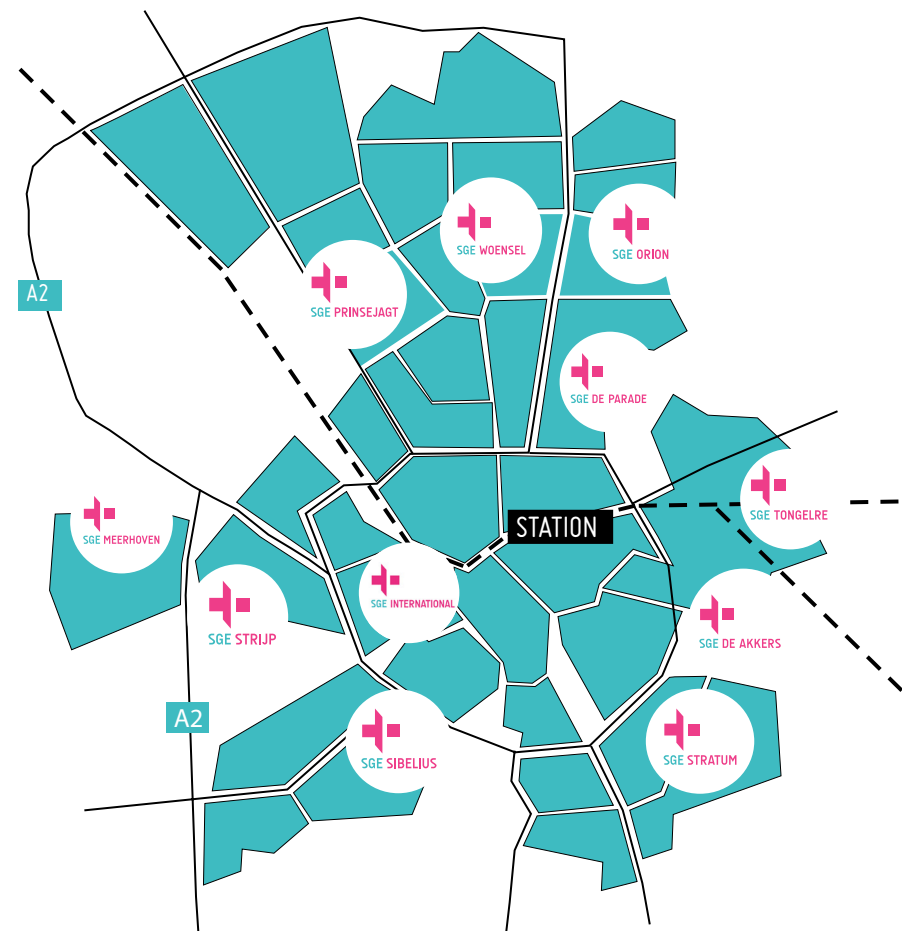




SGE International is a new healthcare center that is bridging the gap between Dutch Health Care and the expectations of the international community in Eindhoven. The current set up has been developed in close cooperation with the international community. At SGE International we are continuously expanding our services, e.g. by developing video calling with interpreters and creating a patient portal. While we realize that everything is a work in progress, we are confident that in the future, these services will provide a better service for you. We encourage you to give us tips and feedback on how we can improve our services. On our website you will find a feedback form (click on the button ‘Help us to improve our service’). You may also share with us a compliment or submit a complaint. Please let us know! Your feedback is essential for us to improve our healthcare and services.

HELP US TO  
IMPROVE OUR SERVICE!



Map of the city Eindhoven with SGE locations. Please visit our website for the addresses.

Strijp-S Videolab 4.042  
(press 4 in elevator)  
Torenallee 20  
5617 BC Eindhoven

T: 040 – 711 67 30  
W: [www.sgeinternational.nl](http://www.sgeinternational.nl)  
E: [international@sge.nl](mailto:international@sge.nl)



Information about

# SGE INTERNATIONAL

and the Dutch medical system



# THANK YOU FOR REGISTERING AT SGE INTERNATIONAL!

Health care in the Netherlands can be organized in a different way than in your home country. A foreign language can also be an obstacle. We understand this, therefore we take the time to help you navigate through the Dutch health care system. We offer an extended intake consultation with the GP, to ensure that we fully understand your concerns and expectations. In this brochure you will find an overview of the Dutch Medical System. If you have any further questions, please do not hesitate to contact us!

## GENERAL PRACTITIONER

All Dutch citizens have to be registered with a General Practitioner (GP, family doctor or huisarts in Dutch). If you have any medical questions or problems, you contact your GP first.

The General Practitioner is a trained specialist in treating the most common complaints, such as heart and lung diseases, diabetes, common pediatric diseases, gynecological and even psychosocial complaints. He/she can also perform small surgical procedures, e.g. a removal of a mole or placing an IUD.

A GP is also trained to recognize conditions that need further or more specialized attention by other health care professionals. Statistically 9 out of 10 complaints are treated by the GP and around 1 in 10 is referred to another healthcare professional.

Your GP also coordinates the health care that you need and keeps your medical record up to date and confidential.

## PROCEDURES AND PRACTICE

Should you have any medical questions or problems, you contact the GP practice first. When you call your GP to make an appointment, the GP's assistant (doktersassistente in Dutch), who is a trained professional, will ask questions to determine the urgency of your situation. Asking questions is necessary to have you and the doctor better prepared for a practice visit, to suggest an alternative consultation by phone or video, or in some cases, to check if more immediate action is required. Our scheduling process accommodates, as much as possible, requests by our clients to consult the doctor at a time convenient to them.

If you have more than one complaint please inform the assistant.



Patients at SGE International are scheduled for a 20 minute consultation, which is double the usual time given at other health centers. Home visits are reserved for urgent cases and people incapable of visiting the GP practice.

We suggest that you prepare for each consultation by writing down your questions and concerns. The GP will ask you questions regarding your complaint and your concerns, examine you and offer treatment options. We also encourage a shared decision model, where the patient and doctor as much as possible, form a treatment plan together.

Dutch physicians believe that if it is safe, it is often best to let an illness run its course without potentially dangerous tests and medication. This wait-and-see approach has been medically proven to be the best approach for minor illnesses such as a sore throat or a common cold. Most medicines require a prescription from your GP after a personal consultation. If possible, please bring any current medications you are on (including prescriptions from your previous doctor) to show to the GP, who may find you an appropriate alternative. Prescriptions are filled at a pharmacy (apotheek in Dutch).

## PREVENTATIVE CARE & HEALTH CHECKS

The Netherlands has good nationwide preventative health programs. Preventative health programs are available at different stages in an individual's development and most are free of charge.

There are screening programs during pregnancy and after a child is born, such as developmental checkups and a preventative vaccination program. There are also screenings later in life for diseases, e.g. breast, cervical and colon cancer.

Screening options are also available for people at risk of certain diseases, such as cardiovascular, pulmonary or sexually transmitted diseases.

Ask your GP about nationwide preventative health programs and services. Studies have shown that it is not necessary to have yearly checkups but our physicians will gladly have a conversation with you regarding what is best for your overall health.

## PSYCHOSOCIAL CARE

Moving to a foreign country is demanding on all members of your family. The stress of moving and adjusting to life in a strange environment can lead to anxiety and loneliness. If you want or need to talk about any of these things, please contact us so we can discuss the problems together.

## HEALTH CARE INSURANCE

The Dutch healthcare system is built on the principle of solidarity. Healthcare is funded by all citizens through taxation of income and mandatory health insurance fees. If you work and pay income tax in the Netherlands, you are obliged

to take out health insurance, even if you are already insured back home. If you have an international health insurance, please check if it is accepted in the Netherlands by calling the College for Health Insurances at +31 20 7978555.

## HEALTH COSTS

If you have Dutch health insurance, you pay a quarterly registration fee to the practice and a small fee per consultation or medical treatment. These fees are directly covered by the health insurance company if they have a contract with the practice. SGE has contracts with all Dutch health insurance companies.

If you have international health insurance, you are not able to pay a registration fee, therefore the patient pays a larger fee per consultation or medical treatment. SGE does not have contracts with every international insurance company and will send patients a bill directly. Patients can then ask to be refunded by their health insurance company.

The treatment fees are determined by law according to the Health Service Tariff Tribunal (College Tarieven Gezondheidszorg).

## EMERGENCY

If you experience an acute emergency, severe pain or an accident call the following numbers:

### During office hours

**T. 040-711 67 30**

Between 08:00-17:00 on working days contact your GP

### Outside of office hours

**T. 0900-8861**

Between 17:00 – 08:00 on working days and weekends contact the general practice center (Centrale Huisartsenpost in Dutch).

## Life threatening

**T. 112**

If you think a situation is life threatening you can call the European emergency number 112 at any time. You can then ask for an ambulance, police or fire brigade.

## HOME DOCTOR

If you are experiencing a mild complaint you check the website [www.thuisarts.nl](http://www.thuisarts.nl). It is a reliable source of medical information on a number of medical ailments. Unfortunately this website is, for now, only available in Dutch.

## ONLINE SERVICES

On our website [www.sgeinternational.nl](http://www.sgeinternational.nl) you will find all necessary information provided in English. Online services such as (repeat) prescription, make an appointment, call-back request and e-consultation through the internet are available too.