

### **Corona virus / Covid-19, information for patients (3-8-2020)**

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

#### **General measures at all locations**

- ACCESS ONLY BY APPOINTMENT
- COME ALONE
- DO NOT ENTER WITHIN ANY 5 MINUTES BEFORE APPOINTMENT
- DO NOT COME WITH A COLD OR A FEVER
- KEEP DISTANCE, EVEN IN THE WAITING ROOM AND WHEN PASSING

#### **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 have an appointment and 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, both locations **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.** 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.

### Lab examination / blood tests

From now on, we will only do blood tests by appointment (after consultation (by telephone) with a doctor).

### **Patiënten met corona / COVID-19 complains**

If you have complaints that fit with the corona virus, stay at home and make an appointment with the GGD for a test. The GGD is available by phone from 0800-1202 7 days a week from 8 a.m. to 8 p.m.

If you have a fever, you are short of breath and are concerned. Then call between 11 and 12 am to the consultation hour by phone, option 4 in our telephone menu. You will get a doctor on the line. If you are concerned and your question cannot wait until the next consultation hour by phone, call the assistant, you choose option 5. In any case, do not come to the practice without contact by phone!

For more information, visit <https://www.thuisarts.nl/corona> for an explanation of the most frequently asked questions.

If you have no complaints, but you want to be tested for a trip, you cannot go to the GGD or general practice. Several organizations offer tests on the Internet, such as KLM health service. We advise you to contact such an organization.

### **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