

Apprenticeship Practice

Since we are an apprenticeship practice, there usually works a graduated doctor specializing for general practitioner in our practice. It may occur that medical students, (GP)physicians in training or practice nurse internship in our practice. It is very important that they can count on your cooperation so that they can finish their training and we can be assured of welltrained medical staff in the future.



Electronic Exchange of Medical Data

Your GP only exchanges your medical data with other health care suppliers with your prior consent. More information on this may be found at: www.vzvz.nl.

Complaints and Remarks

Our staff tries to help you as well as they can. If something whether it's in the communication or something else didn't go as expected. Please let us know so we can learn and correct any mistakes in the future.

Our practice's complaint forms can be found at our service desk or be downloaded from our website. If your complaint has not been satisfactorily dealt with, you can file a complaint at the SKGE (Stichting Klachten & Geschillen Eerstelijns- zorg). You can use the complaint form on the SKGE website: <https://www.skge.nl/klacht-indienen>. A SKGE's complaint official may be reached at phone number: 088 0229190.



Adres: Capellastraat 3
9742 LJ Groningen
Phone: 050 - 577 40 00
Telefax: 050 – 5773607
Emergency: 050 - 5773364
Web: www.de-capella.nl

**Emergency after
office hours** Doctors
Service Groningen,
phone 0900 – 9229

Practice Staff Members

On our website, you can find which tasks we perform:

GP's

Maureen Tirtotaroeno
Nathalie van der Hoek

The GPs are assisted by the following members of staff:

5 doctor's assistants

Linda Marinus
Karin de Vries
Gretha Langerhuizen
Ingrid Doornbos
Roelien Vlaar

practice nurse mental healthcare

Agnes de Vries

practice nurse chronic diseases Ellen
Horstink

Opening Hours and How to Reach Us

The practice is open from Monday to Friday between 8 AM and 5 PM. There are coffee and lunch breaks between 10:30 and 10:45 AM and 12:00 and 1:30 PM. During these times, we cannot help you at our service desk or on the phone for general questions.

In case of an emergency we can be reached at any time, during our opening hours, via our emergency and consultation line.

You may call us for scheduling appointments, obtaining results, and other questions during opening hours.

Home visitations for the same day should be requested before 10:30 AM.

Our service desk is open for general questions and handing in urines. In order to safeguard your privacy, no conversations about medical conditions may be held at the service desk.

Requests for Repeat Prescriptions

You can request repeat prescriptions in the following ways:

via our website via the prescription line (24/7, option 2 in our phone menu) by handing in your empty boxes at the practice or at pharmacy De Vuursteen.

Your medication can then be obtained at the pharmacy after 3 working days

Online Contact General questions may be asked through our email address. Please note that these questions should not contain confidential information. Medical questions may be asked via E-consult at our website.