



A.W. Martens, general practitioner
Raadhuisstraat 8A
7091 CK Dinxperlo
Tel: 0315-652203

huisartsenwhemerhof.praktijkinfo.nl

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

HZOIJ Central General Practice

Tel: 085-485 34 44

Emergency number

Tel: 112

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:

CONSULTATION 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 'Behandel informatie' (in Dutch).

TELEPHONE CONSULTATIONS

- For short questions; to discuss test results.
- To discuss symptoms with your GP.
- If you make an appointment before 10.00 AM, your GP will call you back later in the day.
- For requests for repeat prescriptions (24/7 via our prescription line)
- For general questions and advice from the assistant.

CHARGES

Consultations, home visits and treatments are charged according to the rates set by the government. Treatment by your GP 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.

OPENING HOURS

- The practice is open from 08.00 AM to 12.00 PM and from 13.00 PM to 17.00 PM.
- Between 12.00 PM and 13.00 PM, we are only available for emergency calls.

CONSULTATION HOURS by appointment

Consultation hours are Monday to Friday from 08.15-10.00 AM and 14.00-16.00 PM.

GENERAL

PRACTICE STAFF

- General practitioner: A.W. Martens
- Acting general practitioner: R. te Grotenhuis, J. Schaapsmeerder, N. Ter Haar, K. Bergevoet
- Doctor's assistants: Monique, Aafke, Sabine, Marion and Inge
- Practice counsellors: Gerda, Ella, Mariska, Renate
- Project manager: Inge te Winkel
- Doctor in training: we take on a new doctor in training each year.
- Practice domestic assistant: Nicole

TRAINING PRACTICE

To enable our doctor's assistants, practice counsellors and doctor's 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.

HOME VISITS

- If you are unable to attend a consultation 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.

- You can reach them directly from 08.00-10.15 AM and from 13.00-15.15 PM for appointments, test results, information about referrals and to discuss your health.
Outside these hours, the assistants are occupied carrying out other duties.
- 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 all have 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:

- Measuring blood pressure, 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 results. The results and follow-up treatment will generally be available within half a day.

REPEAT PRESCRIPTIONS

Repeat prescriptions can be requested:

- Preferably by leaving a spoken message on the prescription line, call the practice; option 2 (24 hours a day).
- Place the old medicine label with your personal information in the letterbox (preferably not the entire box).
- If the above described methods are insufficient, you can call the assistant.

Prescriptions requested before 10.00 AM are available to be collected at your pharmacy after 2 working days.

When requesting repeat prescriptions, please note that medication prescribed by your treating specialist must also be requested from the specialist and not the GP.

PRACTICE COUNSELLOR

The practice counsellor has received special training and is available for, among other things, counselling and advice and for monitoring of people with:

- Asthma/COPD (inhalation-/pulmonary function test)
- Diabetes Mellitus, high blood pressure and cardiovascular risk management.
- Advanced age and frailty.

REACHABILITY

MEDICAL EMERGENCIES

- When every second counts: call 112 and then the practice; the GP will often reach you before the emergency services.
Tel: 0315-652203 and press 1
- After 17.00 PM, during the weekend and public holidays, call HZOIJ Central General Practice in Doetinchem, location Slingeland Hospital
Tel: 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 08.00-10.15 AM and 13.00-15.15 PM we are available for:

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