



General Information

Availability by phone

You can call us between 08:00 and 12:15 to schedule an appointment and ask for medical results such as bloodresults and X-rays. The assistant has consulting hours in the afternoon. You can only call us in case your medical problem can not wait until the next working day. Press 3 to speak with the assistant. Press 1 in case of an emergency.

Appointments

Doctor and assistant appointments always need to be scheduled. You can do this by calling us between 08:00 and 12:15. A standard appointment is 10 minutes in duration and is for one medical complaint only. The assistant will ask what your medical problem is to judge how complex your problem is, which employee fits your problem best and to estimate a medically justified waiting and appointment time.

Outside office hours

You can reach us between 08:00 and 17:00 on working days. When we are closed you can reach the Huisartsenpost Delft at 015- 2511930. Please note that this service is only for emergencies that can not wait until the next working day. The Huisartsenpost is not a replacement for medical care that can be given during daytime by us. Always call 112 in case of an life threatening situation.

Prescriptions

For new prescriptions consultation with one of our employees is necessary. For repeat prescriptions you can ask your pharmacy, use www.mijngezondheid.net or use our phone repeat prescription service. To use our phone service, press 2 and leave a message containing your last name, date of birth, medication needed and your pharmacy.

Parking

You can park your car in the street Estland. This street is next to the practice. It is free to park here in the morning until 12:00 on working days. Between 12:00 and 24:00 the parking rate is €0,60 for the first hour and after that €3,20 per hour. Parking in other streets around the practice is for permit holders only (Delft parking permit area C). Check www.parkerendelft.com for the latest rules and rates.

Privacy

In the Netherlands doctors and their employees have very strict professional secrecy. There is a document in Dutch on our website concerning how we treat your privacy. Unfortunately we can not make any doctors certificates. An explanation can be found on www.KNMG.nl. Here you can find the document "Why is your own GP not authorised to issue a medical certificate?"

Complaints

We strive to achieve a high standard of care. It can however happen that you have a lesser experience or see a flaw that needs improvement. We would very much appreciate it when you express this to one of our employees. Together we will try to find a solution.