



**Do you need urgent out-of-hours  
medical help from a GP?**

**Call the GP Urgent Care Centre:**

**088 130 96 70**

Monday to Friday: 17.00 - 08.00

Weekends and public holidays: 24 hours a day

Outside these hours, please contact your GP or family doctor.

[www.spoedpostutrechtstad.nl](http://www.spoedpostutrechtstad.nl)



**Spoedpost**  
Utrecht stad

## How does the GP Urgent Care Centre work?

### Only for out-of-hours emergencies

The Urgent Care Centre (UCC) is only for emergencies in the evening, at night, at weekends and on public holidays.

### Always phone first

Before visiting the UCC, make sure you phone so that you can be sure of quickly receiving the help you need. After dialling the UCC number, you will hear a series of options. Press '1' for priority in a potentially life-threatening situation.

### Have your details at hand when you phone

Make sure you have the following at hand when you phone:

- + Health insurance details (e.g. an EU health insurance card)
- + Identity card
- + Details of any medication you are taking.

### What to expect when you phone

Your phone call will be answered by a triage assistant who has been trained to quickly assess how serious your case is and how to proceed. The triage assistant will consult with the doctor on duty. You will then be given:

1. Advice by telephone. The triage assistant will explain what you should do (this advice will be checked by the GP); or

2. An appointment at the UCC, where you will be examined by a GP or nurse, or
3. A home visit by the GP. A home visit is possible only if you are unable, for medical reasons, to come to the UCC.

## Frequently Asked Questions

### Why do I need to phone first?

In an emergency, it is important to get the right help as quickly as possible. A phone call is the fastest way for the UCC to assess what you need.

### Can triage assistants give medical advice?

Yes. Triage assistants are specially trained to quickly assess how serious your medical condition is. You can rely on their expertise. Any medical advice they give is also always checked by the doctor on duty.

### Can I come to the UCC if I don't have time during the day?

No, the UCC is for emergencies only.

### Does the UCC supply medication?

No, the UCC cannot supply medication. If you need medication, you will be given a prescription to take to a pharmacist. Neither does the UCC issue repeat prescription.



## Compliments or complaints?

We will obviously be pleased to hear that you are satisfied with our services. But if you are not satisfied, please make sure you immediately discuss any issues you may have at the GP urgent care centre.

Alternatively, you can fill in a complaints form on our website, where you can also find more information about our complaints procedures.



## Address & directions

### UCC

The UCC is located at the following hospital: Diakonessenhuis Utrecht  
Burgemeester Fockema Andreaalaan 60, 3582 KT Utrecht

Tel.: 088 - 130 96 70

### Opening hours

Monday to Friday: 17.00 - 08.00

Weekends and public holidays: 24 hours a day

Outside these hours, please contact your GP or family doctor.

### Directions by car

When coming from Utrecht city center, take the Catharijnesingel, Venuslaan and Rubenslaan. From the Waterlinieweg, take exit Galgenwaard to Rubenslaan. Then take the Burgemeester Fockema Andreaalaan. After about 500 metres you will find the entrance of the UCC (referred to as Spoedzorg) to your right. Paid parking is available near the entrance.

### By public transport

The UCC is easy to reach by bus (Connexion). For the bus timetable, please call 0900-9292 (€0.70/min.) or go to [www.9292.nl](http://www.9292.nl).

### Area covered by the UCC

Utrecht stad, Maartensdijk, Achttienhoven, Groenekan and Westbroek.

### Contact

You can send us a message via the contact page on our website:

[www.spoedpostutrechtstad.nl](http://www.spoedpostutrechtstad.nl)