



Changes

Please inform the practice nurse in case of changes in health insurance, policy numbers, addresses, telephone numbers, etc. If you do not have a Dutch health insurance, we kindly request a cashless payment by PIN (debit card) at the end of the consultation.

First aid

During office hours you can always come to the practice for first aid: open wounds, bruises, burns, etc. can be treated. This will save you long waiting times at the Emergency Department (A&E) of the hospital. It doesn't affect your excess ("own risk"). Please call in advance!

Complaints

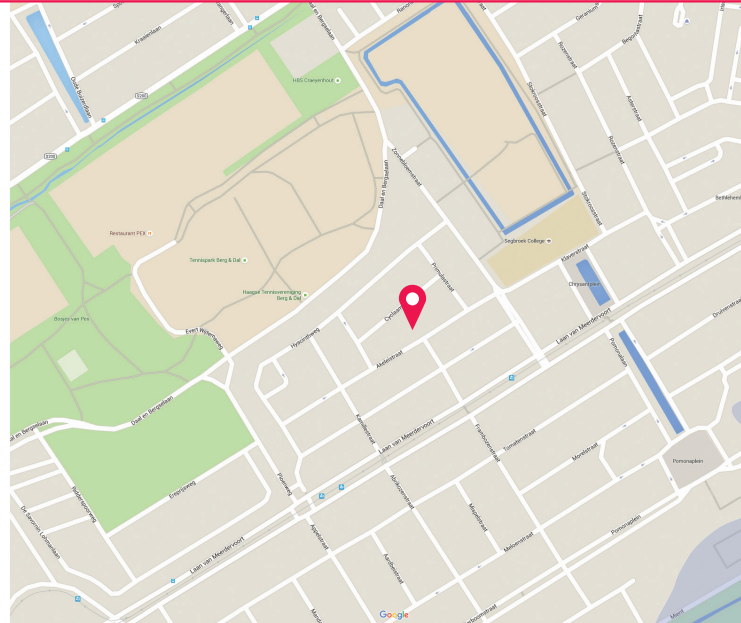
Sometimes things don't go as planned. If you have any complaints about the way things are handled, please let us know why. We may be able to make improvements based on your feedback. All general practitioners are affiliated with a recognised dispute resolution agency. More information can be found on our website: www.akeleihuisartsenzorg.nl/ complimenten en klachten

Integrated primary care centre Akelei (GEC)

Akelei Huisartsenzorg offers various multidisciplinary care programmes and is therefore an integrated primary care centre (GEC). Our goal is to provide as much primary care as possible: accessible healthcare without referrals. In this way we are trying to reduce referring patients to secondary care (hospital). The primary care services at Huisartsenzorg are provided by general practitioners, nurse specialists, a dietitian, physiotherapists, a psychologist, midwives, and pharmacists.

We work in association with:

- | | |
|-------------------------------|---------------|
| • Fysiotherapie M&O | 070-368 89 57 |
| • Psychologie praktijk Bohnen | 06-576 757 90 |
| • Leemborg diëtisten | 070-228 85 50 |
| • Carmenta verloskundige | 070-325 89 15 |
| • Akelei apotheek | 070-308 98 00 |



Information

Akeleistraat 35m
2565 NT Den Haag
www.akeleihuisartsenzorg.nl

Public transport: Randstadrail 3.
Stop: Zonnebloemstraat.

Personal, complete and nearby!

General Practitioners

- | | |
|--|---------------|
| • Ms. N.A. ten Berge | 070-368 04 76 |
| • Mr. A.W.T. Nijenhuis | 070-368 18 18 |
| • Ms. J.B. Snoeck-Stroband & Ms. M. Venekamp | 070-325 32 34 |
| • Mr. E.M. Warmenhoven | 070-325 44 30 |

PERSONAL, COMPLETE AND NEARBY!

Your general practitioner:

Ms. N.A. ten Berge
Mr. A.W.T. Nijenhuis
Ms. J.B. Snoeck-Stroband &
Ms. M. Venekamp
Mr. E.M. Warmenhoven





Akelei Medical Care: personal, complete and close!

GP Team

You have your personal team of 2 to 3 dedicated general practitioners. During holidays and refresher courses of your GP(s), the other Akelei doctors provide emergency cover. Routine appointments will be made when your own GP is available again.

Nurse specialist for somatic and mental health care

The nurse specialist (POH-S) monitors patients with chronic diseases such as diabetes, asthma, COPD, and cardiovascular diseases. There is a separate nurse specialist for mental health care (POH-GGZ). You can consult them for psychological concerns.

Practice nurses

The nurses are fully qualified. They are able to help you with a wide range of practical issues. They are bound by the same rules of confidentiality as the doctors. They comply with the procedures of the Dutch GP Association. (Nederlands Huisartsen Genootschap). They have their own consultation hours for urine analysis, blood sugar level determination, injections, ECGs (electrocardiogram), wart treatment, ear flushing, monitoring blood pressure, cervical smears, wound care, and much more.

A wide range of medical care

In addition to general practitioner services, Akelei Huisartsenzorg also provides: mental health care, physiotherapy, midwifery, dietary advice, and elderly care (the Florence geriatric nurses are based in our practice).

High quality

We comply with the procedures of the Dutch GP Association and are NPA certified, hence meeting stringent quality standards. The latest medical developments are closely monitored, partly by training future general practitioners in collaboration with Leiden University. We are also an academic general practice. We participate in scientific research, ensuring complete anonymity.

Appointments only: no walk-ins

For routine appointments please call us from Monday to Friday, between 8:15 AM – 12:00 PM and 1:00 PM – 4:00 PM.

For emergencies and life-threatening situations, you can call from 8:00 AM to 05:00 PM on weekdays. Call your own GP. You will hear a menu. Choose option 1: emergencies. The nurse will help you immediately. Please don't use the emergency option for other purposes!

Appointments

In order to provide the best service, the nurse will inquire about the urgency and the reason for your visit in order to find out how much time is possibly needed. She does this to make the most accurate assessment of the nature and urgency of any potential issues you may have. The nurse is trained to do so. They are bound by the same rules of confidentiality as the doctors. A routine consultation takes ten minutes. If necessary a double consultation can be arranged.

Patients are reminded of the need to keep appointments, or cancel with as much notice as possible. Every failure to attend an appointment means that another patient may have needlessly been prevented from seeing a GP that day. We will charge a no-show fee.

Home visits

We encourage patients to make every effort to attend the practice. We can offer better facilities for examination and treatment. Should a home visit is necessary, please call between 8:15 and 10:30 AM.

Repeat Prescriptions

Patients on long term medication can order repeat prescriptions in various ways:

- Online: MijnGezondheid.net or using the MedGemak app.
- Online: akeleihuisartsenzorg.nl. Click on "Arrange online" > "Repeat Prescriptions".
- By phone: call your own GP. Listen to the recorded message. Select option 2: herhaalreceptenlijn (repeat prescriptions). Leave your name, date of birth, the required medication and dosage as well as the name of your pharmacy. Home delivery is possible. Please specify.

The *herhaalreceptenlijn* is available 24 hours a day. Your medication will be available for collection from your pharmacy, starting from 2:00 PM the following weekday.

Branch practices

The nurse specialists also work at our branch practices:

- Mimosastraat 7, 2555 DN The Hague
- Laan van Meerdervoort 781, 2564 AG The Hague (please note: this location is not accessible to wheelchairs)

Blood sampling

Blood sampling service is available from Monday to Friday morning at the branch practice Laan van Meerdervoort 781. Appointments only: no walk-ins. Please call the practice nurse. This service is provided by Haga Ziekenhuis.

Out of Hours

HADOKS provides emergency cover between 5:00 PM and 8:00 PM Monday to Friday. On weekends and bank holidays this service can be contacted 24 hours a day.

Phone number: 070 346 96 69

More information can be found at: hadoks.nl