



Huisartsenpraktijk Mosae Forum
Gubbelstraat 6 B 6211 CE Maastricht
Tel: 0031- 433212309

EMERGENCY TELEPHONE NUMBERS

In cases of emergency, severe pain or accident call the following numbers:

During office hours (Mondays - Fridays 08:00 – 17:00)

Contact your General Practitioner at: Tel. **0031- 433212309**, **press 1 only in case of emergency.**

Outside office hours (Mondays - Fridays 17:00 – 08:00 and weekends)

Contact the General Practice Centre (<https://hapmaastricht.nl/en>) at: Tel. **0031-433877777**

Huisartsenpost Maastricht & Heuvelland

P. Debyelaan 25

6229 HX Maastricht

Accident and emergency Tel. 112

If you have LIFE-THREATENING SITUATIONS, call the European emergency number 112 (ambulance, police or fire brigade) at any time.

Family Doctor/ General Practitioner (G.P.)

If you are experiencing a mild complaint, check the following websites:

www.thuisarts.nl (only in Dutch)

<https://gpinfo.nl/> (English version currently being developed)

Role of the General Practitioner in the Netherlands (Source: GPinfo.nl)

For many expats, the main difference between medical care in the Netherlands and in their home country is the central role played by the GP. In the Netherlands, almost everyone has their own GP who will get to know you (and your family) and is familiar with your personal situation and any health issues you may have. The GP is your first point of contact for questions concerning your physical and mental health.

General Practitioners are healthcare specialists who have successfully completed six years studying for Bachelor's and Master's degrees followed by three years of specialist general practice training. Furthermore, GPs are required by law to regularly update their skills and have to re-register every 5 years. A GP is qualified to determine whether you should be seen by another healthcare specialist or possibly go into hospital. It is not possible to see a specialist in a hospital without prior referral from your GP. Therefore, your GP should be seen as the link to most other medical services

Your GP coordinates your healthcare needs and keeps your confidential medical records up to date. The medical practice maintains a record of your medical history and any current symptoms or medical issues. Feel free to talk to your GP about information or services that you feel you might need.

No one likes having health concerns, especially when living in a foreign country. Nevertheless, if this is the case, the medical professionals of Medisch Centrum Mosae Forum are there to support you. You can be assured that, in the Netherlands, you will receive high quality healthcare. However, some things will be arranged differently than you are possibly used to elsewhere.

Our General Practitioners

If you need to see a doctor, call to make an appointment. If you have any medical questions or problems, you should always contact your GP first.

Our General Practitioners are trained to treat the most common complaints, such as heart and lung diseases, diabetes, common paediatric diseases, gynaecological and even psychosocial complaints. In the Netherlands, paediatricians generally only see children with special needs or conditions. Your GP can answer most of your general health questions and also perform small surgical procedures, e.g. the removal of a mole or placing an intrauterine device (IUD). Our GPs are also trained to recognize when a condition is not common and you need to be seen by another health care specialist. Your GP coordinates the health care that you require.

Appointments

When you call to make an appointment, the GP's assistant, will ask some questions to determine the urgency of your situation. The GP's assistant is a healthcare professional and, like the doctor, has a duty of confidentiality. The questions are asked to ensure both the patient and doctor are better prepared, to suggest alternatives, such as a consultation by phone, or in some cases, to check if more immediate action is required. Home visits are reserved for urgent cases and people incapable of visiting the GP's office.

Each consultation with the GP is scheduled for 10 minutes. If you have more than one complaint please inform the assistant so we can book more time. Home visits are reserved for urgent cases or for people incapable of visiting the practice.

Telephone consultation

For short questions, blood test results or if you want to discuss something with the doctor, you can request a telephone consultation by making an appointment with the doctor's assistant. In some cases the assistants may be able to answer your questions themselves.

Referral for specialist medical care

If your GP cannot diagnose or treat a problem, they will refer you to a specialist. Your GP will usually provide you with a referral letter to be given to the specialist. You may have to wait several weeks (or longer) for an appointment unless the matter is urgent. Some insurance companies can work with you to help to speed up your appointment.

Health Care Insurance and costs

Dutch healthcare insurance is obligatory for foreign students or interns who are studying in the Netherlands but also have a part-time job or paid internship (NB: even a zero-hours or casual contract counts as a job).

In other cases, you can remain insured in your home country or arrange private health insurance that covers medical care in the Netherlands.

For further information see:

<https://www.expatica.com/nl/healthcare/healthcare-basics/a-guide-to-health-insurance-in-the-netherlands-109293/>

<https://www.iamexpat.nl/expat-info/insurances-netherlands/dutch-health-insurance>

Preventative Care and Health Checks

The Netherlands has excellent national programmes in the fields of public health and preventative medicine. Preventative health programs are available at different stages in an individual's development and most are free of charge. There are screening programs available during pregnancy and several postnatal such as developmental check-ups and a vaccination programme. These check-ups are carried out by the regional Health Service. Moreover, there are three screening-programmes for later in life: breast screening, cervical screening and bowel cancer

screening. Invitations for these screening programmes are sent automatically once you are a registered as a resident of the town.

1. A nationwide program screens women aged 30-60 for cervical cancer once every five years
2. Screening for breast cancer occurs every 2 years for women aged 50 -75
3. The national bowel cancer screening program is for men and women aged 55 – 75.

Additionally, screening options are also available for people susceptible to certain diseases such as cardiovascular, pulmonary or sexually transmitted diseases (STDs). Ask your GP about national preventative health programs and services. A general check-up is not recommended in the Netherlands as scientific evidence suggests that these are unlikely to be beneficial and may actually be harmful. If you are concerned and still wish to have a general check-up, contact your GP to discuss the matter.

Medication

For safety reasons, most pharmaceutical medicines legally require a prescription after consultation with your GP. However, after a consultation, it is possible you will receive a diagnosis but no medication. Dutch GP's are generally less likely to prescribe antibiotics than GPs in other countries. Dutch physicians believe it is often best to let an illness run its course without the need for expensive medication or potentially dangerous tests. Utilizing the wait-and-see approach is medically appropriate for minor illnesses such as a sore throat or common cold. Nonetheless, we do encourage a shared decision-making model, whereby the patient and doctor form a treatment plan together as far as practicable. If possible, show the GP the medicine that you have previously been prescribed and the doctor will either give you a prescription this medication or find an appropriate alternative. Prescriptions are sent directly to a pharmacy of the patients choosing.

Pregnancy and birth

Pregnancy is a natural event and in the Netherlands giving birth at home is common. Approximately a third of first-born babies and 65% of second babies are born at home in the Netherlands. You can choose to deliver in a hospital, but if you are healthy and have no complications ("low risk") this may lead to additional costs. Check your health insurance policy to see what is covered.

With its unique system of midwives and gynaecologists, maternity and neonatal care is of the highest quality in the Netherlands. Provided everything is normal during the pregnancy, a midwife generally provides all of your antenatal care and during the childbirth. If complications arise, your midwife will refer you to a gynaecologist who is trained to deal with such situations.

A midwife (who has completed a 4-year bachelor's degree) is primarily a medical expert. Moreover, she is also a coach and a confidant throughout the pregnancy.

If you are pregnant, the first thing to do is to consult your GP or midwife. Your GP is there to provide general medical advice and your midwife will start with the regular maternity care. You are free to choose your own midwife, who will meet you regularly throughout your pregnancy and monitor the health and wellbeing of both you and your baby.

How to renew your medication?

Do you already have a web-app account? If not, contact one of our assistants who will help you create an account. Please note that this only works with a Dutch phone number.

Web app

- Go to our website www.mcmf.nl
- Log in on the web-app
- Push the button "order medication"
- Now you will see a list with your medication, these you can order. (please note that these are only the chronic medication that you use).
- Select the medication that you want to repeat, you will also see with pharmacy the medication will be send to.

Repeat prescription by phone:

- Call the practice on 0031- 433212309
- Choose option 2 in the selection menu to renew prescription.
- Say your name and date of birth.
- Say the name of the prescription, the dosage, the quantity and the pharmacy you would like to have it sent to.

When you have ordered the medication, it can take 2 working days before it is ready for collection at the pharmacy.

If you order your medication before 12pm, the prescription will be sent to your pharmacy on the same day.

If ordered after 12pm the prescription will not be sent to your pharmacy until the next day.

Kind regards,

Team Huisartsenpraktijk Mosae Forum