

The nursing consultant/nurse practitioner infectious diseases

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What does a nursing consultant/nurse practitioner (np) do?

The nursing consultant is specialised in caring for and managing patients with a hiv- or hepatitis infection. You, your partner, family, or friends can go to him/her for:

- general and specific information about a hiv - and/or hepatitis-infection
- information and advice about safe sex and hygiene
- information and instruction on medication use
- information on scientific research (trials)
- processing / acceptance of the disease
- problems during your work and / or in relationships and / or concerning sexuality
- referrals to other support organisations
- the np performs physical examination if necessary

Contact persons

ETZ has three internist-infectiologists:

- Dr M.E.E. van Kasteren
- Dr A.E. Brouwer
- Dr. M.A.H. Berrevoets

The following nursing consultants/np work as much as possible with the same specialist of internal medicine:

- Ms. S. Phaf
- Ms. A. Adams
- Ms. B. van de Ven has her own consultation hour on Tuesday morning
- Ms. B. de Kruijf is nurse practitioner and has her own consultation hours at Thursday evening and Friday morning

You will see your treating specialist of internal medicine once a year and the other visit you will see Ms. De Kruijf or Ms. Van de Ven.

Referral and accessibility

You can contact the nursing consultants yourself or you can be referred by your specialist or general practitioner.

Contact the HIV nursing consultant in the following ways:

- **By telephone:** for direct contact: **(013) 221 31 32**
Contact hours are between 08:30 and 17:00 hrs. You will be in direct contact with one of the HIV nursing consultants. If they are unable to speak to you right away, an answering machine follows. Please leave your name and number, then you will be called back as soon as possible.
- **By e-mail:** for various questions and to request refill prescriptions. The e-mail address: immu@etz.nl. Your email will be answered within 3 business days.
- **MijnETZ:** via MijnETZ you can also request refill prescriptions or ask a question.

When requesting refill prescriptions, you must:

- clearly state what medication you need
- indicate whether the prescription must be sent to your home address or faxed to the pharmacy (give the name of your pharmacy)

Do not use e-mail for emergency questions. If you have an emergency question, please call us.

Taking blood

For blood sampling, please contact the blood laboratory (route 21).

Opening hours for the blood laboratory:

- Mondays – Wednesdays 07:30 - 17:00 hrs.
- Thursdays 07:30 - 20:00 hrs.
- Fridays 07:30 - 17:00 hrs.

Dutch hiv Patient Association

Contact possible on Monday, Tuesday and Thursday from 14:00 - 22:00 by:

- Phone: (020) 689 25 77
- E-mail: servicepunt@hivvereniging.nl
- Website: www.hivvereniging.nl

Complaints Officer

In the ETZ daily many contacts with patients and are by doctors and other helpers many acts. Sometimes is, despite all the good intentions, something wrong. This can lead to dissatisfaction or a complaint. Should this be the case with you then you can go to the complaints officer of ETZ Elisabeth. Via: telephone number: (013) 221 27 22, E-mail: klachten@etz.nl.

Privacy Policy

For this we refer tot the following links:

- Privacy policy patients <https://etz.nl/In-het-ziekenhuis/Regels-en-rechten/Privacy>
- My rights <https://etz.nl/In-het-ziekenhuis/Regels-en-rechten/Mijn-rechten>

Important telephone numbers

ETZ (Elisabeth-TweeSteden Ziekenhuis): (013) 221 00 00

**ETZ Elisabeth
nursing consultants infectious diseases:** (013) 221 31 32

to create or move appointments by
telephone please call:

Route 25

**Internal Medicine outpatient clinic:
(polikliniek Interne Geneeskunde)** (013) 221 01 70

Interne Geneeskunde, 43.729a 10-19

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