

## Contact Information

This leaflet provides you with information on Huisartsenpraktijk Elings.

The leaflet informs you how the practice is organised, what you can expect from us and what we expect from you.

You can also find this information (and more) on the internet. However, the information there is only available in Dutch. Check our website: [www.elings.net](http://www.elings.net).

## Important phone numbers

### When you are in need of urgent medical help

Alarm Number 112

### Huisartsenpraktijk Elings

General number	010-4290283, option 0
Emergency line	010-4290283, option 1
Ordering medication	010-4290283, option 2
Cancelling your appointment	010-4290283, option 3
Laboratory Results	010-4290283, option 4
Consulting our assistant	010-4290283, option 5

For laboratory results: call between 13:30 and 15:30

For making an appointment: call between 08:00 and 10:00

### When the practice is closed

Huisartsenpost 010-2909888

Huisartsenpraktijk Elings wants to support you in living a healthy life. Of course, the patient has the first and largest responsibility for his or her health. But although you are taking good care of your health, you still might get ill or not feeling so well mentally. At that moment, we want to be there for you with medical consults, research and, when needed, medication. However, we will always also ask you to seriously look at what you can do yourself to improve your health.

Huisartsenpraktijk Elings is only open to patients that live in Oud Charlois and Heijplaat. In this area we are familiar with the health care structure and paramedic professionals.

In our health care service we work from the following starting points :

Both we as the patients show respect to each other.

- Both we as the patient himself is responsible for a good health
- We are open to feedback.

Although we do our best to take good care of you, it might happen that something goes wrong in our service, our communication or our relation. Sometimes this results in patients treating us in an aggressive way, shouting or threatening. To protect our employees we use our right to terminate our relationship with you. If this is the case, we will ask you to look for a new practice and we will transfer your medical files to this practice.

## General Information



**HUISARTSENPRAKTIJK**  
— ELINGS —

**Struitenweg 11  
3082 WP Rotterdam**

**010-4290283**

**[www.elings.net](http://www.elings.net) – [praktijk@elings.net](mailto:praktijk@elings.net)**

**Postal Address**

**Boergoensevliet 191c, 3082 KP Rotterdam**

## About our practice

Our practice is open every working day from 08:00 to 17:00. If you need our service, please make an appointment.

If you call us, please dial 0 for the English options. We offer the possibility to call you back at a time of your preference, so you don't have to wait in the queue. You choose the best suitable moment. The assistant will call you around the agreed time. If you don't answer the phone, you will have to call us yourself again.

The assistant will ask you several questions on your medical condition. In this way she can decide if you need to be seen immediately or not. Unfortunately it is not always possible to see a doctor at the same day you are contacting us. If you would like to have an appointment at the same day, please call early in the morning. If you have several medical problems you would like to discuss with your doctor, please let her know.

Between 11:30 and 13:00 and after 15:30 we are only available for emergency situations.

In our practice we can perform several medical examinations. If you need to go to the laboratory or to a hospital for further examination or if you need medication, please be aware that you will be (partly) invoiced for (a part of) these services. This is also applicable if you have a Dutch Health Care Insurance.

Our practice is wheelchair accessible. A parking place for disabled drivers is available next to our entrance.

## Recipes

We have a recipe ordering service. Please be aware that this service is only applicable for medication you have received earlier during the last year. If you call us and choose option 2, you can order what you need. It is helpful if you have your medication available when ordering, so you can easily recall the information needed. You can also order recipes by using [www.mijngezondheid.net](http://www.mijngezondheid.net). Sometimes a new prescription is only possible after a consult with the doctor. It is possible to ask the pharmacy to register you for automatic repeating prescriptions. Please refer to the Pharmacy for more information

## Employees

Next to Doctor Elings there are also other General Practitioners in our practice. All our employees have been professionally trained for their tasks. Other employees you can meet in our practice are:

- The assistant. She can give you medical advice, measure your blood pressure, check your glucose, give injections, et cetera.
- The POH-S helps you control diabetes, lung diseases (Asthma/COPD) and heart diseases. She can also help you to quit smoking.
- The POH-GGZ helps you with psychological and psychosocial problems.

In addition we also educate new doctors and new assistants.

## When closed

When our practice is closed, you can consult the Huisartsenpost. Every working day after 17.00, on Saturdays and Sundays and during Public Holidays the Huisartsenpost is available for you.

Make sure that you have your Social Security Number and your Insurance number available when you contact the Huisartsenpost. If you have an appointment there, please don't forget to bring your ID.

The address of the Huisartsenpost is:  
Maasstadweg 59  
3079 DZ Rotterdam  
010 - 290 98 88  
[www.huisartsenpostenrijnmond.nl](http://www.huisartsenpostenrijnmond.nl)

Our practice is open during the holidays. In this period we work with an adjusted schedule. This means that sometimes you have to wait longer to being able to make an appointment.



## Quality

Our practice is NHG accredited. This means that our service and quality is controlled by an external independent organisation. If you are not satisfied with our service we would appreciate it if you would let us know. We are a member of SKGE. Check [www.skge.nl](http://www.skge.nl) for further information.

## Safety

In case of an emergency, please follow the orders and instructions of our employees.