

How does the GP point work?

Who does what?

The GP point is meant to provide urgent doctor's care outside normal surgery hours

A case is considered to be urgent if the examination or treatment of an illness or wound, for medical reasons, cannot wait until when your doctor's surgery is next open.

Emergency treatment outside your doctor's normal surgery hours is provided by GP's from your region. They operate from the GP point. The GP point works with telephone appointments.

More information about the Centrale Huisartsdienst [Central GP service] Drenthe and the GP points can be found on the internet at www.chd.nl

general information

Telephone availability

The GP point is available on weekdays between 5.00 pm and the next day at 8.00 am. At the weekend, in an emergency, you can contact the GP point 24 hours a day. This applies to bank holidays too. Call 0900 - 112 0 112.

Insurance details

When speaking to the doctor's assistant on the phone, you will be asked for your telephone number, address details, the date of birth of the patient and insurance details. Always bring your insurance card with you when visiting the GP point.

Medicines

Are medicines being used? Ensure that you have the medicine or packaging to hand when you call and ensure that these are available when the GP or ambulance arrives.

Prescriptions from the GP point can be taken to the out of hours pharmacy near the GP point.

The GP point will not issue any repeat prescriptions.



financial information

Rates

Rates for the GP point are fixed by central government.

Who pays for the visit to the GP point?

Costs for visiting the GP point will be recovered directly from your health care insurer. Only people who are not insured or who live abroad will have to pay for a visit to the GP point directly.

A visit to the GP point has no impact on your no-claim benefit in relation to health costs.

your details

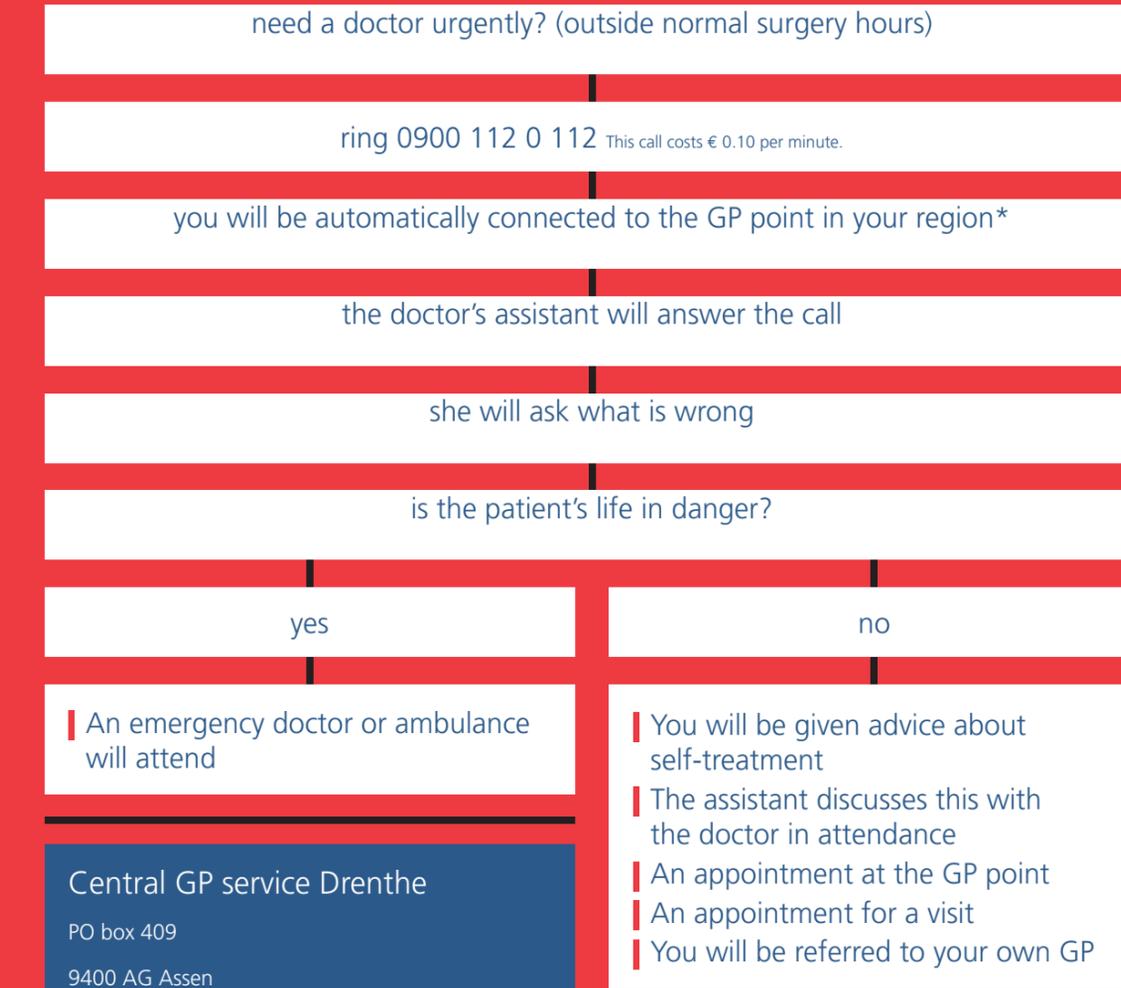
The GP point will enter your details into the computer with your telephone number and the doctor's findings. These details will be held by the GP point in accordance with the appropriate legislation. Your own GP will automatically receive a message if you have been to the GP point. This message contains the doctor's findings at the GP point. All telephone conversations with the GP point and from the GP point will be automatically recorded and kept according to legal requirements. Who may listen to these conversations, when and for what purpose is laid out in a special regulation. All registers and registrations are reported to the College Bescherming Persoonsgegevens [Authority governing the protection of personal details].

complaints?

Do you have complaints about the GP point or about the doctor who helped you? You can present these directly to our staff or to your (own) GP.

You can also submit a complaint to the Centrale Huisartsdienst [Central GP service] directly or to the independent Klachtencommissie Drentse Huisartsen [Drenthe GP's Complaints' Commission]. Forms for this are available at the GP point or via the Centrale Huisartsdienst [Central GP service] offices.

this is how the GP point works



Central GP service Drenthe
PO box 409
9400 AG Assen
Telephone 0592 - 391900 (office number)
Fax 0592 - 391909 (office fax)
E-mail info@chd.nl
Internet www.chd.nl
GP point 0900 – 112 0 112

* NOTE FOR MOBILE PHONE USERS!!!
| Conversations carried out via a mobile phone can be disconnected due to loss of signal or credit running out.
| Some callers using mobile phones will be offered a menu so that they can choose the GP point in their region.

Need a GP urgently outside surgery hours?
0900 – 112 0 112*

* This number costs € 0.10 per minute. If you use a mobile phone you must add the costs of the mobile network.



When is the GP point open?

In what circumstances should I contact them?

Need a GP urgently
outside surgery hours?

0900 – 112 0 112*

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If you use a mobile phone you must add the costs of the mobile network.

the doctor's assistant

The doctor's assistant is the initial contact person at the GP point, both on the telephone and at the desk.

Alongside her ordinary training, the doctor's assistant has received special training for working at the GP point.

The role of the doctor's assistant at the GP point can be split into seven parts:

- 1 Assessing the urgency of (telephone) requests for help
- 2 Giving (telephone) advice on self-treatment
- 3 Planning a consultation or visit
- 4 Involving an ambulance if necessary
- 5 Assisting the doctor(s) at the GP point
- 6 Carrying out small examinations and simple treatments
- 7 Taking care of administration

the doctor's assistant will make the initial assessment

The doctor's assistant assesses how urgent the request for help is, on the basis of several questions. The doctor's assistant has received special training in assessing requests for help over the phone.

She has the necessary experience to be able to establish whether and how rapidly a doctor is needed or whether advice about self-treatment will be sufficient.

The doctor's assistant uses nationally established regulations, so-called NHG protocols, to help with the assessment. Several regulations and procedures have also been introduced by the Centrale Huisartsdienst Drenthe [Central GP service Drenthe] and these supplement the national regulations.

If the doctor's assistant has her doubts about a request for help then she will discuss it with the doctor at the GP point and call you, the person requesting help, back. The doctor can also continue the conversation if the patient or caller rings back. This will often happen if there is a question regarding medicine usage or combinations. Certainty is the main priority.

the doctor's assistant helps the GP

At the GP point the doctor's assistant helps with many treatments and sometimes carries out small examinations, such as a urine test, independently. She also takes care of the administrative side of all patient contact. Doctor's assistants are continuously training in order to ensure that their knowledge remains up to date. Their treatment skills can also be kept up to scratch via special evening-classes.

Everything that the doctor's assistant does falls under the responsibility of the doctor in attendance. The GP sees, checks and authorises all the self-treatment advice that has been given out by the doctor's assistant. This may occur once an hour during service.

the GP

The doctor's role at the GP point is, on the whole, the same as the role in their own practice even though, in principal, the doctor at the GP point only sees patients with urgent complaints.

The attending doctor examines and treats the patients, writes prescriptions if necessary or refers them to a specialist in the hospital. Small surgical procedures, such as stitching a wound, can often take place at the GP point itself.



the mobile doctor

Sometimes, if a patient cannot make their own way or be brought to the GP point because of medical reasons, such as when a patient is bedridden or elderly, an urgent visit by the doctor is required. In such a case the doctor will visit the patient.

The mobile doctor uses a specially equipped car with a chauffeur. The car contains medical equipment and aids so that treatment of the patient can begin immediately, possibly while waiting for an ambulance.

If a situation should occur where the patient's life is in danger, the car can be driven with flashing lights and a siren so that it can get to its destination as quickly as possible.

If they think that the doctor can get there quicker than the ambulance, the visiting doctor may be asked by the ambulance service's control room to urgently attend an incident instead of an ambulance.

the chauffeur/assistant

The mobile doctor's chauffeur/assistant is more than just the person who drives the doctor's car. The chauffeur has had special driver training so that he or she can drive the vehicle in all circumstances. The chauffeur is also medically trained and assists the doctor where necessary. In most cases, therefore, the doctor and chauffeur/assistant will enter a patient's home together. The chauffeur/assistant knows how the medical equipment in the car works and can operate it if necessary. This assistant also takes care of contact with the GP point and the ambulance service while with the patient and also when underway.

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