

# Patient advice card for First Aid No Transport and explanation of the care system in the Netherlands

## The situation

An ambulance was sent to you because you (or someone else before you) called 112 for a care issue.

To assess the seriousness of the situation, the paramedic asked you questions and performed a physical examination. It was determined that transport to the hospital was not immediately necessary at this time. That is why the ambulance leaves you where you are.

## How to proceed?

If necessary, we will make appointments with you as a patient, your relatives or other care providers. We also provide advice on what to do if your medical situation changes. The paramedic has entered your details and their findings in the digital patient file. You will receive a summary on paper.

In this summary you will find:

- Who informed the paramedic about your medical situation;
- To whom care was transferred, if necessary;
- Any necessary follow-up appointments.

**If the situation changes after the ambulance has left, you should follow the instructions below:**

- ***In a life-threatening emergency situation > call 112 immediately***

In the Netherlands, ambulance services work as follows:

112 is the national emergency number for the police, fire brigade and ambulance services in case of emergencies. The number is free and can be called from any telephone. Only call 112 when every second counts!

The dispatcher decides, after asking a number of questions, whether an ambulance will be sent in your direction.

Sometimes medical help other than an ambulance may be better at that time. If an ambulance is sent to you, the paramedic will assess your situation and determine what needs to be done.





To this end, they will conduct a careful examination. The nurse can assess consciousness, breathing and heart function on the spot and can start treatment immediately if necessary.

If transport to a hospital is necessary, the nurse will improve the patient's condition as much as possible, if necessary with medication. Then the patient can be transported safely. Ambulance care providers act in accordance with a nationally established protocol.

**If you think you need (non-emergency) medical attention again or if you have any questions:**

Monday to Friday between 8:00 and 17:00

Please contact the owner of the holiday park, campsite or accommodation, they will help you. They will refer you to the holiday doctor. If you are not at a campsite or holiday park, search online for the nearest GP surgery.

or

Monday to Friday between 17:00 - 08:00, at weekends and on public holidays:

- The GP Centre (HAP) on Schouwen-Duiveland - Zierikzee: **088-0228145**
- The GP Centre (HAP) on De Bevelanden - Goes: **088-0228125**
- The GP Centre (HAP) on Walcheren - Middelburg: **088-0228135**
- The GP Centre (HAP) on Zeeuws-Vlaanderen - Terneuzen en Oostburg: **0115-643000**
- The GP Centre (HAP) on West-Brabant - Bergen op Zoom: **0164-273855**



**Calling from your foreign mobile number**

Are you at a location *above* the Westerschelde and are you calling from a foreign mobile number? Then call 0031-88-0228104.

Are you at a location *under* the Westerschelde and are you calling from a foreign mobile number? Then call 0031-115-643000.

**Show a valid European Health Insurance Card (EHIC Card)**

Foreign insured persons must show a valid European Health Insurance Card (EHIC card). A valid EHIC card entitles you, as a foreign patient, to essential medical care during a temporary stay in the Netherlands.

The ambulance team wishes you a speedy recovery.

