

	<p>Gezondheidscentrum Marne Huisartsenpraktijk Parlevliet en Waasdorp Marne 130 1186 PJ Amstelveen 020-6451619 www.parlevlietenwaasdorp.nl</p>
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Office hours:
Monday-Friday 08:00-17:00

*Welkom to our Health Center Marne,
In this information flyer we want to give you some information about the Dutch health care.
We know that it could be somewhat overwhelming if you here for the first time and you do not exactly know how the Dutch health care works. We want to help you with this flyer.*

In case of Emergency

Call 112 for urgent life threatening medical help.
The operator will answer in Dutch but will be fluent in several languages, including English. Explain what has happened and an operator will pass you onto the correct service: ambulance, fire and police all use the same number. Don't hang up – although your number will appear on the operator's screen so if you are cut off, the operator can call you back. The 112 number is toll-free.

Appointments: What to expect

Call (020) 6451619 to make an appointment. Appointments are made for the same day or the next possible day. Always make an appointment first before visiting the practice. Call between 08.00 and 11.00 for an appointment. It is only possible to discuss one topic during an appointment. If you experience more than one kind of complaint, we kindly ask you to book a double appointment. The assistant will ask the reason of your visit, in order to assess the urgency. When in the waiting room, sometimes appointments could run late, so expect to wait, and they only last around 10 minutes. Your time starts running from the moment you are picked up in the waiting room, and includes the consultation itself, examination if necessary and updating your medical file in the computer. To avoid increasing the waiting time for next patients, the doctor can ask you to make another appointment if you have more topics to discuss. These days, it's not common for doctors to make house calls for non-urgent matters. Not having transport is not a reason for a house call. You can also ask for a consultation by phone. The doctor will call you back the same day.

Going to the doctor in the Netherlands

The *huisarts* (GP) is responsible for the gathering of all your medical records and is the gatekeeper to all the other types of medical treatment. He or she is the first point of contact when you have a health problem (unless it's an emergency). He or she can deal with routine health issues, perform standard gynecological and pediatric examinations, and refer you onto other services, including hospitals, specialists, mental care and physiotherapy. Some practices are specialized and can do small surgical operations, blood tests, ECG and also can consult specialists in the hospital by telemedicine, so you don't have to go and wait for an appointment in a hospital. Don't be surprised that you will be treated by a huisarts instead of getting a referral to the hospital/specialist. Common medical problems in the Netherlands are treated by the huisarts.

After office hours

Call (020) 456 20 00 if you experience emergency problems in the evenings, nights or weekends that cannot wait the next day or after the weekend. You will get in contact with *huisartsenpost Amstelland*. GP's are working in a huisartsenpost and you will speak with a trained doctor's assistant who can help you or can decide to give you an appointment with the doctor. The huisartsenpost provides emergency medical care. Always call the huisartsenpost before visiting. It's near the Amstelland Hospital.

Adress:

Laan van de Helende Meesters 8, 1186 Amstelveen.
<http://www.huisartsenpost-amstelland.nl/>

Doktersassistente

The assistant is trained in providing medical advice concerning minor medical problems. Our medical assistants are Anja de Zwart and Vanity Sankatsing.

They also provide medical assistance. For example:

- Measuring blood pressure
- Removal of stiches
- Cleaning ears
- Injections (i.e. vaccinations)
- Urine test for bladder infection
- Warts treatment
- Basic wound treatment
- Smear test (national health screening)

Praktijkondersteuner (POH)

In our practice we have four *praktijkondersteuners* or practice nurses in primary care. They are an advanced practice registered caretakers who are specialized in diabetes, pulmonology, cardiac vascular problems, care of the elderly or mental care. Our praktijkondersteuners are Clara Mulder, Tsippora Engelsman, Elisa Keijzer and Jaqueline van der Most (Elisa and Jaqueline: mental health care). You can make appointments on the front office or call (020) 6451619.

Making appointments with a specialist

If you wish to see a specialist, you will need a referral from a GP. Once you have a referral, you can make an appointment with the specialist directly.

Preventive physical examination

Because of the high standard healthcare in the Netherlands routine check-ups are not common for young or healthy people.

Diabetic screening in the Netherlands is for people from 45 years and with certain risk factors. For people with a higher risk (i.e. Indian) it is from 35. After that it is every 3 years. Cardiovascular screening is standard in the Netherlands for people from the age of 60 or older. With more risk factors (i.e. smoking, genetics, overweight) the screening can be done on people younger than 60 years.

There are also national health programs (i.e. vaccination of children, colon cancer, breast cancer and cervix cancer screening). You will get an invitation to participate in the program. You can always ask our *dokterassistente* to measure your blood pressure.

Pharmacist / Apotheek

Call (020) 643 14 07

In most cases a prescription is send digitally to your pharmacist/Apotheek. Apotheek Dr. F. Amelink is part of our Health Center (apothekamelink.nl). You need to register you and your family if you are going to get medications there. Ask for the registration forms at our desk. You can ask the pharmacist all you want to know about (self-) medication.

Children 0-4 years

Call (020) 555 59 64 In every city in the Netherlands there is a **consultatiebureau** (well baby clinic), a special child health center (GGD). It offers basic care and prevention for all children between 0-4 years. This service is free. Medical staff will regularly check the child's development and make sure that the child receives the obligatory vaccinations. For information on the vaccination program for children in the Netherlands check the National Institute for Public Health and the Environment (RIVM) website.

Children 4-18

Every Dutch school has a school doctor. They work from a GGD (Municipal and Regional Health Service). The GGD is the municipal health organization for preventive healthcare. Once you have registered at the town hall, the GGD will let you know automatically which immunization program you might need to follow. The GGD has a few focus groups, among which are children, travelers and senior citizens. The main tasks are monitoring, advising and informing them about (preventive) medical care. The GGD also vaccinates people. Whether the expenses are compensated, depends on the type of insurance individuals have.

Medical problems and work

Your consulting physician will not give you any medical statement for work related problems (or for driver license, permits, cancel flights,...). Statement can only be issued by an independent physician (not your GP). Every company in the Netherlands are obliged to have a company doctor. If you have medical issues causing you problems to work normally, you can ask your manager to see your company doctor. Of course in case of travelling abroad, you can ask for a summary of the medication you are using.

Dental care

There are many tandartsen (dentist) in Amstelveen. You can find them on the internet, i.e. zorgkaartnederland.nl and enter "tandarts Amstelveen" in the search bar. Dental care up to 18 years are covered in the basic health insurance (2016).

Optician

In Amstelveen there are different *opticiens*. They can determine the specifications of various ophthalmic appliances (i.e. glasses, contact lenses) that will give the necessary correction to a person's eyesight. You can search on the internet with "opticien Amstelveen".

Prenatal care

Call (020) 647 04 74

Prenatal care is usually provided by midwives (verloskundigen). The role of the doctor or gynecologist in a normal pregnancy in the Netherlands is minor and in most cases he/she is not involved at all. This is slightly different from other countries. You can search for verloskundige praktijk on internet.

Your first appointment will be any time from week six of your pregnancy onward, but more usually around ten weeks. This initial contact is a good time to let your midwife know how you visualize the labor and birth process.

Prenatal tests are generally only carried out when you have a medical history indicating the need for this, or when you are over 35 years of age. Screenings such as blood tests and ultrasounds are done after referral of your midwife.

Delivery

You will be asked where you want to deliver your baby. With 30 percent of all births taking place at home the Netherlands boasts the highest rate of home births in the world. However, more and more women are opting to give birth in a hospital, either with a policlinic delivery (midwife) or delivery in the hospital (gynecologist) if there is a medical indication. You always have an option to go to the hospital, but check first what your insurance company covers. Pain medication is rarely offered during birth. If you insist on receiving some pain medication, please discuss this with your hospital. Most Dutch midwives and doctors prefer not to interfere with the natural process of labor and delivery. Talk to your practitioner early in the pregnancy about your preferences, especially concerning pain relief. Courses are organized to educate women in the process of childbirth and to teach pain relief through breathing techniques and massage.

After the delivery

The midwife will visit you at home in the first week after the baby is born. If you have seen a gynecologist instead of a midwife, you must go to their clinic for appointments, or arrange for your doctor or midwife to visit you at home. You will have a final post-natal check up 6 weeks after the baby is born. Your baby will be monitored and get further immunizations via regular visits to the consultatiebureau (well baby clinic).

The birth of a child needs to be registered within 72 hours at the local town hall. This will provide the child with a birth certificate. The passports, birth certificate and residence papers of both parents must be shown, along with the marriage certificate if they are married or an official living-together contract if not. The mother's name must be mentioned on the birth certificate regardless of her marital status. The birth can be registered by the father, the mother or a third person. Following registration, those paying Dutch taxes should receive a form entitling them to child benefit.

International birth certificates may not be automatically issued; request one at the Registrar's office and provide the relevant paperwork depending on parents' nationality. Foreign parents may apply to the consulate of their embassy in the Netherlands for registration of the birth with their home country. This however does not mean they don't need to register with the Dutch authorities. The Dutch registration of birth must be obtained first.

Dutch Healthcare

One of the many great things about living in the Netherlands is the excellent standard of Dutch health care. The Netherlands excels in relatively every healthcare criterion. Accessibility of primary healthcare increased after the country opened primary care centers (huisartsenposten) few decades ago. Most Dutch doctors speak English, making health care in the Netherlands accessible to foreigners. If you work and pay income tax in the Netherlands, you are obliged to take out Dutch health insurance, even if you are already insured back home.

Antibiotic resistance is a relatively small problem in the Netherlands thus far, but is regarded as a threat as it is a much greater problem in most other countries. This is because the only way to get antibiotics in the Netherlands is if a doctor prescribes them for you. Doctors only prescribe antibiotics when it is necessary, so not usual in case of viral infections such as flu, a common cold or a sore throat.

What does Dutch health insurance cover?

The basic Dutch insurance package covers all costs for the most common medical care. The Dutch government decides yearly what is included in the *basisverzekering*.

The 2016 basic health coverage in the Netherlands includes the following:

- GP consultations
- Treatments from specialists and hospital care
- Certain mental health care
- Medication
- Dental care and physiotherapy up to 18 years
- Care from certain therapists, such as speech therapists
- Dietary advice
- Basic mental health services
- Stop-smoking programs
- Maternity and midwives.

For a complete list of healthcare services included, visit the government's website (<https://www.rijksoverheid.nl/onderwerpen/zorgverzekering/vraag-en-antwoord/wat-zit-er-in-het-basispakket-van-de-zorgverzekering>)

You will need extra insurance if you want coverage for extensive dental treatments, physiotherapy or anything else the government considers to be your own responsibility, and it is in these additional areas that companies compete. For maternity care, it is worthwhile to check what your Dutch health insurance will cover – there are generally a range of helpful services for mothers-to-be.

If you have any questions about the Dutch Health Care, you are welcome to make an appointment (020) 6451619 and ask your questions.