

Department of Occupational Health and Safety and Environmental Service (AMD) newsletter

For Radboud University

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In this newsletter, our colleagues from the Occupational Health & Safety and Environmental Service (AMD) inform you of the latest developments in the field of occupational health and safety.

Among other things, we provide you with information about the AMD secretariat, the changes in the telephone exchange, and the client satisfaction survey planned from 1 May to mid-June.

Modifications to the AMD telephone exchange

On 22 April 2024, a number of changes will take place in the AMD telephone exchange. This will allow us to streamline incoming calls so that the caller receives the right information faster. The caller first hears a selection menu with five options. For most of these options, the caller receives the information they need to proceed. The call is automatically terminated once this information has been provided. This also applies if the caller wishes to make an appointment for the consultation hours, in which case, they are referred to the [application form](#) on the Radboud University website.



Some of the options lead to the caller being directly connected to the AMD secretariat.

Announcement client satisfaction survey

At AMD, we believe that quality is paramount, which is why we are continuously working to improve our services. The AMD also conducts a periodical client satisfaction survey among Radboud university medical center and Radboud University employees who have had a consultation with the occupational health physician, occupational health support worker or occupational social worker. Based on the results of these surveys, we formulate and implement measures for improvement.

In the period from 1 May to 15 June 2024, we will once again conduct such a client satisfaction survey. Clients who have had a consultation with the AMD will receive a link to a digital questionnaire, in Dutch and English, after their visit.

Information about the AMD on Radboud University's new website

The [general information about the AMD](#) on the Radboud University website has been updated. Here you will find an overview of the AMD client teams for the various units of Radboud University, as well as AMD's certificate and privacy policy. You can also share your complaints and/or compliments with us via this page.

Substantive information about the [occupational health physician](#), [occupational health support worker](#) and [occupational social worker](#) can be found [here](#).

Via these pages, employees and supervisors can make an appointment for the consultation hours.



Introducing: Yvonne Hooiveld, management assistant at AMD



In front and left to right:
Yvonne and Saida

At the back and left to right:
Naomi, Irene (flex), and Iris (flex)
Carlijn (flex) and Lindsay are missing from the photograph

“On 15 January this year, I started working as management assistant to the Occupational Health & Safety and Environmental Service Manager and seven team leaders. During my career, I have mainly worked as a manager in

various sectors, and since I wanted to once again work in the healthcare sector, I was super excited to be hired for this position. In addition to my supporting role, I am responsible for the functional management of the secretariat (formerly ‘front office’) of the AMD. Besides providing support to the occupational health team, the secretariat also provides secretarial support to the Occupational Health & Safety, Radiation, Environment and Biorisk teams.

From day one, I felt completely at home at AMD, as well as at the HR department of the Radboud university medical center, under which the AMD falls. There is a great work atmosphere, and I enjoy coming to work every day!”

If you have any questions about this newsletter,
please contact [Anke Boumans - d'Onofrio, AMD Client Manager](#).