you as a patient of this practice so that future results (lab, ecg, hospital communications, etc.) can be send to your file here. In addition you will be able to make appointments for non urgent matters.

The following information is meant for (future) registered patients:

How things are done in this practice:

Open consultations (Monday – Friday 8-9 a.m.)

If you wake up with a small problem you want checked briefly there's the option of taking a seat in the waiting room without an appointment around 8 o'clock (Ultimately until 9 o'clock but then the chance that we cant guarantee you can be helped is present). Present people are then helped in order in which they showed up.

Note:

If your you want to elaborate on a problem or you feel it concerns a complex (e.g. abdominal or psychological) complaint we advice to make an appointment.

If there is a potential lifethreatening **problem** (e.g. shortness of breath, pressure on the chest) > please report to the desk of our assistent and dont wait for your turn.

Making an appointment

To make an appointment for the same day, call 0493 – 341 250 (option 3) between 8-9 a.m. Calls made later will be offered an appointment on another day.

(see next page)

We cannot offer appointments in the afternoon. If, however standard appointment possibilities are in short supply you might be offered a consultation in the afternoon.



To make an appointment in the future, not being the same day, you can call any time on working days between 8 and 17 hours.

Inquiring about diagnostical results / brief telephonic consultation:

If you underwent additional diagnostics, requested by your general practitioner / family doctor (Huisarts) and you want to inquire wheter your results are allright, you can call 0493 – 341 250 between 10:30 - 11:00 and 13:30 -14:00 hours. During these moments an additional dial option becomes available. Namely option 4. This option will qeue you in the doctors telephonic consultation qeue.

Note:

There are only 3 available waiting slots, so you might have to try a couple of times.

Results from your medical specialist won't be available via this route. Please wait for your specialist appointment.

Pharmacy:

There is a small pharmacy across the hallway opened from 15:00 till 17:30. New medication ordered before 14.00 hours will be available the same day. Larger quantities of medication that is being used for longer periods of time will be available after 2 working days (if ordered before 12:00 hours). In every other case you could be directed to the pharmacy in Deurne.

Emergencies and out of office hours:

In case of acute life threatening evenst: call 112

In case of acute medical problems outside working hours: call : 088 – 876 5151 (Huisartsenpost Helmond).

This is solely purposed for medical care that cant wait untill the moment our practice opens. This is assessed from a medical point of view (assesment hereof is done for you via telephonic consultation of the just mentioned telephone number).