



**Telephone number: 070-222 30 00**

- GP Feenstra & Geenen
- GP Makkink
- GP Hulsebosch
- GP van Aken, Siccama & Dirkzwager

**option 1 for emergency's**

- option 2
- option 3
- option 4
- option 5

**Following telephone menu**

Option 1 = emergency's only

Option 2 = repeat prescriptions

Option 3 = doctors assistant

Between 10.30 and 11.30 am it's telephone surgery hour. The doctor is answering the telephone then for short medical questions or lab results.

**Emergency telephone (SMASH) outside office hours**

For emergency's between 5 pm and 8 am, and during the weekends and holidays you can call the SMASH: telephone number 070-346 96 69

Visit our website [www.mcloudon.nl](http://www.mcloudon.nl) for the latest news or information about the practice.

**Opening hours:**

The surgery hours on working days are from 8 am till 5 pm.

Appointments last 10 minutes. If you believe that more time is needed than 10 minutes please let us know in advance.

**Appointments**

If you would like to make an appointment for the same day, this is only possible by calling the assistant between 08:00 and 10:00 am.

With the exception of the telephone surgery hour, you can call the assistant between 08:00 am and 16:30 pm for appointments, questions or results.

You can also make an appointment online at [www.mijngezondheid.nl](http://www.mijngezondheid.nl)

A referral letter is always prescribed by the GP. The first time you ask for one, you will always have to consult with the GP.

**Cancellation of appointments:**

Please contact us at least 24 hours in advance to cancel an appointment.

Late cancellations or non-attendance will be charged.

**Front desk**

Would you please sign up at the information desk if you have an appointment.

Because of too little privacy, please refrain from using medical information.

There may be no repeat prescriptions requested at the counter due to privacy reasons.

**Prescription line (option 2 and 0)**

The prescription line is available 24/7.

If you order your prescriptions before 11.30 am, it will be at your pharmacy the next working day after 15.00 pm. Please leave your name, date of birth, medication and your pharmacy.

You can also repeat your prescriptions by email : [recepten@mcloudon.nl](mailto:recepten@mcloudon.nl)

**Practitioners**

Lung and Diabetes nurse practitioner

Diabetes nurse practitioner

Mental health care practitioner

Elderly care

Mr. W. van Vliet

Mrs. J. Korporaal and Mrs. I. Dofferhoff

Mrs. J. ten Have and Mrs. J. van der Veldt

Mrs. D. Kruger

### **Doctors Assistant**

She will make your appointments and will answer many practical questions. She will carry out some medical procedures like treatment of wounds, injections and syringing of ears.

### **Triage by the assistant**

What is triage?

If you would like to make an appointment for a consult with the doctor, the assistant informs to the reason of your visit. This is called triage.

What is the purpose of triage?

Triage ensures that you get the right care, at the right time, by the right provider.

For a number of reasons, it is important to have triage:

- the assistant can estimate at which speed someone with his/her complaint should be helped.
- the granting of the right help or action at the request of a patient; for example, an (emergency) appointment, an (emergency) visit, an advice or prescription.
- the right time is scheduled, such as a double consultation.
- the right provider is enabled. In our medical centre are several providers working and everyone has their own tasks.

### **Special training**

The assistants are specially trained to triage and possess sufficient medical knowledge. There are medical complaints or questions the assistants, on the basis of certain protocols, are able to handle independently with a self-care advice. These opinions are always discussed with your doctor. The assistants also has medical confidentiality.

### **Changes/unsubscribe**

Changes to your data such as: address, insurance, telephone number, or unsubscribe from our practice, you can report us by writing. This is possible by e-mail to [info@mcloudon.nl](mailto:info@mcloudon.nl), by letter, by [www.mijngezondheid.net](http://www.mijngezondheid.net) or in person at the front desk.

### **Blood samples**

Daily taken from 8 till 10.30 am. No appointments are needed. You have to bring your identity card (passport, driving license of residence permit), your laboratory form and your social insurance identity card.

### **Bladder infection**

Healthy non pregnant women (from 12 years), without fever with urinary tract complaints, who recognize the complaints of a previous bladder infection, basically do not have to bring in urine. The doctor can then prescribe a course of antibiotics in most cases. In this case you call the assistant. If you do not recognized the symptoms or do not meet the above sentence and have pain when you urinate or very often need to pee, then it is wise to bring along your urine. Urine samples (the first pee in the morning) you can bring at the desk in the morning. The assistant will call you the same day for the results. Please deliver urine in special a urine container. This you can buy at the drug store or pharmacy.

### **Complaints**

We appreciate it when you, if you are dissatisfied with us, first discusses it with us. When we are aware of your dissatisfaction, we can try to solve this for you.

You can report your dissatisfaction by filling in our complaint form (available at the front desk) or by sending an email to [klachtenfunctionaris@mcloudon.nl](mailto:klachtenfunctionaris@mcloudon.nl). Your complaint will then be discussed in our internal complaints Committee.

If you will find this difficult or cannot sort it out with us, you can discuss your complaint with an independent and impartial complaints officer. The complaints officer is looking for a solution with you to resolve your complaint or problem. The complaints officer may try to mediate the complaint. Everything you tell the complaints officer is confidential.

For more information, see the folder in the waiting room and on [www.skge.nl](http://www.skge.nl).