

Emergency Care for Brunssum

In a real life-threatening emergency call **112** for an ambulance.

If the ambulance services are called, you will be taken to the nearest hospital.

For medical advice for yourself or your children 24/7 please call the Telephone Assessment Service (TAS) on 0049 521 305 3961.

Initially you may be asked a few questions so your needs can be prioritised. You may be asked for your telephone number so that a medical professional can call you back. This can be a landline, a local or UK mobile. If you provide a mobile number you must ensure that you have enough credit on the phone to receive the call.

If necessary you will be called back by an experienced English speaking nurse who is trained to assess your needs and who will be able to advise you on the most appropriate care.

If your child is ill, you will need to be present with the child when you call and also during all further calls. It is not possible for the TAS to do an assessment if the child is not with you.

Urgent Care or A&E at Zuyderland Hospital in Heerlen (Former Atrium Hospital).

Accident and Emergency in Dutch is Spoedeisende Hulp (SEH).

If you feel you need to be seen urgently out of hours please call Nightcare Heerlen. Telephone 045-577 8844. **By calling first you will avoid lengthy waiting times.**

Nightcare employ local GPs who treat patients that need urgent medical care and work from the A&E department at Zuyderland Hospital between the hours of 17.00 – 08.00 overnight and on weekends and public holidays.

You will be triaged via the telephone. The outcome could be one of the following options:

1. The call handler under supervision of a GP advises you how to administer self-care. If necessary you will be asked to make an appointment with your GP on the next working day.
2. The call handler makes an appointment for you to be seen at Nightcare. Please remember to take your ID with you. On arrival report to the receptionist seated on the left hand side of the joint reception of the Nightcare and A&E department. When it is your turn, you will be called into the treatment room by the Doctor or specialist triage nurse. After treatment you may be able to go home or be referred to A&E.
3. The call handler makes an appointment for a home visit. This happens if for clinical reasons you should not come into the Nightcare treatment rooms.
4. You are advised to come to hospital. Your complaint is so urgent or complicated that you have to attend hospital. The call handler will notify the hospital in advance to expect you. Depending on your circumstances you make your way to the hospital yourself or you are collected by ambulance.

At the Night care/A&E Department

On arrival at the A&E department please report to the reception desk on the left hand side for Nightcare, to register. Please remember to take your ID with you and to tell them that you are a member of the British Military in Brunssum. If you are asked to make payment in advance please call the Hospital Hotline on 0049 521 305 3960 (available 24 hours a day) and they will speak to the team to verify that you are a member of the British Military Community.

Investigations and treatment

When you are called by the nurse s/he will ask questions and if necessary start some examinations. Afterwards the doctor will see you. Based on the information and outcomes obtained from any investigations, a diagnosis will be made, and treatment will be started. If other physicians need to be consulted your 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.
- Your Dutch GP can carry out follow up care, and you should call to make an appointment.

Please inform the Medical Admin Unit at the first opportunity that you have attended Nightcare or A&E and they will contact the hospital to request outcomes and any bills that require payment.

Sharing information

Clinical details about your treatment will be kept confidential. If you are admitted to hospital your Unit and Medical Admin Unit will be informed of your admission and which ward you are on. This will ensure that you receive any assistance that may be required.

Please call the Hospital Hotline on 0049 521 305 3960 or your Medical Admin Unit in Brunssum on 0455 262497 as soon as possible to let them know that you attended A&E or are admitted to hospital.

<http://www.patient-wise.de>
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