

Lepelaarsingel 49, 3083KB Rotterdam

**□ Huisartsenpraktijk Brouwer & van der Kallen**
Mrs. M.L. Brouwer & Mrs. H.T.H. van der Kallen
Phone: 010 - 481 51 98
[www.carnissehuis.nl/huisartsen](http://www.carnissehuis.nl/huisartsen)Office hours: 8.00 - 17.00 hrs
Appointments only.

**□ Huisartsenpraktijk Speeks**
 Mrs. A.E. Speeks
Phone: 010 - 410 37 77
[www.carnissehuis.nl/huisartsen](http://www.carnissehuis.nl/huisartsen%EF%B7%9FHYPERLINK%20%22http%3A//www.uilenpols.nl/%22)Office hours: 8.00 - 17.00 hrs
Appointments only.

**□ Huisartsenpraktijk Terlaak & Timmers**
Mrs. B.N. Terlaak & Mr. M. Timmers
Phone: 010 - 410 39 00
[www.carnissehuis.nl/huisartsen](http://www.carnissehuis.nl/huisartsen%EF%B7%9FHYPERLINK%20%22http%3A//www.terlaaktimmers.nl/%22)

Office hours: 7.00 - 17.00 hrs
Appointments only 8.00-17.00 hrs

**Consultations**
Always make an appointment to see your doctor. If you have a preference for a particular doctor, you can ask to see him or her when making the appointment. When you need urgent care you will be seen by whichever doctor is available.

Do you have more than one problem you want to discuss with the doctor? Please let us know when making the appointment, so we can plan in more time.

**Telephone consultations**Do you have a simple question? You can ask your doctor by telephone.

The doctor will phone you back on the scheduled time. Please keep your phone nearby. If you miss our call, you will have to make a new appointment.

**How to make an appointment**
You can make an appointment via the MedGemak app, via mijngezondheid.net or by phoning the reception. You will be asked to explain your question or complaint briefly, so we can plan the appointments efficiently. (You may of course choose not to share any sensitive information).

**House calls**
Are you unable to come to the surgery? For example because you are too ill or (temporarily) disabled? The doctor can make a house call.

Please note: the doctor does not make house calls for people who do not have time to visit the surgery or have no mode of transportation.

**Results**
Your results are shown in the MedGemak app or at mijngezondheids.net. Or you can phone the surgery after 14.00 uur for test results. If needed, the doctor will phone you back later to explain further.

**Repeat prescriptions**Are you on chronic medication? Have you had a prescription for this medication previously? You can simply ask for a repeat prescription in one of the following ways:

* Via the MedGemak app or via mijngezondheid.net
* By phoning us. Please choose option 2 (herhaalmedicatie). If you request your medication before 12.00 hrs, you can pick up the medication at the pharmacy the next day after 15.00 hrs.
* Hand in the empty box(es) of your medication to the assistant at reception.

**When your doctor is on holiday**During your doctor’s holiday you are welcome to consult one of the other doctors in the surgery.

Please check the website to find out which doctor you have to phone.

**Urgent care during office hours**
Do you need urgent care on workdays between 8.00 and 17.00 hrs? Phone your doctor’s surgery and choose option 1 in the phone menu.

**Urgent care after office hours**For urgent medical complaints that can’t wait until the next (working) day, please contact the Huisartsenpost Zuid, which is located at the Maasstadweg 59 in Rotterdam. Always make an appointment first by phoning: 010 - 290 98 88

**Doctor's assistant**When you phone the surgery, one of the assistants will answer the phone. She arranges appointments to see the doctor, house calls and phone consultations. She can also answer many of your questions (for example, about referrals or prescriptions). You can also phone her for to get results of urine or blood tests and to ask for a repeat prescription.

The assistants have their own consultation hours. You can make an appointment with the assistant for:

* Blood pressure checks
* Treatment of warts
* Wound dressings
* Ear syringing
* Removal of stitches
* Urine tests
* Pap smears
* Injections: for example vitamin- or contraceptive injections
* Blood glucose checks
* Information leaflets

**Practice nurses**

**Praktijk Ondersteuner Huisartsen (POH)**The practice nurses that work in our surgery are specially trained to assist the doctors in the treatment of:

* Diabetes
* High Blood pressure
* Lifestyle advice
* Stop smoking
* Asthma
* COPD (chronic lung disease)
* Help with psychological problems

**NIVEL database**
Doctor Brouwer en Van der Kallen en doctors Speeks and Terlaak and Timmers anonymously collect – as do a lot of other physicians in the Netherlands – health data. The data are collected in the NIVEL primary care database. NIVEL does this by order of the Ministry of Health (VWS) to track the quality of healthcare in the Netherlands. NIVEL uses this data for research only.

For more information visit: [www.nivel.nl/nl/nzr/zorgregistraties-eerstelijn](http://www.nivel.nl/nl/nzr/zorgregistraties-eerstelijn)

Or ask one of the assistants for more information.

**Complaint?**Do you have a complaint? About your doctor, the assistant or the treatment? Please discuss your complaint with your doctor first.

You can also use the form on the website or phone the surgery.

We will then contact you within 1 week.

**Complaint officer**
If you can't resolve the issue with your doctor, there is an independent complaints officer with whom you can discuss the problem. The complaints officer will help you find a solution to your problem or complaint, and/or act as a mediator. Everything you tell the complaints officer is confidential. Ask your doctor which complaints officer you can contact.

For more information about the complaints procedure, please visit the website or ask one of the assistants.

**Privacy regulations**

Do you have a question about who we share information with or your dealings with your medical data? The privacy regulations of the three GP practices can be found on the websites of the practices and are available for inspection in the waiting room.