

# HUISARTSENPRAKTIJK GRONINGEN

Only life-threatening situations:	<b>112</b>	24 hours per day
Only non-life-threatening emergencies:	<b>+31(0) 50 313 68 84</b>	Mo-Fri, 8 AM – 5 PM
General questions or appointment:	<b>+31(0) 50 312 73 15</b>	Mo-Fri, 8-12 AM
Repeat prescriptions:	<b>+31(0) 50 313 68 40</b>	24 hours per day
Lab results:	<b>+31(0) 50 312 73 15</b>	Mo-Fri, 8-12 AM
Outside opening hours, call Doktersdienst: (Located at Van Swietenlaan 2b, Groningen)	<b>+31(0) 900 9229</b>	5 PM – 8 AM, weekends and holidays
For more information, check our website at:	<b><u><a href="http://www.huisartsenpraktijkgroningen.nl">www.huisartsenpraktijkgroningen.nl</a></u></b>	
Email:	<b><u><a href="mailto:praktijkaffara@ezorg.nl">praktijkaffara@ezorg.nl</a></u></b>	
Address:	<b>Coehoornsingel 115, 9711 BR Groningen</b>	

## General information

Huisartsenpraktijk Groningen is your first point of contact for non-emergency-related medical issues, including getting a medical prescription. We are a family doctor and deal with routine medical issues, perform standard gynecological and pediatric examinations, do preliminary mental health consults, and refer you to a specialist doctor (e.g., a physiotherapist or MRI specialist). We also offer pediatric care or can refer to specialist pediatricians if necessary.

### Doctors or General Practitioners (GPs) or 'huisartsen'

- Affara is a female GP and works at Monday, Tuesday, Thursday and Friday. She speaks Dutch, Arabic and English.
- Harry de Graaf is a male GP, he works on Wednesdays. He speaks Dutch and English.

### Other staff

The practice is also staffed with receptionists / doctor's assistants and practice nurses. Together they take care of a wide range of things, such as blood and urine tests, preliminary mental healthcare or smear tests ('uitstrijkje').

## About consultation

**Consultation** Without an appointment, it is not possible to speak to our GPs.

To have a consultation with a GP, please call between 8 and 12 AM at +31 (0)50 312 73 15.

Our receptionist ('doktersassistente') is your first point of medical contact.

He or she will ask questions, assess the situation and will make:

- a standard appointment with a GP;
- or a double appointment with a GP (in case of multiple or complex problems).

If you are not insured in the Netherlands, then you need to pay for medical services at our practice. A consultation will cost 30 euro (2023). This can be paid in cash or by card.

### **Cancelling a consultation**

If you need to cancel the appointment, always call +31(0)50 312 73 15 between 8 and 12 AM. Cancellation must be done at least one day in advance, or else we may still charge you the consultation.

### **Opening hours**

The practice is opened Monday to Friday from 8 AM to 4:30 PM.

### **After opening hours**

We are closed on the weekends and during holidays.

Always check our website: [www.huisartsenpraktijkgroningen.nl](http://www.huisartsenpraktijkgroningen.nl).

If you need a doctor during out of office hours (4:30 PM till 8 AM or during the weekend), you can contact Doktersdienst Groningen (please phone first!) at +31 (0)900 9229 at Van Swietenlaan 2b, Groningen.

### **Prescriptions and pharmacies**

If the doctor prescribes medication for you, the prescription will usually be sent electronically to the pharmacy. You can go to your pharmacy ('apotheek') to collect your medication. Opening hours are usually from 08:00–17:30 on Monday to Friday.

### **Repeat prescriptions**

Only for ordering repeat prescriptions, call +31(0)50 313 68 40 (24 hours per day). It is important to clearly mention your name, date of birth and telephone number. After that mention the name of your medication, the dosage (for example 100 milligram) and how often you need to take it (for example twice a day).

Repeat prescriptions will be sent electronically to the pharmacy as well. Since it takes two working days for the pharmacy to prepare your medication, it is wise to request your medication at least a few days before you run out of it.

## **Extra information**

### **What to do in an emergency?**

- Call 112 if you are in a life-threatening emergency or need an ambulance ('ambulance'). This is the pan-European emergency number and is free of charge. The operator speaks various languages, including Dutch and English.
  - If you have a speech or hearing problem, call +31(0)800 8112.  
You can type a message to the emergency call center.  
Write where you are, where you need help, as well as what service you need.
- Contact our practice for non-life-threatening emergencies (for example, you broke your leg). Call +31(0)50 313 68 84 (Mo-Fri, 8 AM – 4:30 PM).

### **Dutch Health Insurance**

Medical insurance is required by law. All residents who live in the Netherlands must get mandatory health insurance ('ziektenkostenverzekering') to cover their primary care needs, including multi-year students and retirees. The government annually readjusts the coverage package, but it usually includes visits to the family doctor (huisarts), hospital visits and specialist care, pharmaceuticals, medical devices, and mental healthcare.

Minor children aged under 18 are covered by the insurance policy of their parents or guardians. If the parent or guardian has the highest level of coverage, the child will too.

### **More information on costs**

Visits to our practice are covered by basic health insurance and do not require payment of the 'eigen risico'. If you are referred to a specialist in a hospital, it is also covered by standard medical insurance, however, you will need to pay the 'eigen risico' of up to €385 annually.

Reminder: if you are not insured in the Netherlands, then you need to pay for medical services at our practice. A consultation will cost 30 euro (2023). This can be paid cash or by card.

### *Free of costs*

If you are insured in the Netherlands, GP-services are free, for example:

- doctor's consultation;
- home visits;
- ECG in the practice
- IUD placement (usually you have to pay for the IUD itself though);
- injections;
- ear syringing;
- hearing test;
- sleep apnoea test;
- 24-hour blood pressure registration.

### *Not free of costs*

There is something called your "own risk" ('eigen risico') which means that you have to pay the first part of healthcare costs for a given year yourself. This applies to healthcare outside general practice, for example hospital and ambulance care. In 2023 this is € 385. Most costs above this own risk will be paid for. Some insurances companies offer the possibility to increase your own risk.

Usually your insurance pays first and sends you an invoice afterwards for your own risk. In our practice, this applies to for example:

- blood tests;
- medication;
- STI tests;
- X-rays, ultrasounds and MRI's;
- swabs, urine culture or faeces tests (PCR);
- 24 hour ECG

If you have spent your own risk in a given year, it won't cost you anything.

Please check with your insurance company for details. Sometimes you need to pay us first and reclaim with your insurance later (for example Allianz).

### **National Immunization Program for children**

The Netherlands also has a National Immunization Program. It is not mandatory to vaccinate your children by law, however, free vaccinations are available against childhood diseases such as:

- Measles, mumps, and rubella (MMR);
- Meningitis;
- Polio;
- Tetanus.