

PRACTICE IBSSA – DE BOER

 assistente.ib@mczonnestein.nl

 020 643 20 30

PRACTICE HOOGLAND & HEMELS

 assistente.hh@mczonnestein.nl

 020 641 44 44

PRACTICE VAN DER KUYL & SHACHAR-PALGI

 assistente.ks@mczonnestein.nl

 020 641 27 04

PRACTICE VERBAUWEN

 assistente.vb@mczonnestein.nl

 020 643 36 67

ADDRESS

Van Heuven Goedhartlaan 933
1181 LD Amstelveen

OPENING HOURS:

Monday to Friday: 08.00 am – 17.00 pm

REACHABLE BY PHONE:

Monday to Friday: 08.00 am – 11.00 am
13.30 pm – 16.00 pm

For urgent medical care outside these hours,
dial 1.

APPOINTMENTS

When you call our practice, you will get a doctor's assistant on the phone. They all have a professional confidentiality. The assistant will ask you a few questions to find out what the problem is. This is called *triage*. The assistants are trained for this. Triage helps you to get the right care, at the right moment and from the right healthcare professional.

The doctor's assistant can give you self-care advice, a telephone appointment, or an appointment at the health centre.

We can be reached by phone **from 08.00 am to 11.00 am and 13.30 pm to 16.00 pm** for making appointments at the consultation hour of the doctor, the assistant or the practice assistant.

Outside these hours, you can only reach us for urgent medical matters; matters that cannot wait.

Look for reliable information about your condition or complaints at www.thuisarts.nl first. A few of these items are already translated in English at www.GPinfo.nl.

NO SHOW AT YOUR APPOINTMENT

Are you not able to keep your appointment? Let us know at least 24 hours in advance. Someone else can be booked in.

For no-show without letting us know on time, you can receive an invoice of €25,00 or €50,00, depending on the kind of the appointment. This will not be paid by your medical insurance; you will have to pay the invoice yourself.

PRACTICE HEALTHCARE WORKERS

At the GP practice we have several healthcare workers. They work under the final responsibility of the doctor/ GP.

Doctor's assistant: Answers the phone, makes appointments, gives advice, has consultation hours for injections, blood pressure measuring, removing stitches, wart treatment, cervical smear tests, ear syringing etcetera.

Practice assistant: Coaches people with diabetes, hypertension, asthma and COPD, and elderly people.

Practice assistant mental health: Helps people with mental health problems, with a limited number of sessions, usually 5 to 8. If necessary, you will be referred to another healthcare professional.

TELEPHONE CONSULTATION

In case you need to speak to the doctor by phone, you can make a call-back appointment (with the doctor's assistant).

The doctor will try to get back to you between 11.00 am and 14.00 pm. When it is very busy, this could then be later in the day.

HOUSE CALLS

A house call is meant for seriously ill patients, who are unable to come to the medical centre, and for housebound people. At the medical centre we have better facilities for examination and treatment; an appointment at the medical centre is therefore preferred.

REPEAT PRESCRIPTIONS

When you call the practice and choose option 2 in the menu, you can request your repeat prescriptions.

This is also possible at the website of your GP practice, or the patient portal. On the next page you will read more about the patient portal.

SECURE PATIENT PORTAL

Arrange your care securely online via <https://uwzorgonline.nl/>. Log in with your username, password and security code.

The patient portal gives you the following useful options:

Ask question



Send a non-urgent medical question to your doctor securely, if necessary with attachment. You will be answered within a few days.

Request a repeat prescription



Do you need medication that was prescribed by your doctor (for longtime use)? You can request a new prescription online.

See your medical records



Easy access to a summary of your medical records online.

Uw Zorg online app



Download the Uw Zorg Online app from the App Store (iOS) or Google Play (Android). Then you can access the secure patient portal also on your smartphone or tablet.

Have you not yet registered at secure patient portal? Go to the website:

www.mczonnestein.nl/en/huisartsenpraktijken to get access to secure patient portal.

URGENT MEDICAL CARE OUTSIDE PRACTICE OPENING HOURS

For urgent medical help outside GP office hours, you can consult the Huisartsenpost (Emergency GP service) at Ziekenhuis Amstelland.

The Emergency GP Service/ Huisartsenpost work appointment based. Call 020 – 456 20 00 first and have your medication list ready.

When you visit the Huisartsenpost, always bring your ID card with you. If you are taking medication, also bring an accurate list of your medication.

Medical emergency is care which cannot wait till your own GP practice is open.

SHARING MEDICAL INFORMATION WITH OTHER HEALTHCARE PROFESSIONALS

In some situations it is necessary to share medical information with other healthcare professionals, for example at the hospital. This is possible through the 'Landelijk Schakelpunt' (LSP). The LSP is a secure network where medical information of mutual patients can be viewed; only by a professional who is involved in your treatment. Of course, only with your permission.

Look for more information about the LSP at volgjezorg.nl/het-lsp.