

HEALTH ISSUES FOR INTERNATIONAL STUDENTS

Emmen

The Dutch culture of health

Compared to other European countries, the Dutch people are conservative with medication. Relatively few patent medicines can be bought without a doctor's prescription. Unless the doctor prescribes something, most Dutch people prefer to use their own natural remedies. Doctors often treat their patients with advice rather than medication. In general, you may be told more often than you are accustomed to, "go home and rest and give your body time to heal itself".

In the Netherlands it is necessary to consult a family doctor before a hospital examination is possible (with the exception of emergencies)

If you need medical help:

Emergencies & First Aid

If a case of **emergency** appears, you can dial **112**. The operator will ask you if you need assistance of the police, the fire brigade or an ambulance. If needed, they will send an ambulance right away.

First aid will always be provided at school, please go to the reception or call them at 0591-853100

Visiting the doctor: In the Netherlands you don't go to the hospital when you're not feeling well! You visit a General Practitioner (huisarts) first, he or she will decide if you need hospital care. Look for a GP close to your home, call to make a walk-in appointment, stating that you are an overseas NHL Stenden student. You will have to pay for the consult in cash, always bring your ID with you!

Notice that you always need to make an appointment in advance for a consultation and take € 100 cash with you also when you have the AON insurance. This amount needs to be paid directly but can be refunded by the AON.

Please call between 08.00 – 10.00 hours to make an appointment!

Notice that for a consultation you always need to make an appointment in advance

Visiting the dentist

Phone number: **0900-1515**

The visiting address will be given at the moment you will make an appointment

You have to pay directly by cash

Buying medicines

If the doctor or dentist gives you a prescription for medicine, you must take it to a pharmacy (apothek). In most cases you have to pay the medicine right away and you can claim these costs at the Insurance Company afterwards. A drug store (drogisterij) sells only simple patent remedies and toilet articles.

AON Insurance

You will receive your proof of insurance, AON policy conditions and a declaration form during the registration of your arrival at NHLStenden.

What to do when you have something to claim:

The doctors mentioned above will usually send the invoice directly to AON insurance company. When you go to the dentist or hospital you often have to pay the invoice upfront and claim the costs at the insurance company later on. For medical expenses you can use the online declaration form..

If you have arranged your own insurance please check the conditions to avoid extra and unexpected costs

When you need a doctor at night, weekend or holiday, call: **Centrale Huisartsdienst Drenthe: 0900 1120112**. It is located in the hospital, next to the emergency room. Only go there if you are seriously ill, because this is for emergencies. **General emergencies: call 112**