Medical treatment / Health and liability insurance

Medical treatment

The Dutch medical care system might be different from your system at home. Therefore, if you are in need of medical treatment please follow the instructions below.

Family doctor (general practitioner (GP) / huisarts)
First, make an appointment by telephone
If you need medical treatment, you can visit a general practitioner (huisarts). You will have to make an appointment by telephone to consult the doctor at his or her practice first.

A different approach to medical care in the Netherlands/General practitioner as your first and central contact
Internationals who come to the Netherlands are often surprised by the manner in which medical treatment is provided here. To avoid confusion or frustration, the following information may be useful: in the Netherlands, your general practitioner will be your main source for medical care. The extent of responsibility and treatment of the general practitioner goes further than in many other countries. This means they seldom give recommendations for treatment from a specialist and instead treat the problem themselves. Furthermore, there is often the impression that Dutch general practitioners undermedicate their patients in comparison to many other countries. For example, when calling for an appointment to see your doctor it is not unusual to be told by the assistant that you should wait several more days to see if your symptoms go away spontaneously. When they do not, you will be granted an appointment to see the general practitioner. When visiting the general practitioner, you may again hear that you will need to wait before any medication is prescribed. This is sometimes a point of frustration for Internationals when visiting their GP in the Netherlands, but it is common practice here and experience shows it works out well. Please note that you can only go to a GP in the town/village that you live in.

Prescriptions and referral to medical specialist
The general practitioner may prescribe medication, which can be obtained from a pharmacy (apotheek). He or she may also refer you to a specialist at the hospital. If necessary, the specialist will arrange hospitalisation for further treatment.

Medical bills
Every time you visit your general practitioner or the pharmacy, bring your EU Health Insurance Card or any other kind of proof of health insurance with you. General practitioners charge about €30-€50 for a visit.
Therefore, do not forget to bring cash money with you to pay for the consultation and ask for proof of payment. You will have to pay in advance and ask your insurance for a reimbursement of the costs.

In case of a medical emergency outside of office hours:
Always contact a general practitioner on call or the ‘Huisartsenpost’, T: 0900-8880 first. If necessary they will refer you to the hospital.
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General practitioner’s practices in Nijmegen

Only for students/guests living in Nijmegen:

- **Gezondheidscentrum Brakkenstein**
  Dr. P. Pulles, Dr. M. Gieben
  Heyendaalseweg 288, call for an appointment between 8.00 a.m. - noon or from 15.00 p.m. - 17.00 p.m.
  For an appointment call +31 (0)24-3552339
  Short questions: consultation without an appointment is also possible (with a maximum of 5 minutes) each day from 8.00 a.m. till 8.30 a.m. at the Medisch Centrum Brakkenstein.
  Consultation by phone:
  If you would like to discuss a problem with the doctor by telephone, please call between 8.00-11.00. The doctor will call you back later that day (usually between 11.00 and 12.00).
  More information on: gcbrakkenstein.praktijkinfo.nl.

- **University Health Centre Heyendaal (UCG)**
  Gerard van Swietenlaan 3 (on campus), Telephone: +31-(0)24-3224340
  The University Health Centre is open from 8.00 till 17.00 on all workdays.
  http://ugc-heyendaal.praktijkinfo.nl/pagina/55/english/.
  For emergencies within surgery hours exclusively, please phone their own emergency number: +31-(0)24-3606360.

- **Huisartsenpraktijk Bijleveld, Huurman en Hennekam**:
  St. Jacobslaan 343, 6533 VD Nijmegen.
  Call for an appointment between 8.00-12.30 and 14.00-17.00, T: +31-(o)24-3550810.
  Emergency telephone number during weekdays, T: +31-(o)24-3567940.
  **Medical emergencies after 17.00 and during weekends:**

Do not forget to bring your insurance pass, your ID or passport and some cash to the appointment.

In case of a real emergency
Please note that you can only go to the First Aid department (Spoedeisende Hulp (SEH)) in case of a real emergency which requires acute medical care other than the care provided by a general practitioner on call or by referral. If that is the case you can go to the First Aid:

- Department of Radboudumc Medical Centre (Spoedeisende Hulp (SEH), Geert Grooteplein Zuid 12, also open during the night and Sundays.
- First Aid Department (Spoedeisende Hulp (SEH) of CWZ Medical Centre, Weg door Jonkerbos 100, 6532 SZ Nijmegen.
- If you do not, you will be fined and charged with all costs yourself as your insurance will probably not reimburse these (unnecessary) costs.
- In case of an accident/emergency you can also call 112 (national emergency number).
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Dentist

Please note: dental treatment is not always covered by your medical insurance, so please check before you make an appointment. Dentists usually demand immediate payment in cash, so it would be wise to take money with you. As dental care might be expensive it is also wise to ask in advance for an estimate of the costs.

If you want to make an appointment with a dentist (tandarts) in Nijmegen you can call: Tandartspraktijk E. Maenen, Bijleveldsingel 74, Nijmegen, T: +31-(0)24 - 3221430, Monday-Thursday from 8.30-12.30 and from 13.30-17.00. Friday from 9.00 till noon. After 17.00 and during the weekend, the message on the answering machine (message in Dutch) will inform you about which (other) dentist is on duty (for acute cases).

In case of a real dental emergency outside of office hours

You can make an appointment at De Tandartsenpost Nijmegen. During office hours please contact the dentist mentioned in this leaflet. You can only go there if you have made an appointment. To make an appointment please call: 0900-8276 456 (messages on this line are in Dutch). The location of the Tandartsenpost is at the emergency square of the hospital called Canisius Wilhelmina Ziekenhuis (CWZ). Address: Weg door Jonkerbos 106, 6532 SZ Nijmegen, T: 0900 8276 456 (0900 TAPNIJM).

Becoming a dentistry patient at the Radboudumc

You can also apply as a patient at the Radboudumc Department of Dentistry. You can call them for more information and to make an appointment on T: +31-(o)24-361 41 26. Address: Philips van Leydenlaan 25. First you will get an appointment for an intake. After the intake you will be notified whether you can register there as a patient or not. The costs for regular treatment will be approximately 25% less than the regular rate for dental treatment. Technical extra costs are at the usual rate. They also have their own website: http://www.umcn.nl/Zorg/Afdelingen/Tandheelkunde/Pages/default.aspx (only in Dutch).
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Health and liability insurance

Employees and guests of Radboud University Nijmegen or Radboudumc should contact their personnel department for more information about the insurance possibilities they have.

Collective health care insurance with VGZ for employees of Radboud University Nijmegen

The Radboud University Executive Board (College van Bestuur) has negotiated a collective health care insurance with VGZ for employees and students. Like university employees, students will get a discount on the premium for the basic health care insurance and a discount on a supplementary package specifically designed for students.

Collectivity Number

If you apply for a health insurance with VGZ, you will be asked for the collectivity number. For employees of Radboud University this number is 2121500. An application form can be found on the Radboud portal: portal.ru.nl/

More detailed information about the Dutch health care system and part-time jobs can be found in the Nuffic brochures included in this information package.

Who needs to take out a new ‘Basisverzekering’ insurance policy?

International students who have a paid internship or part-time job need to take our Dutch public health insurance.

Letter from Zorginstituut Nederland (National Health Care Institute)

PhD candidates or guests who were registered in the Netherlands as a student prior to their new association with Radboud University Nijmegen can receive a letter from the Zorginstituut Nederland (National Health Care Institute). For more information about this matter, please read the enclosed Nuffic leaflets.

Emergency number on campus: +31-(024 36)55555 (put it in your mobile)

What should you do if an accident happens on campus or if you catch a thief red-handed? To get help as fast as possible, call the special emergency number for Radboud University and Radboud university medical center: (024 36) 55555. Put it in your mobile, it can save lives! Call the emergency number to reach the Alarm Centre of Radboud university medical center, which will mobilise the emergency services much faster than if you were to call 112. Occupational health care workers, security personnel or first-aid officers present on the campus are notified right away and can be there in a matter of minutes. If necessary, the Alarm Centre will also mobilise other emergency services, such as the fire brigade, the police or an ambulance. Call the emergency number in case of:

- Accidents
- Fire
- Catching a thief red-handed
- Incidents involving hazardous substances

If you are not on campus dial 112 (put it in your mobile).