

Dr. P. Matui

General Practitioner and Practice Owner

Dr. E. Mouw

General Practitioner

Dr. H. Carty-Mevius

General Practitioner

Ms. M. Keijzer

Nurse Practitioner

Ms. R. Alves

Practice Nurse (Mental Health)

Ms. E. Beekman

Practice Nurse (Somatic Care)

Ms. J. te Sligte

Practice Nurse (Somatic Care)

Ms. L. van Duuren

Trainee Medical Assistant

Practice brochure Huisartsenpraktijk Onyx



Arnhemseweg 2A
7331 BK Apeldoorn

055 – 533 3759 (for emergency press 1)

www.huisartsenpraktijkonyx.nl

Opening Hours

- **Practice:** Monday to Friday from 8:00 AM to 5:00 PM. (*The practice does not have a reception desk*).
- **Phone Availability:**
- 8:00 AM to 10:30 AM
- 1:30 PM to 3:00 PM

Emergencies

- **During opening hours:** You can contact the practice all day by calling and **selecting option 1** for emergencies.
- **Outside opening hours:** (Evenings, nights, weekends, and public holidays) please contact Huisartsen Spoedpost Apeldoorn at **085-0791110** or visit www.spoedpleingelre.nl.

Making an Appointment

You can schedule an appointment by phone between 8:00 AM and 10:00 AM. Before the appointment is scheduled, the medical assistant will ask you a few questions. This is called **triage**, which is used to assess the urgency of your medical request.

Consultations

A consultation with the general practitioner lasts a maximum of 15 minutes and is intended for **one medical question**. Do you have a second question that cannot wait? Please ask if extra time can be scheduled when making the appointment.

Telephone Consultation

The medical assistant will assess whether your medical request can be handled by phone. You can also indicate yourself if you prefer a telephone consultation rather than visiting the practice in person.

E-consultation

You can send an e-consultation via the patient portal. Please clearly state who the message is intended for (general practitioner/ nurse practitioner, practice nurse, or medical assistant).

- **For whom:** Short, non-urgent medical questions that can be answered in one or just a few sentences. If this is not possible, please call the practice.
- **Response time:** We strive to answer your message within 7 working days.

Home Visits

When it is impossible to come to the practice due to illness or disability, the general practitioner can visit you at home. The medical assistant will assess with the general practitioner whether and when a home visit will take place. Home visits must be requested **before 10:00 AM** due to scheduling.

Repeat Prescriptions

You can request your repeat prescriptions in two ways:

1. **By phone:** Between 8:00 AM and 4:00 PM by leaving a message on the prescription line.
2. **Online:** Via the patient portal.

Urine Analysis

Do you have urinary symptoms? After consulting by phone, please drop off a morning urine sample at the practice **before 10:00 AM**, accompanied by a completed questionnaire.

- **Important:** Please hand in a urine container, **not** a collection tube (tubes are exclusively for the hospital).
- **Collection and drop-off:** Containers and questionnaires can be picked up at the reception (the practice has no desk). You can place the container in the urine drop-off container before 10:00 AM. You will be called back about the results in the afternoon.

Canceling an Appointment / No Show

If you need to cancel or reschedule your appointment, please do so **at least 24 hours** in advance. If you fail to do this or cancel too late, fees may apply. Please check our website for more information.

For practice news and information on important topics related to general practice care, health questions, and practical matters, please visit our website:

www.huisartsenpraktijkonyx.nl