



**A. de Boer & A.W. Martens,  
general practitioners**

Raadhuisstraat 8a  
7091 CK Dinxperlo

**Telephone: 0315-652203**

Emergency number: 112

For urgent patient care during  
evening/night-time hours/weekends:

**Oude IJssel Central GP practice**

**Telephone: 085-485 34 44**

*[huisartsenwhemerhof.praktijkinfo.nl](http://huisartsenwhemerhof.praktijkinfo.nl)*

## FAMILY GENERAL PRACTITIONER

The family GP is available to help you with all your health-related questions and problems. The GP works according to the guidelines for regular healthcare, with due respect and attention for everyone. To help us provide the best possible service, the following information about our practice is important.

### SURGERY HOURS BY APPOINTMENT

- In urgent cases, we guarantee a same-day appointment.
- If you have more than a single question or believe you may require more time, please inform the doctor's assistant. Reserving sufficient time will help avoid unnecessary delays for all patients.
- Please call us if you are unable to attend an appointment, at least 24 hours in advance.
- One week each month we organise special liquid nitrogen treatment for warts. For details, ask the doctor's assistant or consult the website under 'treatment information'.

### TELEPHONE CONSULTATIONS

- For short questions; to discuss test results.
- To discuss symptoms with your GP.
- If you make an appointment before 10 o'clock, your GP will call you back later in the day.

## TRAINING PRACTICE

To enable our doctor's assistants, practice counsellors and doctors-in-training to acquire practical experience, the practice does occasionally offer trainee placements. *If you have any objection to the presence of a trainee during your treatment, please let us know when you make your appointment.*

### CHARGES

Consultations, home visits and treatments are charged according to the rates set by the government. Treatment by your GP (the family doctor) is covered by your basic medical expenses insurance package. Check carefully which healthcare treatments are covered, and which you may have to pay for. For more information visit our website.

## COMPLAINTS

We do everything possible to offer you personal and expert care. If you are dissatisfied with the level of care, we would ask you to get in touch with us. For further details, visit our website (in Dutch) under the heading 'klachtenprocedure' (complaints procedure). You are also welcome to let us know if you are happy with the treatment you receive.

- For requests for repeat prescriptions (day and night via our prescription line).
- for general questions and advice from the assistant.

### **OPENING HOURS**

- The practice is open from 08.00-12.00 and from 13.00-17.00.
- Between 12.00-13.00, we are only available for emergency calls.
- We run a special late surgery hour on Wednesday evenings.

### **SURGERY HOURS by appointment**

Surgery hours on Monday to Friday: 08.30-10.00 and 14.00-16.00. Late surgery hour on Wednesday 17.00-18.00.

## **GENERAL**

### **PRACTICE STAFF**

- Family GPs: A. de Boer and A.W. Martens
- Locum doctor: E. Hartman
- Doctor's assistants: Els, Lotte, Moniek, Monique and Nicole
- Practice counsellors: Gerda, Ella, Annelies and Renate
- Doctor in training: we take on a new doctor in training each year.
- Practice domestic assistant: Annie.

### **HOME VISITS**

- If you are unable to attend surgery at the practice due to your health or physical condition, the GP will make home visits.
- Given the better facilities for examination and treatment at the practice, if at all possible, a visit to the practice is always the preferred option.

## **DOCTOR'S ASSISTANTS**

The role of our assistants is to help ensure the smooth running of the practice.

- Call them direct for appointments, test results, information about referrals and to discuss your health between 08.00-10.00 and between 13.00-15.00. Outside these hours, the assistants are occupied carrying out other activities.
- Our assistants will ask for certain details to help them decide on the best course of action.
- Many questions can be answered independently by a doctor's assistant. They have all completed the relevant training and are subject to the rules of professional confidentiality. They are trained to offer advice and carry out a range of medical treatments.

## **MEDICAL TREATMENTS**

You can make an appointment to see an assistant for:

- Blood pressure monitoring, syringing blocked ears, cervical smear tests as part of the population survey, removing stitches.
- Following referral from the GP for: blood testing (glucose, Hb, CRP), hearing tests, injections, electrocardiogram (ECG) and monitoring for high blood pressure.
- Pregnancy testing and travel information. These treatments may involve additional costs.

## **URINE SAMPLES**

- Provide fresh urine samples in a clean container at room temperature, not more than 2 hours after urination.
- If a urine sample cannot be examined within 2 hours, store the container in a refrigerator at a maximum temperature of 10 °C. Do not store the sample for more than 24 hours.
- The assistant will instruct you on how and when to call for the test result. The results and follow-up treatment will generally be available within half a day.

## **REPEAT PRESCRIPTIONS**

To request repeat prescriptions, post the empty old packaging in the practice letterbox, leave a spoken message on the prescription line, option 2, or call the assistant. Prescriptions ordered before 10.00 are available to be collected after 2 working days, from your dispensing chemist.

## **PRACTICE COUNSELLOR**

The practice counsellor has received special training and is available for counselling and advice, and for check-ups for patients with among others the following conditions:

- Asthma/COPD (inhalation/lung function testing)
- Diabetes Mellitus, high blood pressure and cardiovascular risk management
- Frailty and / or old age

## **CONTACTING THE PRACTICE**

### **MEDICAL EMERGENCIES:**

- When every second counts: call 112 and then the practice; the GP will often reach you before the emergency services.  
Call 0315-652203 and press 1.
- After 17.00 and in the weekend, call the Oude IJssel Central GP practice in Doetinchem, location: Slingeland Hospital, TELEPHONE 085-4853444.
- For situations requiring first aid such as open wounds, bruises and burns, our staff will see you as quickly as possible following initial telephone contact.

### **GENERAL TELEPHONE CONTACT:**

Between 08.00-10.00 and from 13.00-15.00 we are available for:

- Making appointments for standard surgery hours, a home visit or a telephone consultation