

### **Corona virus / Covid-19, information for patients (31-3-2020)**

For your and our safety, we want to limit the chance to spread the coronavirus / COVID-19 spreading. We therefore take the following precautions:

#### Minimizing unnecessary contacts

In order to minimize the number of physical contacts, we try to handle questions about health complaints by telephone as much as possible. This also applies to our appointments with the POH or nurse practitioner. If you already have an appointment and it is converted to a telephone consultation, we will call you about this.

Appointments that are not acute and cannot be handled by telephone are moved. If you already have an appointment that we would like to move, you will be called about this.

We want to help people with acute medical problems as long as possible. If you already have an appointment, you can just come to this appointment. If you develop a fever or develop respiratory complaints, we ask you to contact the practice in advance.

#### Closure of locations for visitors without an appointment

To limit the number of visitors to the practice, **the Boomsluiterskade 299 location will only be open to patients with an appointment.**

**The walk-in hour by the assistant is cancelled.** If you want to be seen by the assistant, please make an appointment for this.

**Laboratory blood tests are only possible by appointment** for urgent examinations, more information can be found under the heading "Lab examination / blood tests"

**It is not possible to make an appointment at the counter.** It is also not possible to repeat a prescription here or to collect a note.

- Would you like to make an appointment. Please call the practice at 070 3824777 and choose option 5. Due to the situation around the Corona virus, it will be busier on the phone than you are used to. We try to respond to this by, as far as possible, putting extra people on the phone.
- If you want to repeat prescriptions, you can use our digital patient portal. You can also call the practice and choose option 2. Finally, you can deposit the empty medicine box of the medication you want to repeat (with your name and address on it) in the yellow letterbox at the entrance to the Boomsluiterskade 299 location. This letterbox is emptied regularly. Medication is repeated and delivered to your home.
- You can no longer collect referrals at our locations. We will send these to your home address as long as these measures are necessary.

**Our location at Stationsweg 35 will be closed to visitors in the near future.** Patients who had an appointment at this location will be contacted about this.

### Lab examination / blood tests

To avoid full waiting rooms at the lab, we would like to ask you to postpone lab examinations as much as possible. From now on, we will only do blood tests by appointment (after consultation (by telephone) with a doctor). If you have received a call from SHL for the periodic inspection, we ask you to postpone it.

### Patients with respiratory complaints and fever

We understand that patients with respiratory complaints and fever are worried.

If you have a fever and you have a cold with a cough or mild breathlessness, the GGD advises you to stay at home until the symptoms have passed. There is no need to call the practice and there is no need for testing. Given the limited amount of tests available, these are only used by the GGD for seriously ill persons.

Do you have a fever with cough or shortness of breath and have you been in a risk area or have you come into contact with a proven Corona patient or are you seriously ill please contact the assistant (option 5 in our telephone menu)

Please call the practice if you do not trust the complaints, have a fever above 38 ° C or if you receive an annual call from us for the flu shot based on your medical history. Choose option 5 in our telephone menu)

### Other questions

All current information about the coronavirus can be found at [www.thuisarts.nl](http://www.thuisarts.nl) or [www.rivm.nl](http://www.rivm.nl). You can also call the national information number: 0800-1351

We count on your understanding for these exceptional measures,

De Doc GP's