

Hospital contact details for patients from:  
**Sittard & Geleen area**

<p>The A&amp;E hospital for this region is: Zuyderland (previously Orbis) Medisch Centrum Dr H van der Hoffplein 15 6162 BG Sittard-Geleen</p>	
<p><b>Accident and Emergency Dept Spoedeisende Hulp (SEH)</b></p>	<p>☎ - 088 459 7777</p>
<p><b>NightCare (Central GP Post for urgent GP care out of hours)</b></p>	<p>☎ - 088 459 7876</p>
<p><b>For support call the 24 hour Hospital Hotline</b></p>	<p>☎ - 0049 521 305 3960</p>
<p><b>For medical advice call the 24 hour BFG Telephone Assessment Service (TAS)</b></p>	<p>☎ - 0049 521 305 3961</p>

**Parking:**  
Before you leave the A&E department ask the staff to stamp your ticket which gives you 3 hours free parking. Normal parking fee is €1.30 per hour.

Directions to A&E (Spoedeisende hulp) Zuyderland (previously known as Orbis) Medisch Centrum.  
**Sat Nav address:** Demystraat 1, 6162 AP Geleen.



At the roundabout Westelijke Randweg, turn left for the A&E department. (Spoedeisende hulp). Follow the signs.



Follow the signs to the car park for A&E.



Walk across the bridge to the entrance.



Take the lift or stairs to the first floor.



Report to reception on arrival.

**Accident  
&  
Emergency**



**Sittard & Geleen  
area**

For further information please visit our website at [www.patient-wise.de](http://www.patient-wise.de)

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## Accident & Emergency (A&E) (In Dutch: Spoedeisende Hulp (SEH)).

Please be advised that if the ambulance services are called you will be taken to the nearest hospital. This information is to assist patients who may attend A&E at Zuyderland Hospital, Geleen. Please call the Hospital Hotline as soon as possible to advise of your attendance 0049 521 305 3960.

### At the A&E department

Please report to the reception desk. If you are registered already, you will have been previously provided with a white hospital card, so please bring this with you. If not show your ID and let them know that you, or a family member work at JFC HQ in Brunssum.

### Registration and first investigations

After registration the nurse will ask you a few questions to determine the seriousness of your illness. To try to avoid possible contamination with the MRSA bacteria it is important you let the nurse know if you have (in the last 2 months) been treated or had an examination in a hospital abroad. After the registration the nurse will ask you a few questions to determine the seriousness of your illness. On this basis the decision is made whether you need to be treated immediately, or that you may have to wait a while.

### Waiting Times

Nursing staff are aware that excessive waiting times are annoying, and they will make every effort to keep waiting times as short as possible.

### Important

- If your condition deteriorates, report it immediately!
- If you are in pain and need to wait, pain relief can usually be given. Do ask.
- With some conditions it is better not to eat/or drink. Ask the nurse if this applies to you.

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## Investigations and treatment

When you are called in please take a seat in one of the treatment rooms. The nurse will ask questions and if necessary start with some examinations. The doctor will come to see you and based on the information and outcomes obtained from any investigations, will make a diagnosis. The doctor will start the treatment. If other physicians need to be consulted, the stay in A&E may be longer.

### Further treatment

- You may be admitted to hospital
- Further treatment is not necessary and you will be allowed to go home
- Follow up care can be done by your GP
- If further treatment is recommended to take place at the hospital outpatient department please contact TAS immediately on 0049 521 3053961 to arrange an appointment with your GP).

### Support

Please be advised that a maximum of one person is allowed into the treatment room with the patient. Other friends and family members are requested to stay in the waiting room. Too much activity in the treatment room can affect the examination and treatment.

If you need support call the Hospital Hotline 24/7 on 0049 521 305 3960.

### Sharing information

Your details will be kept confidential. However, if you are admitted to hospital, your Unit and Medical Admin Unit (MAU) will be informed of your admission and which ward you are on. This helps your Unit and other supporting organisations to give you or your family any assistance that may be needed.

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## Going home

After treatment in A&E or admission, the medical staff will advise you when you can leave the hospital. You will need to ensure that:

- You have received documentation which may include a prescription. Please take this to the pharmacy in the main hospital entrance hall Monday to Friday from 08:00 to 17:30.
- If the hospital pharmacy is closed, you can use the 24 hour Pharmacy next to the A&E department, but please be aware that out of hours there is an additional surcharge **per item of €38**. You can also take it to your local pharmacy the next day. Please take your receipt to the MAU for reimbursement.
- You go to the MAU as soon as possible and hand in your discharge note from the hospital. Your GP will advise on sick leave or follow up.

### Urgent medical treatment (not requiring A&E).

If you have a medical complaint and need to see a GP urgently but it is evening, night or weekend you can call the central GP Post (Nightcare) locally.

Tel: (088) 459 7876.

You discuss your complaint on the phone with a specially trained triage telephonist who will advise you what will happen next:

- You are given telephone advice
- you visit Nightcare (near the hospital)
- a GP makes a home visit
- you go to hospital.

**Please notify the Hospital Hotline of any A&E/Night-Care attendance or admission by calling 0049 521 3053960.**