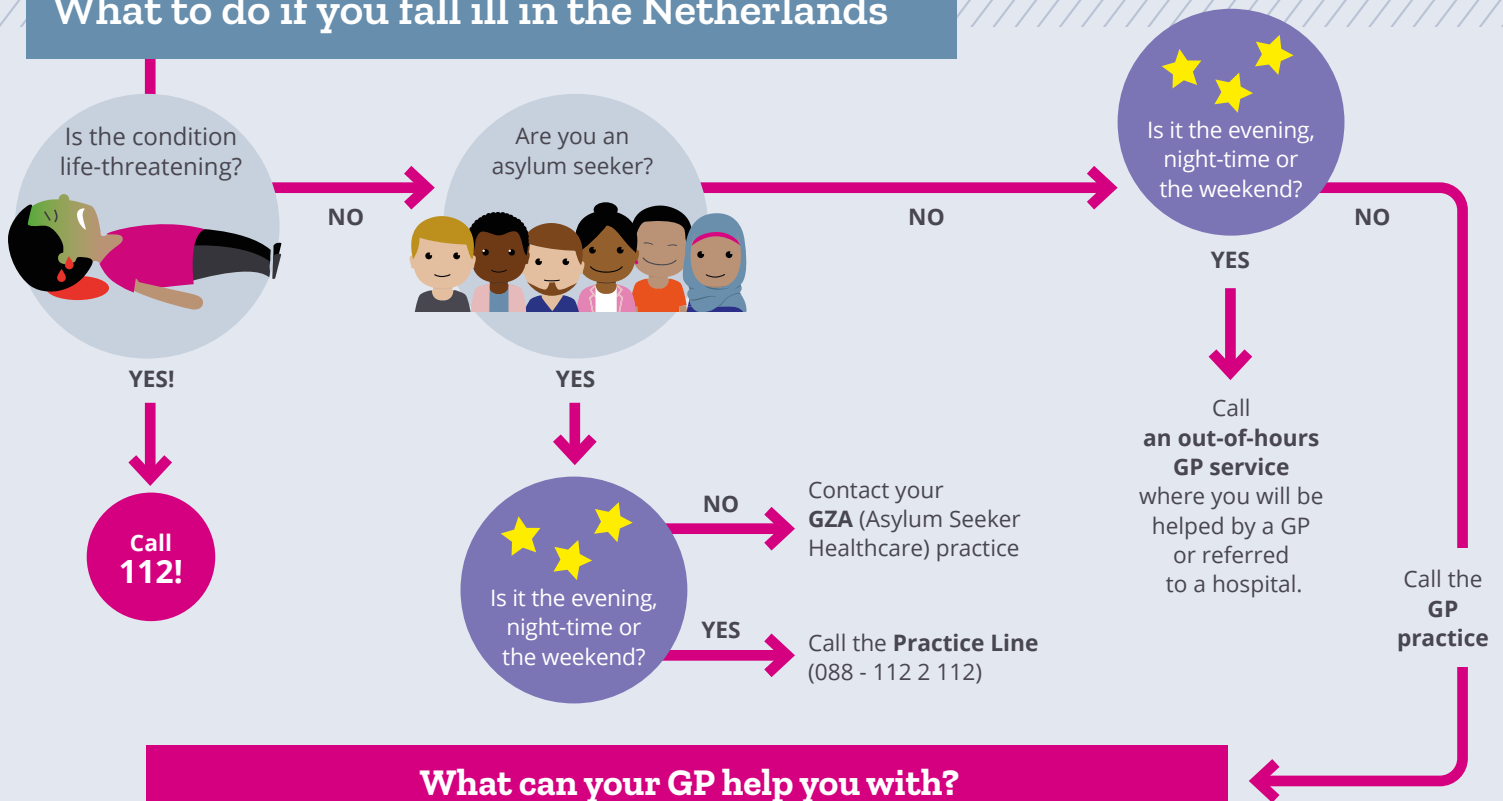
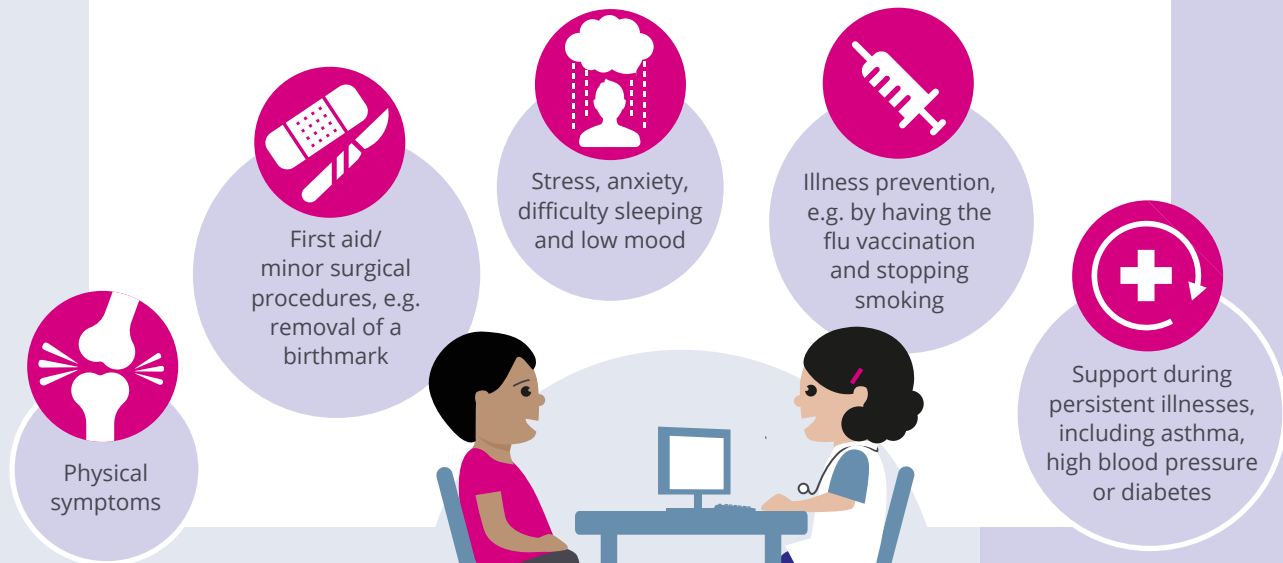


# What to do if you fall ill in the Netherlands



## What can your GP help you with?



### Costs

- If you are an asylum seeker, the RMA (medical care scheme for asylum seekers) will pay your healthcare costs.
- As an asylum permit holder, you must take out health insurance. Having healthcare insurance means you will never have to pay for an appointment with your GP.
- However, you might sometimes have to pay for or contribute towards payment for blood tests, scans, medicines or an appointment with another healthcare provider.

### How do you find a GP?

- Through the municipal authority
- Through [www.kiesuwhuisarts.nl](http://www.kiesuwhuisarts.nl)
- Through [www.zorgkaartnederland.nl](http://www.zorgkaartnederland.nl)

What will the GP do during the appointment?

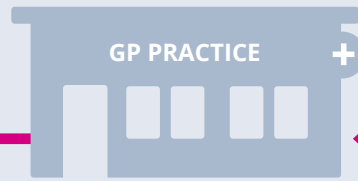
- ask questions about your symptoms
- perform a physical examination
- give advice
- where necessary:
  - arrange blood tests or scans
  - prescribe medicines
  - refer you to another healthcare provider such as:
    - a dietician, physiotherapist, dentist or midwife
    - the specialist at the hospital

## You are feeling ill



## What can you personally do?

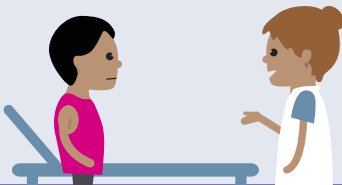
- Adopt a healthy lifestyle, exercise and follow health advice (Thuisarts.nl or moetiknaardedokter.nl)
- Eat healthily (voedingscentrum.nl)
- Share experiences and seek support (refugeehelp.nl)



What to do if you wish to speak to a healthcare provider

### GP assistant

- Assesses the severity of your symptoms over the phone
- Is medically trained and may give advice himself or herself
- Has his or her own consulting hours for minor treatment procedures.
- Decides whether you need an appointment with a healthcare provider



### Nurse/ General practice nurse

- Has his or her own consulting hours for physical symptoms
- May request tests and prescribe medicines in consultation with the GP



### Mental Health General Practice Nurse

- Has his or her own consulting hours for complaints such as stress, anxiety and low mood
- May request tests and prescribe medicines in consultation with the GP

## GP

### What is a GP?

The GP is the **first** doctor you will go to see if you experience health complaints or fall ill in the Netherlands.

GPs complete specialist training in general practice.

Appointments are limited to **one health complaint** per appointment. Make a double appointment if you need more time.



In other words, there will be occasions when you won't see the GP.

The GP will, however, always be kept informed.



The GP will usually be able to treat **your** symptoms himself or herself, whether you are a child or an adult.



The GP will often ask you for your opinion and allow you to contribute your ideas.

The GP will take proper account of your needs.

The GP will know which Follow-up tests are required.  
The GP will refer you if you need to see a specialist at the hospital.



### Interpreters

The GP must be able to understand fully what you are saying if you are to receive the help you need.

That is why the GP will sometimes call in an interpreter to assist in person or by telephone.

Professional interpreters will have been specially trained to provide doctors with the assistance they need. It is therefore better not to use family or friends as interpreters.

