

NEW PATIENTS

Welcome to our doctor's practice. In order to provide the best possible health service for you we need to be able to access your existing medical files. Please ask your previous family doctor to send us your medical files and to deregister you from their practice.

Legislation dictates that when registering at a new doctor's practice you must provide proof of identity. For this reason, we ask you to provide a copy of your passport or ID card as well as those of any family members.

LEAVING THE PRACTICE

Please inform us if you are leaving our practice. We will then pass your medical records on to your new family doctor and deregister you from our practice. In this way your medical records will stay complete.

THE COMPUTER AND THE LAW

Your medical records are stored on a computer system, which is available to substitute doctors when our practice is closed. This provides them with the information necessary for making decisions for your treatment.

Please let us know if you do not wish your information to be made available to such doctors. In that case we will lock your records, so they cannot be accessed by anyone other than your own doctor.

Your medical files are not only covered by legislation for medical professional confidentiality but also by legislation regarding registration of personal data (AVG).

INSURANCE AND FEES

Our fees are in accordance with legally fixed rates.

The bills are sent directly to your insurance company. The fees consist of a monthly registration fee and a fee for each service carried out. Usually your insurance company will send you an overview of the costs. You will receive a bill in cases where the insurance company does not pay us directly.

COMPLAINTS

If you have any complaints about any aspect of your treatment, please contact your doctor directly or fill in a complaints form. This form is available at the front desk or can be downloaded from the website.

EVENING, NIGHT AND WEEKEND HEALTH CARE:

If you urgently need a doctor during the evening and night (5 p.m. to 8 a.m.) or during the weekend, contact:

**FAMILY DOCTOR'S EMERGENCY POST
SINT FRANCISCUS GASTHUIS
KLEIWEG 500
TELEPHONE 010 - 466 95 73**

These doctors should only be contacted during emergencies that cannot wait until the following working day. Always phone to make an appointment.

HOLIDAYS

When the practice is closed for training or holidays the substitute doctors will be listed on the answering machine. They can be reached on 010-8902506

CHEMISTS

The following chemists work closely with us using the same computer system:

- . Apotheek Beethoven, Van Beethovensingel 2
- . Apotheek Hilleegersberg, Bergse Dorpsstraat 101
- . Apotheek Kostense, Peppelweg 146d
- . Schiebroekse Apotheek, Kleiweg 173
- . Apotheek Medisch Centrum Schiebroek, Kastanjeplein 4a

Family Doctors Information



Minervaplein 2b

E.M. Herman
tel. 010 - 418 55 60

B.F. van Leenen
tel. 010 - 418 85 00

T.C.F. Rijlaarsdam-Hermesen
B.A. Geurts
Tel.010-4181334

W.T. Smid
tel. 010 - 422 53 53

S.C.M.B. Winckers-Kerkhof en
C.M. Reincke-Grootendorst
tel. 010 - 422 58 49

P. Zoomers
tel. 010 - 418 26 94

Bergse Linker Rottekade 294b

Mw C.J. Kuypers
tel. 010 - 3031290

Van Beethovenlaan 60

W.D. Boswinkel
tel.010-3031800

Dr. BF van Leenen, GP

Minervaplein 2B
3054 SK Rotterdam
Telephone 010 – 418 85 00
www.huisartsvanleenen.nl

INTRODUCTION

This brochure contains information about our doctor's practice. Please read the brochure carefully and keep it in a convenient place, such as near the telephone or with your medical insurance papers.

OPENING TIMES

The practice is open on weekdays from:

8.00 a.m. - 5.00 p.m.

TELEPHONE NUMBERS

Our practice	010 - 418 85 00
Doctor's emergency post	010 - 466 95 73

Note: the practice telephone works with an answering system. Choose 1 for emergencies, choose 2 for the repeat prescription line and choose 3 to speak to the medical receptionist.

You can help improve the accessibility of our practice by keeping your phone conversations as short as possible and by avoiding discussing lengthy issues over the phone. Please make an appointment for such matters.

MEDICAL RECEPTIONISTS

Jacobijn Boer, Rachael Fox and Lisa Jansen.
Angelique Beckmann, Nicole Grabijn, Mandy de la Sencerie and Elly Andriessen.

The medical receptionists carry out urine and pregnancy tests, take blood for laboratory tests, make heart-films, measure blood pressure, syringe ears, treat warts, remove stitches and carry out vascular examinations. They have been trained to give advice about various health problems.

MEDICAL ASSISTENCE

Medical assistant Jacobijn Boer works for Dr van Leenen on Tuesdays and Thursdays. She is responsible for control and treatment of high blood pressure, diabetes, asthma and copd. If you are not able to visit the practice Jacobijn will arrange to visit you in your home.

On Fridays Elly van 't Hof provides specialist help for the elderly. She too pays home visits to our older patients.

A number of psychologists are available to provide short-term psychological care. The doctors can refer you to them if appropriate and necessary.

GEOGRAPHICAL AREA

Patients who live in Hillegersberg may register with our doctor's practice. If you move to a new house in a different area you will usually need to find a new doctor. Please discuss this with us.

SURGERY

Surgery is by appointment only. The medical receptionist will always ask why you wish to make an appointment. During this time one topic or a few short questions can be handled. If you need more time or have a number of different issues to be dealt with please discuss this with the medical receptionist so that if necessary a longer appointment can be made.

APPOINTMENTS AND HOME VISITS

To make an appointment please phone the medical receptionist. In the case of home visits please request them as early in the day as possible to enable us to plan them in efficiently.

It is also possible to make a (non-urgent) appointment online via the website. If you wish to cancel an appointment, please let us know as soon as possible so that another patient can make use of the time.

If you miss your appointment without having cancelled it in advance we will be obliged to charge the fee for a consultancy.

PRESCRIPTIONS

Repeat prescriptions can be requested 24 hours a day via the doctor's prescription telephone line (option 2) or using the chemists repeat prescription line.

Leave your name and date of birth as well as the name, strength and dosage of the required medicine and specify whether the chemist should deliver the medicine.

Prescriptions registered before 2 p.m. may be collected at the chemists after 2 p.m. on the following working day.

If the practice is closed, the prescription line will not be processed. In that case please make use of the chemist's prescription line.

TREATMENT OF WARTS

Liquid nitrogen is available for the treatment of warts and some other skin conditions. Warts that have been diagnosed by the doctor can be treated by the medical receptionists. Make an appointment with the receptionists for this.