



### Changes

Please inform the medical assistant when there are changes in health insurance, policy numbers, addresses, telephone numbers, etc. Should you decide on taking a new or different type of health insurance, please inform in advance if we have a contract with that particular insurer.

### First aid

During office hours you can always come to the practice for first aid: open wounds, bruises, burns, etc. can be treated. This will save you long waiting times at the Emergency Department (A&E) of the hospital.

### Complaints

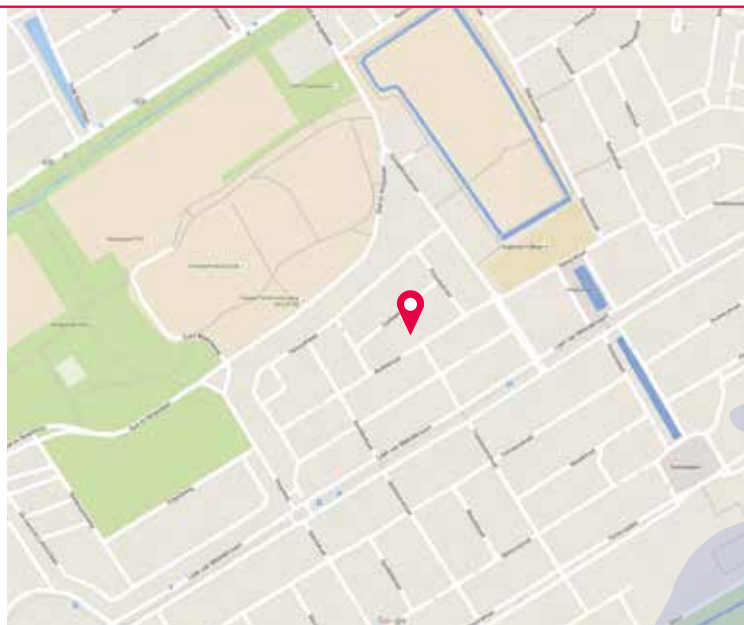
Things sometimes go wrong due to unforeseen circumstances. We welcome your comments and feedback. Please inform us, so we can improve our services. We follow the complaints procedure of Huisartsenkring Haaglanden. For information: [www.kringhaaglanden.nl](http://www.kringhaaglanden.nl)

### Combined primary care centre

Akelei huisartsenzorg offers several primary care programmes. Our goal is to provide as much primary care as possible: accessible healthcare for which you don't need a referral.

### We work in association with:

- |  |               |
|--|---------------|
| • Physiotherapist M&O                  | 070-368 89 57 |
| • Psychologist                         | 070-368 368 4 |
| • Mix Dietician                        | 06-508 55 371 |
| • M. Kortekaas & K. Heetkamp Midwifery | 070-325 89 15 |



### Akelei huisartsenzorg

**Akeleistraat 35m**  
**2565 NT Den Haag**  
[www.akeleihuisartsenzorg.nl](http://www.akeleihuisartsenzorg.nl)

Public transport: Randstadrail 3.  
Stop: Zonnebloemstraat.

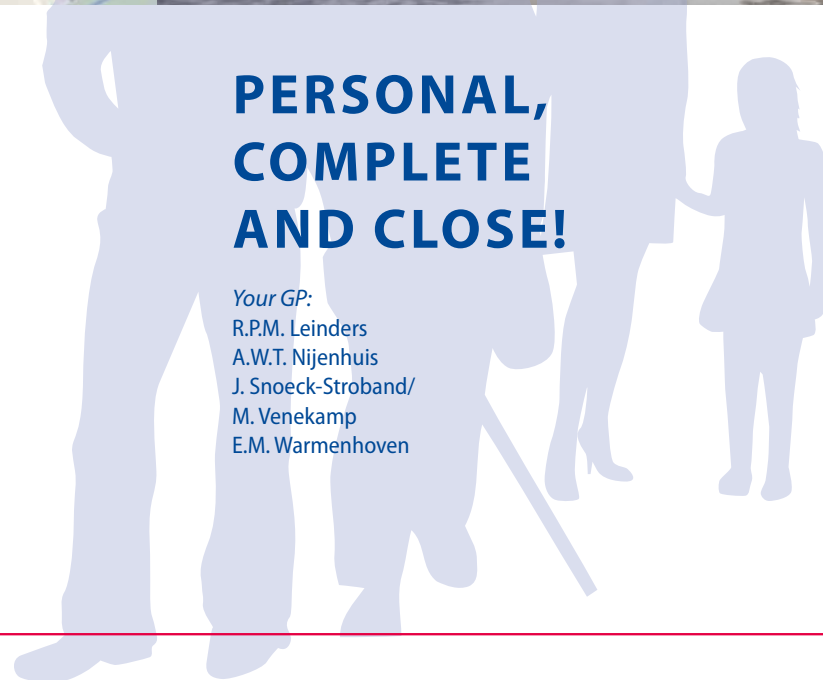
### Personal, complete and close!

#### Doctors:

- |   |             |
|---|-------------|
| • Dr R.P.M. Leinders(m):                          | 070-3680476 |
| • Dr A.W.T. Nijenhuis(m):                         | 070-3681818 |
| • Dr J. Snoeck-Stroband(f)/<br>Dr M. Venekamp(f): | 070-3253234 |
| • Dr E.M. Warmenhoven(m):                         | 070-3254430 |

**PERSONAL,  
COMPLETE  
AND CLOSE!**

*Your GP:*  
R.P.M. Leinders  
A.W.T. Nijenhuis  
J. Snoeck-Stroband/  
M. Venekamp  
E.M. Warmenhoven



# Akelei Medical Care: personal, complete and close!

## Personal and independent

Independent advice focused on your personal situation.

## Personal GP

Patients have their personal GP. During holidays and refresher courses of your personal GP, the other Akelei practitioners or GP registrars provide emergency cover.

Routine appointments will be made when your own GP is available again.

## A wide range of medical care

Akelei huisartsenzorg also provides: mental health care, physiotherapy, maternity care, dieticians, travel care and district care. Several treatments are performed on location: wound care, stitching, contraceptive coil fitting (IUD), minor surgery, vaccinations, lung function tests, blood samples and physicals.

## High quality

Our standards meet the Dutch GP Association (NHG) criteria and we have the WeCare quality label. We are well informed about the latest medical developments, partly because we train qualified doctors for a career in general practice in association with Leiden University.

## Akelei Pharmacy

Our in-house pharmacy offers a wide range of medication services.

## Telephone numbers

The practice can be reached Monday to Friday from 08:00 -17:00 hrs. Preferably call us in the morning. Most assistants will be available then.

- Dr R.P.M. Leinders (m): 070-3680476
- Dr A.W.T. Nijenhuis (m): 070-3681818
- Dr J. Snoeck-Stroband (f)/  
Dr M. Venekamp (f): 070-3253234
- Dr E.M. Warmenhoven (m): 070-3254430

## Emergencies

In case of an emergency or a life threatening situation please call your own GP. Listen to the recorded message. Select option 1: Spoedlijn (Emergency Line). The assistant will take action immediately. Don't use the emergency line for other purposes!

## Surgery times

Patients are only seen by appointment from 08:00 – 12:00 hrs and from 13:30 – 17:00 hrs.

## Opening times

Monday to Friday: 08:00 - 17:00 hrs.  
Reception closes from 12:00 - 13:30 hrs.

## Appointments

Calling before 10:00 hrs mostly guarantees a same day appointment. Emergencies will obviously be taken care of immediately. A regular appointment takes ten minutes. The assistant will inquire about the urgency in order to find out how much time is possibly needed. If necessary a double appointment can be arranged. Patients are reminded of the need to keep appointments, or cancel with as much notice as possible. Every failure to attend an appointment means that another patient may have needlessly been prevented from seeing a GP that day.

## Home visits

We encourage patients to make every effort to attend the practice. We can offer better facilities for examination and treatment. Please request home visits between 08:00 and 10:30 hrs. Most visits take place after 11.30 hrs. In case of an emergency, home visits will be arranged immediately.

## Out of Hours

SMASH Huisartsendienst provides emergency cover between 17:00 and 08:00 hrs Monday to Friday.  
On weekends and bank holidays this service can be contacted 24 hours a day on: 070 346 96 69. More information about SMASH: [www.smashaaglanden.nl](http://www.smashaaglanden.nl)

## Repeat prescriptions

Patients on long term medication can order repeat prescriptions in the following ways:

### By phone

Call your GP. Listen to the recorded message. Select option 2: Herhaalreceptenlijn (Repeat Prescriptions). Leave your name, date of birth, the required medication and strength as well as the name of your pharmacy. Home delivery is possible. The herhaalreceptenlijn is available 24 hours a day.

### Online

[www.akeleihuisartsenzorg.nl](http://www.akeleihuisartsenzorg.nl)

## The medical assistant

The medical assistants are all fully qualified. They can answer many practical questions. The assistants are bound by the same rules of confidentiality as the doctors. They follow the procedures of the Dutch GP Association. They have their own surgery times. They carry out urine tests, blood sugar determination, injections, ear irrigation, blood pressure tests, smear tests and wound care.

## Practice nurse chronic diseases and mental health care

The nurse specialist (POH) is responsible for checking patients who are chronically ill. They have surgery times for people suffering from diabetes, asthma, COPD and cardiovascular diseases. This specialist also tries to trace risk factors for cardiovascular complaints. There's a separate nurse for mental health care.

## Branch surgery Mimosastraat

We have a branch surgery in association with Florence Dekkersduin and M&O Fysiotherapie : Mimosastraat 7, 2555 DN, Den Haag. Mrs ten Berge (GP) holds surgery for Akelei patients on Monday. Please call the medical assistant of your personal GP for an appointment. Mrs ten Berge provides emergency cover during holidays and refresher courses of your personal GP. The nurse specialists have surgery times at the branch as well.