

**[University General Practice]**

[English information]

AMSTERDAM UMC, LOCATION VUMC

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# 1. Introduction

Do you live near Amsterdam UMC, location VUmc in the postal codes 1076, 1077, 1081 or 1082 and/or do you study at Vrije Universiteit Amsterdam or VU-related HBO programs, and do you need a GP? Then you can register at the University General Practice. Our general practitioners offer the same care as other general practitioners. In addition, they conduct scientific research and train students and basic physicians to become general practitioners.

## 1.1. General information

Telephone number practice: 020 - 4441400

Emergency line: 020 - 4441402

Urgent on weekends and after 5 p.m.:

“Huisartsenpost” Amsterdam (after hours clinic): 088 - 0030600

Opening hours: Mon-Fri 8 a.m. till 4 p.m. and only for emergencies from 4 p.m. till 5 p.m.

You need to make an appointment by calling to the general practice.

Visiting address:

De Boelelaan 1117, location: ZH -1D 161

1082 HV Amsterdam

## 2. Information for new patients

On this page you can read the terms and conditions for registration. You can register online by clicking on the following link: [Amsterdam UMC, Locatie VUmc - Information for patients in English](#)  
During opening hours you can call us if you have questions about how to become a registered patient at the University General Practice.

### 2.2. Who can register?

Everyone who lives in the following postcode area in Amsterdam:

- 1076-1077-1081-1082
- Residents of Uilenstede.
- In addition, students from Vrije Universiteit Amsterdam and VU-related HBO programs, living in Amsterdam.

### 2.3. How to register?

There is a difference in registration procedure depending on whether you already have a GP in the Netherlands or not.

#### 2.3.1. FIRST GP IN THE NETHERLANDS

To register you fill in the form on our website. To register you need a Dutch or foreign health insurance.

#### 2.3.2. CURRENTLY ANOTHER GP IN THE NETHERLANDS

If you already have a GP in the Netherlands you must indicate to your current GP that you are switching to another GP. Then you can proceed by registering in our practice by completing the form online. After registration, your medical file is electronically requested from your previous GP. You can only make an appointment for an introductory meeting with your GP after your medical file has been received.

If you need a consultation earlier, due to an emergency, you can make an appointment. It is important that your home address is the same as your address with your health insurance.

### 3. Information for enrolled patients

Here you can find all the information you need regarding the working hours of the GPs, repeat prescriptions and other services.

#### 3.1. Consultation hours and presence

##### Consultation hours general practitioners

Mrs. N. Affara MSc.:	Monday, Tuesday and Thursday
Ms. K. Doherty (HAIO):	Monday, Wednesday and Thursday
Mr. Dr. O.R. Maarsingh:	Wednesday
Mr. E. Karaer MSc.:	Wednesday and Friday
Ms. Dr. K. Prince:	Monday morning, Wednesday morning and Friday morning
Mr. Dr. A. Vonk Noordegraaf:	Monday, Tuesday, Wednesday and Friday
Mrs. Drs. O. Wassenaar:	Tuesday, Wednesday morning and Thursday
Mr. J. M. S. Martis MSc.:	Monday and Wednesday
Mrs. M. Gerretsen MSc.:	Wednesday and Friday

##### Presence of the practice manager

Mr. Maarten Mol	Monday, Tuesday, Wednesday and Thursday
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##### Presence of assistants

Ms. M. Sciarli:	Tuesday, Wednesday, Thursday and Friday
Ms. M. Koning:	Monday and Wednesday
Mrs. M. Kuiper-Klaver:	Monday and Tuesday
Ms. S. Schrameijer:	Thursday and Friday
Ms. S. Kaya	Monday, Tuesday, Thursday and Friday
Ms. S. Veerman	Monday, Wednesday, Thursday and Friday

##### Presence of nurse practitioners and psychologists

Ms. M. de Graaf, POH GGZ:	Monday and Friday
Ms. I. B. Boer, POH-S:	Tuesday, Wednesday and Thursday
Mr. drs. M.S.C.J. Oltheten, POH GGZ:	Monday, Tuesday, Wednesday and Thursday
Ms. drs. A.M. Vriens, POH-s:	Monday, Tuesday and Thursday

#### 3.2. Request repeat prescriptions

Only for patients who are registered with the University General Practice VUmc. Call our general number 020-4441400 and press 3 for repeat prescriptions.

Please clearly state your name, date of birth and pharmacy, followed by the necessary prescriptions.

Prescriptions ordered before 11 a.m. are ready the next workday in the afternoon at the pharmacy of your choice. Prescriptions ordered after 11 a.m. will be ready after two working days in the afternoon. So request your repeat prescriptions on time and remember that requests on Friday after 11 a.m. are only ready on Tuesday.

You can only repeat medication that you already take and is noted in our system. For new medication, changes in your dosage or sending to a different pharmacy, you need to call the assistant.

### 3.3. Cancellings and No Show

Please make sure to call in time to cancel your appointment if you are unable to come so we can help other patients. Unfortunately, many people do not show up for an appointment without (timely) cancellation.

If you cannot come to the GP and / or the nurse practitioner or psychologist and / or practice assistant, please call at least 24 hours in advance with the assistant. This is possible from Monday to Friday via 020-4441400. You can only cancel or change your appointment by telephone. Cancellations or changes by email are not possible.

#### 3.3.1. STAY AWAY RATE (NO SHOW)

We use a No Show rate as compensation for non-compliance with appointments with the GP, assistant and nurse practitioners/psychologists. This also applies to appointments that are cancelled less than 24 hours in advance. Rates depend on the reserved time and as such vary from € 20 for a single consultation to € 40 for a double consultation, to € 80 for a surgical procedure. You will receive a bill for No Show or cancelled appointments within 24 hours. You cannot submit these to your health insurer.

## 4. Privacy policy of our practice

The AVG is the law for the protection of privacy and personal data. Under this law, an organization that works with personal data has certain obligations and the person who is linked to the data has certain rights. In addition to this general law, specific rules apply to privacy in healthcare. These rules are stated, among other things, in the Medical Treatment Contracts Act (WGBO). These privacy regulations are intended to inform you of your rights and our obligations under the AVG and the WGBO.

Various of your personal data can be processed in our general practice. This is necessary in order to be able to treat you properly and necessary for the financial handling of the treatment. In addition, processing may be necessary, for example, to combat serious health risks or to comply with a legal obligation (for example, the mandatory reporting of an infectious disease under the Public Health Act).

### 4.1.1 THE DUTIES OF THE GENERAL PRACTICE

According to the AVG, the University General Practice is responsible for the processing of personal data that takes place in practice. The practice fulfils the resulting obligations as follows:

- Your data is collected for specific purposes: for care provision; for efficient management and policy and for scientific research and education.
- In principle, no processing takes place for other purposes.
- You will be informed that your personal data is being processed. This can be done by your healthcare provider, but also via a folder or via our website.
- All employees within University General Practice have signed to treat your personal data confidentially.
- Your personal data is well protected against unauthorized access.
- Your personal data will not be kept longer than is necessary for proper care provision.
- For medical data, this retention period is in principle 15 years (from the last treatment), unless longer storage is necessary, for example for the health of yourself or your children. This is at the discretion of the practitioner.

### 4.1.2. YOUR RIGHTS AS A DATA SUBJECT

You have the following rights:

- The right to know whether and which of your personal data is processed.
- The right to inspect and copy that data (insofar as this does not harm the privacy of another)
- The right to correction, addition or deletion of data if necessary.
- The right to request (partial) destruction of your medical data. This can only be met if the retention of the data is not of significant importance to another and the data do not have to be retained on the basis of a statutory regulation.
- The right to add a personal statement (of a medical nature) to your file.
- The right to object to the processing of your data in certain cases.

If you want to exercise your rights, you can make this known verbally or by means of an application form to the University General Practice. Your interests may also be represented by a representative (such as a written proxy, or your trustee or mentor).

## **4.2 EXPLANATION OF THE APPLICATION FORM**

You must take into account that medical data is, in principle, stored for a maximum of 15 years. You can help us look up your file and protect your privacy by completing the form as completely as possible. We will treat the data you have entered strictly confidential. The University General Practice is not liable for errors in postal delivery.

## **4.3 PATIENT DATA**

Please state the details of the person about whom the medical file is concerned. The Medical Agreement Act (WBGO) regards the patient as an adult from the age of 16. Young people from the age of 16 who want to view / copy their medical file must submit the application themselves. If the patient is no longer alive, the provision of the medical data is permitted if it can be assumed that the deceased would not have objected to this or if there are compelling interests to break the care provider's obligation to remain silent. This decision rests with the healthcare provider.

## **4.4 PROVISION OF YOUR PERSONAL DATA TO THIRD PARTIES**

The employees of the University General Practice have an obligation to treat your personal data confidentially. This means, for example, that the healthcare provider needs your explicit permission to provide your personal data. However, there are some exceptions to this rule. On the basis of a statutory regulation, the healthcare provider's obligation to remain silent can be broken, but also when there is a fear of a serious danger to your health or that of a third party. In addition, recorded data can, if necessary, be exchanged orally, in writing or digitally with other care providers (for example, the pharmacist who processes a prescription and is thus provided with data by the general practitioner).

## **4.5 EXCHANGE OF DATA**

After you have given specific permission, the University General Practice VUmc exchanges relevant medical data safely and reliably with the "huisartsenpost" (after hours clinic) via the National Switch Point (LSP). If you have been to the huisartsenpost in the evenings or during the weekend, it will share an observation message with your GP. This way, the GP knows exactly with which complaints you have been at the "huisartsenpost" and what has been done as a result.

Medication data can also be shared with your pharmacy and your attending medical specialists. This concerns the medication that your GP has prescribed for you, but also any intolerances, contraindications and allergies (ICA data). Other prescribers and providers of medication can take this into account. In this way, we as a GP practice contribute to medication safety.

## **4.6 TRANSFER OF YOUR FILE**

If you choose a new GP, it is important that your new GP is aware of your medical history. Your medical history is in your patient record. It is usual for your old GP to transfer the file to your new GP. The old GP will do this as soon as possible, in any case within a month, after you have asked your old GP to transfer the file to your new GP.

Your medical file will then be transferred by your GP personally or by registered mail. You cannot get the original file. However, you are always entitled to inspect your file and a copy of your file. The file can (if possible) also be transferred by e-mail to the new GP. Both GPs must then ensure that their computer and internet connections are sufficiently secured.



## 5. Complaints procedure

Do you have a complaint?

We would like to carry out our work properly and professionally and consider it important that you trust us. It is possible that you have a complaint about your treatment or that you are dissatisfied with the state of affairs in our practice. We would like to know as soon as possible so that we can discuss this with you and we can learn from it.

You can do this by requesting the complaint form from the practice assistant, filling it in and returning it. Your doctor will then process your complaint and an appointment will be made with you to discuss your complaint. If you wish, our complaints officer can also be present during this conversation.

Such a conversation can often be enlightening. In addition, it is important for the GP to know that you want to discuss as a complaint. The GP can look for a solution together with you.

If you are still unable to find a solution, or if you are not satisfied with the result, you can make an appointment with the head of the department Mrs. Dr K. Prince, general practitioner / head of the University General Practice on telephone number (020) 444 1423.

Finally, if you cannot resolve the matter with the head of department or if you have other reasons for not wanting to file your complaint with her, you can discuss your complaint with an employee of the patient & care provider service centre (service centre p&z).

You will find the p&z service centre on the ground floor in the hall of the outpatient clinic (PK 0 HAL 08). These employees provide you with information about the complaints procedure, register your comments and comments without making an official complaint; they can also help you put an official complaint in writing. You can visit the service centre p & z (open from Monday to Friday, from 8:00 am to 4:30 pm). You can also ask employees of the centre for information by telephone or e-mail. For more information, visit the VUmc website.

Contact information service centre P&Z VUmc:

Service centre patient and care provider (hall outpatient clinic, PK 0 Hall 08)

(020) 444 0700

[zorgsupport@amsterdamumc.nl](mailto:zorgsupport@amsterdamumc.nl)

## 6. LSP (National Switch Point)

The LSP (National Switch Point) ensures fast and reliable electronic exchange of medical data. Healthcare providers, such as a general practitioners or pharmacies, can connect their computer system to the secured network of the LSP.

### 6.1. Permission

If you have given permission for this, your GP and / or pharmacy will inform the LSP that your medical information has been made available. Other healthcare providers can then request your current medical information. This is only allowed if it is necessary for your treatment. This way, caregivers quickly have the right information and can give you the right care; also in the evenings and on weekends.

### 6.2 Who uses the LSP?

Currently, GPs, “huisartsenpost” (GPs at the after hour clinics), pharmacists, hospital pharmacists and medical specialists can use the LSP to share medical data of patients. Youth health care organizations (JGZ), such as those offered at health centres and in schools, use the LSP to transfer files to other JGZ organizations.

A website with further detailed information can be found by using the link below:

<https://www.volgjezorg.nl/en/lsp>