

## **Leaflet of general practice Stronkhorst**

This is information about our care and practice organization.

The clinic is open on Monday till Friday from 8:00 AM to 5:00 PM.

Please notice if you come by car that the Koninginnebuurt has paid parking.

The practice telephone number: 023-5311804.

The telephone exchange has a selection menu

- In case of an emergency press 1  
you can only call our emergency line in the event of urgent complaints, (minor) injuries or medical emergency.

For Life-threatening emergencies: call **112**

- For repeat prescriptions press 2
- To talk to the assistant press 3  
You can reach the assistant from 08.00 to 12.00 and from 13.30 to 16.00 PM  
If you want to make an appointment please call between 08.00 and 12.00  
If you want to request a home visit, please call before 11.00 AM if possible

## **Consultation GP**

The surgery is open every weekday. To book a consultation with the GP, you need to call the assistant in advance. The assistant will ask for the reason for your visit, she has been trained for this purpose and does so in order to determine the medical urgency and the needed time for the appointment. The assistant (just like the general practitioner) has professional secrecy and will treat your information confidentially.

Walk-in consultation: There is no more walk-in consultations due to Corona, to limit the number of people in the practice. Possibly this will change in the future.

### **Appointments with extra time:**

We schedule 15 minutes for an appointment. Do you have multiple complaints or questions or do you need more time? Indicate it while making the appointment, we can take it into account in our agenda.

### **Consultation hour by telephone:**

For simple and short questions and to discuss the results of additional tests, the assistant can schedule you for the telephone consultation hour. The GP will then call you back on the telephone number known to us, usually this will be at the end of the morning.

### **Repeat prescriptions**

There are currently several ways to order your repeat prescription

\* By phone: press 2 .

\*website: repeat prescription

\* the online portal: this is a digital platform, for which you must create an account once.

<https://huisartsstronkhorst.uwzorgonline.nl/inloggen-en-registratie/app/>

We then link your data, after which you can use it.

Via the **Online portal** you can contact us:

- send messages (e-consultation)
- \* request repeat prescriptions (e-prescription)
- \* make an appointment online: not possible until further notice due to corona.

You can also access your file with the Uw Zorg Online app. Information about this is available in a folder at the practice or via [uwzorgonline.nl](http://uwzorgonline.nl).

### **Home visit:**

If it is not possible to come to the practice yourself, the GP can also visit you at home. The assistant will assess, if necessary together with the general practitioner, the need for a home visit. The home visit is not intended for people who do not have the time or transport to come to the regular office hours. The GP makes visits between noon. and 14.00 PM, if you think you need a home visit, please ask before 11.00 AM

### **Video call:**

It is possible to request a consultation by video consultation. The practice uses a special program, which guarantees a safe environment. You will receive a link by email with the scheduled time.

### **Canceling your appointment on time / No show arrangement**

We urge you to cancel your appointment at least 24 hours in advance if you are unable to attend.

**Assistant and practice support:**

you can contact the practice staff by appointment.

**Assistant:** The assistant is the first to speak to you when you call the practice. She makes appointments for the consultation hours, the home visits and the telephone consultation hours. She knows the answer to many practical issues, f.i. referrals and prescriptions. You can also call her about the results of your urine or blood test.

You can contact the assistant for:

*requests, information and leaflets, among other things,  
repeat prescriptions,  
blood pressure measuring,  
to touch warts,  
dressing wounds  
removing stitches,  
pregnancy test,  
urine examination,  
sugar control,  
injections and vaccinations,  
bandages and taping,  
smears*

**Practice Supporter General Practitioner Mental Health Care (POH-GGZ ):**

After a consultation with your GP, you can consult our POH-GGZ for most psychological and psychosocial problems such as:

*overstrain/burnout  
sadness loneliness  
anxiety/panic  
coping with loss, grieving  
sleeping problems, eating problems  
personality problems  
relationship problems*

POH-GGZ helps the general practitioner clarify the problem and provide additional diagnostics and psycho-education and information; along with guiding and supporting the patient and, if necessary, further referral to general basic or specialized mental health care. The POH-GGZ has consultation hours at a separate location

## **Evening, night and weekend service : out of hours service**

### **Contact Spoedpost Haarlem: Tel 023-2242526**

For acute medical care in the evening, night, weekend and on public holidays you contact the emergency post: Spoedpost Haarlem, for urgent medical problems that cannot wait until the opening of the practice of the GP., The emergency post is a combination of a general practitioner post and an emergency room in the hospital. First call for an appointment and bring a valid ID and health card to the appointment! If you are taking medication, take a list of your medication with you.

More information you can find at [www.spoedposthaarlem.nl](http://www.spoedposthaarlem.nl)

Addresses emergency post

Emergency post South, Spaarne Gasthuis, Location Haarlem South, Boerhaavelaan 22, 2035 RC Haarlem Monday to Sunday 0.00-24.00 hr.

Emergency Post Noord, Spaarne Gasthuis .Vondelweg 999, 2026 BW Haarlem, Monday to Friday from 8.30 am to 5.30 pm/ Saturday and Sunday from 9.30 am to 6.00 pm

Both emergency post locations have a service pharmacy.

### **Exchanging Medical data**

When you visit the Spoedpost the doctor on call, will only have limited access to your medical file , when you gave permission to do so to your own general practitioner and pharmacy. For more information, visit [www.ikgeeftoestemming.nl](http://www.ikgeeftoestemming.nl) or [www.vzvez.nl](http://www.vzvez.nl).

### **Substitute doctor**

In the event the practice is closed due to holidays, refresher courses or illness, you can contact one of our deputy general practitioners for urgent medical problems . You will be forwarded to the deputy practice by calling our practice telephone number. Listen carefully to the text, or read the email we send before our absence.

If you are looking for reliable medical information and advice, please visit [www.thuisarts.nl](http://www.thuisarts.nl).

[www.moetiknaardedokter.nl](http://www.moetiknaardedokter.nl)