

# Dokterswacht Friesland

A doctor *in emergencies* outside surgery hours



## When should you call Dokterswacht Friesland?

If you need a doctor urgently:

- on working days after 5.00 p.m. or before 8.00 a.m.
  - at the weekend
  - or on a national holiday,
- you should call Dokterswacht Friesland on **088 112 7 112**.

The service is not meant to be used for general queries or questions which can wait until the nearest doctor's surgery opens again.

**NB! In the event of a life-threatening situation call the emergency number 112!**

## Always call first

When you call Dokterswacht Friesland you will first speak to a doctor's assistant. She has been specially trained to assist people who need help in an emergency. She will ask for the following information:

- The patient's date of birth.
- The name, address, home town, country and holiday address.
- The telephone number on which the patient can be contacted.
- Details of any medication being used.
- Insurance details: if you can produce a valid European Health Insurance Card (EHIC), we can declare the costs directly to the health insurer. Patients who do not have an EHIC will, in principle, have to pay using their cash card or credit card.

The assistant will also ask about the symptoms and, in consultation with you, will decide what assistance is needed.

## The procedure used by Dokterswacht Friesland

- If you need a doctor in an emergency outside surgery hours, call: 088 112 7 112.
- You will first speak to a doctor's assistant.
- Is the patient's life at risk?

**YES ->** A doctor or ambulance will then be dispatched immediately.

- NO ->** A decision will then be taken in consultation:
- a. For advice to be provided by telephone by the doctor's assistant or the doctor.
  - b. To make an appointment for the patient at one of the out-of-hours surgeries.
  - c. To arrange a visit by a doctor to your holiday address.

## Out-of-hours surgeries in Friesland

Dokterswacht Friesland has out-of-hours surgeries in Drachten, Dokkum, Heerenveen, Leeuwarden and Sneek. The address details can be found on our website. If an appointment at an out-of-hours surgery is made, we assume you will arrange transportation yourself. More information is available at:

**[www.dokterswacht.nl](http://www.dokterswacht.nl)**

**Tel. 088 112 7 112**