

# NEWSLETTER

## Practical COVID-19 information

**We would like to inform you with this Newsletter about the precautions taken in our practice in view of the COVID-19 situation. We are facing unprecedented times with a major impact on everyone's life and therefore also when you are visiting our practice.**

### In this newsletter

- Corona measures and accessibility of practice
- Communication with the practice and access to your personal file.
- E-mail address and mobile number

## COVID-19 measures and accessibility of practice

During the COVID-crisis, your doctor is still available for health-related questions. We continue to provide regular care as much as possible, but **preferably by telephone and e-mail** to prevent further contamination.

The doctor's assistant and the general practitioner will discuss with you the best approach in your situation. **It is not allowed to come directly to the practice.**



One of the main bottlenecks is the number of people in the waiting room and at the front office. These are the busiest areas in the practice. It remains challenging to keep a safe 1.5-meter distance during normal consultation hours. As a result, the number of appointments has been limited.



We would like to ask you to keep up high standards with personal hygiene measures, such as hand washing, before coming to the practice. With adjustments in the practice and your cooperation, we can continue to safely provide you with the best medical care.

## Important points

- Call us immediately for serious or acute complaints, with or without COVID-19, as early in the day as possible.
- For appointments: only call if medically necessary. During the COVID-crisis we work with a **'Same-Day-Appointment Policy'**. If you call today, you get an appointment that day.
- **NEVER** come to the practice if you have complaints that may be related to COVID-19 (cold, shortness of breath, cough and / or fever) and **only come after making an appointment** by telephone with the assistant.
- Please come **alone** to your appointment. One companion is allowed for children under the age of 16.
- **Masks are mandatory** in our waiting room
- **Disinfect your hands upon entry!** There is a dispenser next to the counter.
- Please measure your temperature for fever with our **infrared thermometer** at the entrance.
- To prevent crowded waiting rooms, we have **very limited capacity for consultations**. Therefore, the assistant will discuss with you whether health-related questions can be answered in alternative ways. We will try to answer your questions as much as possible **by telephone, email, or video-call**. Maximum one person at the desk.
- As it is busy on the phone, we would like to ask you to **keep the conversations short** and to **check the website** for additional information.
- For the time being, the staff wears protective materials during all consultations (mouth mask, white coat, sometimes face shield, safety glasses, protective suit and gloves).
- We have again started a separate **airway consultation** in order to be able to separate the potentially corona-suspected patients from the patients with a low suspicion.
- For short and not urgent questions you can also contact us via [assistente@mc-hoofddorp.nl](mailto:assistente@mc-hoofddorp.nl). Please do not forget to mention your name and date of birth.

- For **medical care questions** to the assistant such as urine-analysis, medical-forms, questions or passing on information, we request that you **first call** and do not come to the practice.

- **Collection and delivery of forms or materials** is possible **through the assistant's window** (under the signboard 'Medisch Centrum Hoofddorp').

- **Laboratory:** We offer extensive blood measurements at our practice. You can come to check your blood on appointment.

- The assistants are available by phone between **8:00 - 12:00 and 14:30 - 16:30 (except for Tuesday)**. The assistant will answer your question or, if necessary, ask one of our GPs to call you back. If necessary, you will receive an appointment on which, during this COVID-crisis, you must **come alone**. Exceptions are made for children under the age of 16.



## STAY AT HOME

### if COVID-19 is suspected

- **Do not come** to our practice with COVID-19 virus-related symptoms (cold, shortness of breath, cough and/or fever).

- Consult reliable websites, such as [thuisarts.nl/corona](https://thuisarts.nl/corona) & [pharos.nl/coronavirus](https://pharos.nl/coronavirus)

- You do not need to contact us for minor or mild complaints consistent with COVID-symptoms.

- **COVID-19 Testing can be done via the GGD. Please call: 0800 - 1202.**

- If you have no symptoms and want **general information about COVID-19**, call: 0800 - 1351

### Corona-app CoronaMelder

Help stop the spread of the Coronavirus CoronaMelder will alert you after you have been near someone with corona. This way you can prevent infecting people in your area. Downloading the app is always voluntary. Download the app or visit for more information [coronamelder.nl](https://coronamelder.nl)

### Do you have questions about the CoronaMelder?

Call 0800 - 1280 (free)

Mon to Sun 8 a.m. - 8 p.m.

Or sent an e-mail to

[helpdesk@coronamelder.nl](mailto:helpdesk@coronamelder.nl)



# Communication and access to your medical file

## MijnGezondheidsnet ('MGN')

On our website [mc-hoofddorp.nl](https://mc-hoofddorp.nl) you can find more information and a login for [mijngezondheid.net](https://mijngezondheid.net). MGN is an online environment with which you can easily and quickly arrange health matters with your doctor or pharmacy 24/7. It is possible to gain for instance insights into laboratory results over the last 14 months, a report of the provisional conclusion and agreements made, medication hypersensitivity (if known to us), current medication overview and ordering of medication.



MijnGezondheid.net

- You can also send us messages/short questions via MGN.
- Everyone aged 16 years and older can register. Parents of children up to 12 years old may have access to the file of their children. In agreement with Dutch regulations, children aged 12-16 years must give permission to their parents to access their file. Parents of children from the age of 16 do not have access to the file of their children.

## E-mailadress and mobile number

For optimal communication it's important to have your current, personal e-mail address and mobile phone number in our system. Via [assistente@mc-hoofddorp.nl](mailto:assistente@mc-hoofddorp.nl) you can update your profile. Furthermore, it's possible to

ask our assistant short questions via [assistente@mc-hoofddorp.nl](mailto:assistente@mc-hoofddorp.nl)

## Website

On our website you can find the latest information about the organisation of our practice: [mc-hoofddorp.nl](https://mc-hoofddorp.nl). This Newsletter, together with links to other medical platforms are also found there.

## Facebook

[facebook.com/Medisch-Centrum-Hoofddorp-101449878078884](https://facebook.com/Medisch-Centrum-Hoofddorp-101449878078884)

We periodically share updates about Medisch Centrum Hoofddorp on our Facebook page.

## A lot of strength in the period ahead

If necessary, please call: 023 - 5617703

Kindest regards

**Team Hoofddorp Medical Centre**

**M.D. Verwijs, M. den Blanken en K.**

**Wind** - General Practitioners

**Marie José, Deniz en Roza** -

**Sjoerd** - medical intern

**Rosanne** - practice nurse

**Ank van Galen, Trea Donga en Denise**

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