

**Welcome to the
University Medical Center Groningen**

Information for foreign guests

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Introduction

Welcome to the University Medical Center Groningen!

We are very pleased that you will be joining us, because we feel that international contacts and exchange projects always have a positive effect; you learn from us and we learn from you. It is inspiring and enlightening when colleagues from different countries and cultures meet.

We will do our utmost to make you feel at home, and to that end we have compiled this brochure, containing essential and general information to help you before and during your stay. If you have any questions, please do not hesitate to contact the Center for International Relations or the International Office of the Institute for Medical Education (for students and scholarship students). We will be pleased to assist you.

We are keen to hear what you think of this brochure, so feel free to give us your comments, and suggestions for additions or improvements.

Our phone number is: +31 (0) 50 361 35 61 and our email address is:
centerforinternationalrelations@rvb.umcg.nl

We wish you a pleasant and productive stay at the UMCG!

June 2007

Welcome to Groningen

Groningen: Top of Holland

The Netherlands, also referred to as Holland, is a small country: a drive from north to south only takes about four hours. Our neighbour in the east is Germany, in the south we border Belgium and there is nothing but the North Sea to the west and north of us. Groningen, with its 181,000 inhabitants, is one of the larger cities in The Netherlands. It is known as 'the city of talent'. The most important city in the North of our country for trade, industry, education and culture. Many traditional and cultural aspects of the city find their origin in the fact that Groningen has had a university for almost 400 years. The city's layout is convenient, the atmosphere is friendly and lively, the population is on average young. Groningen is famed for its many bars, cafes and terraces, but there is also a broad choice of shops, restaurants, theatres, cinemas and museums. The Groninger Museum for instance, located near the train and bus station, is internationally respected.

As you leave the city, the transition to attractive countryside is swift. To the north of Groningen you will find a beautiful open landscape with large farmhouses and many medieval churches. To the south is the province of Drenthe, with a more rolling landscape of woods, farms and heathland. Even if your stay with us is brief, we recommend that you visit one of the 'borgen', the stately mansions of the Groningen countryside, or the island of Schiermonnikoog in the Wadden Sea nature reserve.

UMCG

Center for patient care, research and education

The University Medical Center Groningen is located in the city center. Although the hospital has existed for more than 200 years, the UMCG dates officially from the merging, on 1st January 2005, of the (then) Groningen University Hospital and the Faculty of Medical Sciences of the University of Groningen. The UMCG is one of eight university medical centres in the Netherlands and the main centre for health-care education and training in the North of the Netherlands. Like all university medical centres, the hospital offers a full range of treatment, from simple to highly specialised procedures. The UMCG for example plays an important role in areas such as transplant medicine, complex neurosurgery, clinical genetics, paediatric oncology, and the care of patients with chronic disorders. The hospital is also of course a major research center, where consultants and specialists work continuously to advance both methods of treatment and the training of medical personnel.

Consideration for quality of patient care is central to the organisational structure of the UMCG. Formerly, there were 24 independent medical departments. In July 2005 the decision was taken to restructure these into 6 sectors. The old organisational structure, designed twenty years ago, had functioned adequately for a long time but was no longer suitable for today's situation, where patients demand care adapted to their needs while at the same time hospitals face an increasing scarcity of skilled personnel and a tighter financial climate. Each sector is an independent unit responsible for its own organisation regarding nursing, medical affairs and budget. Services and facilities support the departments. The UMCG has 1339 beds and more than 9000 employees.

With its annual intake of 650 first-year students of Medicine, Dentistry and Human Movement Sciences, the Medical Faculty Groningen is the Netherlands' largest medical faculty.

The curricula of both the Medicine and Dentistry studies, G2010 and T21, are patient- and problem oriented. The basic principles of the study programs are constant innovation and the application of the latest developments in education. G2010 is further characterized by the '7 competencies', in which all characteristics of a good medical practitioner are defined. Working within a framework of these competencies during their training means that students are already learning how to harmonize their acquired knowledge, skills and professional behaviour. This ensures far better continuity between training and the 'real' work after medical finals. These 7 competencies of the G2010 medical practitioner are: communication, problem solving, using knowledge and science, patient investigation, patient management, using the social and community contexts of health care, and reflection. G2010 is made up of a three-year Bachelor phase and a three-year Master phase.

The Wenckebach Instituut

The Wenckebach Instituut unites expertise and facilities for the training and development of care professionals and other (hospital) employees. The Institute engages in the development and

innovation of advanced medical training. It provides postgraduate education for medical doctors, assistants and other care professionals with a university degree, initial professional training for operation and anaesthetist assistants, and advanced training and refresher courses for nurses and other care professionals with a higher vocational education.

In 2000, the UMCG was one of the first academic centers to open its own Postgraduate Multi-disciplinary Skills Center. This initiative is fully in keeping with the UMCG's long-standing tradition as a teaching hospital which gives the highest priority to skills training. The present skills laboratory covers 600 m² and is equipped with a wide range of simulators and models, including digital human patient simulators. This Skills Center is part of the Wenckebach Instituut, where every year 1500 nurses and 2500 doctors maintain and expand their professional and clinical skills. This year, the UMCG will see the construction of a new postgraduate multidisciplinary skills centre: the Wenckebach Skills & Media Center (WSMC).

ERIBA and LifeLines

With the European Research Institute on the Biology of Aging (ERIBA) and the LifeLines project, the UMCG is now the Netherlands' key knowledge center in the field of aging. ERIBA performs fundamental scientific research into aging processes and diseases related to aging.

LifeLines is a bio bank with analytical equipment, performing concurrent research among three generations, studying multi-factorial diseases. 165.000 inhabitants of the Northern Provinces will take part. LifeLines' research sheds light on the question of why some people stay healthy into old age, while others fall ill when still comparatively young. ERIBA and LifeLines are independent, but complement and enhance one another.

Besides ERIBA and LifeLines, the UMCG is developing a new oncology centre with a proton/ion facility.

A city within a city

In recent years, a completely new hospital complex has been constructed on the site of the original hospital. Covered streets run between the various blocks, providing easy, clear access. All wards are designed so that patients have an outside view. Each outpatient department was designed by its own interior architect, giving each its own identity. Clustered around the inner part of the building are the treatment rooms, operating theatres, laboratories and staff rooms. The street areas are in effect part of Groningen's public space, with café terraces, art works (both permanent and temporary exhibitions), shops, fountains, palm trees. Around one corner you may find a grand piano ready for a music recital, around the next the scenery for a children's theatre performance. The atmosphere is both relaxed and stimulating, for patients, visitors and staff alike.

Before you come to Groningen

Formalities, regulations and requirements

Broadly, the formalities necessary for you to come and study or work with us fall into 4 categories:

Immigration; requirements for your entry into, and stay in, the Netherlands.

Employment; such as various work permits (even for some academic activities), recognition of qualifications

UMCG requirements; such as MRSA and Hepatitis-B tests

On arrival; your responsibilities (e.g. registration and residence permit) immediately after arrival in the Netherlands and thereafter.

There are also one or two things to take care of before you leave again, listed at the end of this section.

You will not have to take care of everything on your own! Depending on your status while with us, there are various offices within the UMCG which will help you through the formalities, and even take care of some applications on your behalf. Please get in touch with us to confirm which department or office will be your main contact point before and/or after you arrive:

Your Contact Points

Center for International Relations

Each year the UMCG welcomes many guests from abroad. The Center for International Relations advises the UMCG's Board of Directors and management on all international activities in the UMCG. The Center also maintains contacts with foreign institutions, acting as mediator for UMCG employees who wish to work abroad and for foreigners who want to visit, or work, at the UMCG. You can contact us by phone +31 (0)50 361 35 61 or email centerforinternationalrelations@rvb.umcg.nl

The Center for International Relations is associated with a network of Academic Medical Centers in Europe (AMiCE). The Goal of this network is to exchange ideas, information and culture.

International Office of the Institute for Medical Education

The International Office of the Institute for Medical Education assists students and scholarship students from abroad by preparing their stay at the UMCG. The coordinator of the International Office is Dr. J.R. (Reint) Huizenga. You can find the International Office at the Antonius Deusinglaan 1, building nr. 13, ground floor, room number 11 and 24. Or you can contact the International office by phone + 31 (0)50 363 32 41 or by email: h.mulder@med.rug.nl or m.a.lukkien-bouma@med.umcg.nl.

For you, the Center for International Relations and the International Office are likely to be your main points of contact. You can come to us with all your questions. Many of you will already have been in contact with us prior to your visit. If this was not the case, please do not hesitate to drop by. We greatly value an introductory meeting.

Dutch Embassy or Consulate

It is worth bearing in mind that the Dutch embassy or consulate in your own country is an important source of information on the formalities which apply to you.

Guest, student, trainee or employee?

The regulations applying to you at the UMCG, and how you should apply to stay with us, depend on your status during your stay. There are several possibilities:

Your stay at the UMCG is no longer than six weeks. In that case you are a guest.

You are working at the UMCG, but not in co-operation with an educational institute. In this case, your department will appoint you as a paid or unpaid temporary employee. Your terms of employment will be in accordance with the CAO-UMC (Collective Labour Agreement, health care sector).

Your stay at the UMCG is in co-operation with an educational institute. In that case you are a trainee. The department will appoint you as such at the Wenckebach Instituut of the UMCG a minimum of six weeks before you arrive.

You are going to study or do research with a scholarship or as a PhD student in one of the graduate schools at the Faculty of Medical Sciences of Groningen. In that case the International Office of the Institute for Medical Education will sign you up as a (PhD) student or as a scholarship student at the Faculty of Medical Sciences.

Most foreigners seeking work at the UMCG do so at the invitation of a department. Your department will make your wish known to the Personnel department or to the International Office of the Institute for Medical Education. They will consider your wishes and, in co-operation with you, will apply for various permits. They will also handle details of your contract.

Immigration

The rules and regulations for foreign visitors have been laid down in the Aliens Act. You will find an overview of all regulations at www.nuffic.nl/immigration or a residence wizard at www.ind.nl/en. In order to prevent problems, it is important that you read the information given on that site carefully, well before you leave for The Netherlands. The information given in this brochure is only general in nature.

Please bear in mind that these procedures take time. If you come from one of the countries of the European Union, the procedure will take at least one month. If you come from outside the European

Union, it may take at least six months. Remember also that there may be substantial (non-refundable) administration fees for some documents and applications.

Entry requirements

Shorter than three months in The Netherlands: passport or visa

Guests, medical students, employees or trainees from the European Union and several other countries whose stay will be shorter than three months only need a passport, and not a visa to enter The Netherlands. The Dutch embassy in your country will know if this applies to you. If it does not, you will need a so-called 'short stay visa'. You must apply for this visa at the Dutch embassy in your own country.

Longer than three months in The Netherlands: MVV visa (authorisation for temporary stay)

If your stay in The Netherlands will be longer than 3 months and/or if you are not a citizen of the countries mentioned below, you must have an MVV (authorization for temporary stay) before you enter the Netherlands. This is a type of visa which is necessary for, for example, applying for a residence permit after you arrive. You must apply for an MVV at the Dutch embassy in your country of origin (or permanent official residence). You will only get the authorisation after your employment permit or letter of enrolment as a student has been arranged. Employees from the following countries do not have to apply for an authorisation for temporary stay (MVV).

- one of the EU countries
- Australia
- Canada
- Iceland
- Japan
- Liechtenstein
- Monaco
- New Zealand
- Norway
- Switzerland
- United States

Arrive with the correct visa!

If you are in the Netherlands on a short-stay visa, you can never be issued a residence permit. It is therefore crucial that you depart from your home country with the correct document in your possession: a short stay visa if you are staying for less than three months, or an MVV (Authorisation for temporary stay) if you are staying for more than three months and if your nationality requires it.

Other Documentation

Before you enter the Netherlands, there are some other documents you may or will need, depending on factors such as your nationality and your status at the UMCG. You must, for example, show that

you are covered by comprehensive medical insurance, and have sufficient financial resources to support you during your stay. For a further list, see the Checklists on page 29, and consult your UMCG contact office as to which requirements apply to you.

Employment

Employment permit

The Foreign Workers Act stipulates that employees from The Netherlands and the other European Union member states should come first in the case of vacancies. According to this Act, you will need a work permit if you want to work in The Netherlands and if you are not from a European Union member state, Iceland, Liechtenstein or Norway. The Personnel department will apply for this permit on your behalf. You also need a work permit for academic activities such as lecturing, a student internship, a work-placement, research, or pursuing a doctorate. Bear in mind that this procedure takes time: a decision on an application is usually taken within 6 weeks. If you are a guest, you do not need a work permit (see the information under 'Guest, trainee or employee?').

Recognition of your qualifications

The law concerning quality assurance in Dutch health care is called the 'Professions in the Individual Health Care Act'. The Dutch acronym for the act is BIG (Wet op de Beroepen in de Individuele Gezondheidszorg). The act contains rules and regulations for professionals who render care, and it aims to protect patients from unskilled and careless actions. This means that you need the approval of a designated authority in order to work in the health care professions, and you must apply for the recognition of your professional qualifications. The Personnel department will help you through the application process. You will find more information about this subject at www.nuffic.nl

UMCG health requirements

MRSA

Before you start working in your department, you will have to be examined for the presence of the bacteria methicillin resistant staphylococcus aureus (MRSA). We advise you to have this checked before you leave, by means of a nose smear. You will not be able to come to the UMCG if the result is positive. If the test results are negative, please bring them with you, and hand them in at the reception desk of the department for Working Conditions, Safety and Environment (in Dutch: AV&M). There the test will have to be repeated.

If you have any questions on MRSA, please refer to the department of Medical Microbiology, phone (050) 361 34 80, or to the AV&M department, phone (050) 361 45 35.

Tuberculosis

The UMCG must determine whether you need to be tested for tuberculosis. You will receive a questionnaire for this before you leave for the UMCG. Please complete this questionnaire and return it to us no later than two weeks prior to your departure for the Netherlands. If you have any questions about this questionnaire or about the procedures concerning tuberculosis, please contact the AV&M

department, phone (050) 361 45 35. Residents of some countries will also need a TB certificate for immigration procedures.

Vaccination against Hepatitis-B

Guests, trainees or employees, who will have patient contacts or who will work with blood and blood products, have to provide documentation that they have been vaccinated against Hepatitis B. They should have an anti-HBs titer > 10 IU/l. For titer values between 10 and 100 IU/l the titer assessment should not be older than five years. Documentation should contain the following data: vaccination date, date of titer assessment and titer value. Carriers of hepatitis B are excluded from most activities, and will not be employed at the UMCG.

Please contact the laboratory of the service AV&M, phone (050)36 14535, for vaccinations, antibody titer determinations and vaccination passes.

Preparing your departure for The Netherlands

If your application to work in The Netherlands has been approved, all permits have been arranged and you have gathered all necessary documentation, you can set the date for your departure. The Personnel department or the International Office will help with practical arrangements. You will also be invited for an appointment interview in the UMCG, which will take place shortly after your arrival. Before you leave, please read the chapter 'Health and illness'.

On arrival

There are several procedures to be taken care of as soon as you arrive:

Aliens Registration Office

If your stay in The Netherlands will be shorter than 3 months and if you are a non EU/EEA citizen you have to report to the Dutch Aliens Registration Office within three (3) days after your arrival. You will find the address and phone number at the end of this brochure. You will need the following items: a valid passport your address in The Netherlands proof that you can support yourself financially during your stay.

Apply for a residence permit

For a stay of more than three months, and/or if you are a citizen of a non-EU/EEA (European Economic Area) country, you must apply for a residence permit at the municipal administration (you will find the address at the end of this brochure). You must do so within three days after your arrival, and you will need the following items:

- an MVV (authorisation for temporary stay), if applicable
- a valid passport
- two colour passport photos
- a valid tuberculosis certificate
- a certificate of registration of your medical
- insurance. This should have comprehensive
- coverage and no limitations to compensation

- a letter of appointment by the UMCG or a document from the UMCG stating that you are registered as a student
- proof of sufficient financial means to support yourself for the duration of your stay
- a (legalized) declaration that you have no criminal record
- a work permit and work contract (if applicable)
- your address in The Netherlands.

To prove that you have applied for a residence permit you will receive a sticker in your passport. Your residence permit expires after one year. So do not forget to renew it in time!

Register with the municipal administration

You have to register with the municipal administration if your stay in Groningen will last longer than four months (please find the address of the municipal administration in the address list at the end of this brochure). You must register within three days after your arrival, and generally you can do this at the same time as you apply for a residence permit – see above. You will need to bring the following documents:

- a valid passport
- your birth certificate
- certificate of your marital status
- your residence permit or a copy of the application
- a rental contract or other proof of accommodation.

Tax Registration number / 'Sofinummer'

If your stay in the Netherlands involves employment, you must apply for a sofinummer (Tax Registration number) from the Dutch Tax Authorities. A sofinummer is also required when you want to open a bank account or when you want to take out a basic health care insurance policy. To do so, you will need the following items:

- a valid passport

Non EU residents also need:

- an employment permit (original, not a copy)
- if applicable a letter of appointment
- a sticker from the Municipal Administration proving that you have applied for a residence permit and that you are allowed to work

Students can apply for a sofinummer after they have received their residence permit. (For more information on why you need to open a Dutch bank account, see chapter 'Working at the UMCG', 'Salary'.

Identification

Employers in The Netherlands are obliged by law to check the identity of employees and trainees. We are also obliged to file a copy of your identity document. This can be a passport, identity card or tourist card. Please check that your identity document has not expired. You are obliged in The Netherlands to carry an identity document with you at all times. On your first day at the UMCG you will be

asked to show it when going through a number of formalities.

Health checks

As we have mentioned, the UMCG must ensure that you are not a carrier of MRSA before you start work. If you have been tested before coming to the Netherlands, hand in the results to the AV&M as soon as possible after you arrive, and make an appointment for your new test. It takes 3 to 5 days for the test results to come out. During that time you can assume your normal activities, unless there are special circumstances: if you suffer from eczema or psoriasis for example, or if you will be working in a high-risk department such as Intensive Care. The AV&M service will assess if there are special circumstances. You will not be allowed to undertake patient care in case of a positive result

Register with a local General Practitioner.

Open a bank account

This is advisable in any case, and essential if you are to receive a salary at the UMCG.

Learn Dutch

Although many Dutch people speak fairly fluent English, it will be wise and in some cases even necessary to take a course in Dutch, especially if you will be working in patient care. Your department can arrange a course in Dutch at the University of Groningen for you.

And before you leave...

One or two things must be taken care of before you finally leave us. Do not neglect these, as failure to carry out some of them might lead to serious problems if you should wish to return to the Netherlands in the future. These include:

- De-register with the Municipal Administration
- Hand in your UMCG pass, reimbursement of outstanding credit.
- Report to the tax authorities, apply for reimbursement of pension contributions.
- Cancel relevant insurance policies.

Working at the UMCG

The Personeelswinkel

UMCG employees, whether in temporary or permanent positions, can direct all their questions to the Personeelswinkel (Personnel Shop). This also applies to you. You will find the Personnel Shop in the Winkelstraat (lit. shopping street). Its staff, who also speak German and English, can help you with questions regarding working hours, vaccinations, terms of employment, insurance, salary, parking licenses, UMCG-passes, and much more. The shop also has an overview of current vacancies, small advertisements, and it is possible to surf the Intranet and Internet there. The Personeelswinkel is open every workday from 08:00 - 16:30 hour. Its phone number is (050) 361 33 50.

UMCG pass

Guests, students, trainees and temporary employees will receive an UMCG pass, just like all other UMCG employees. If your employment is shorter than three months, you will receive a pass without photo. You can pick it up at the Personnel Shop. A deposit of €15,- is due. The pass serves several purposes:

- identity card at the UMCG
- a 'key' to certain doors (amongst others of the bicycle shed), provided that you are cleared to open them. You open them by showing the pass to a 'reader' device next to the door.
- a payment card, for example in the Personnel Restaurant. You can upgrade the credit on your pass at the machines located near the Personnel Restaurant.
- buy hot drinks from the vending machines
- purchase/Draw/Acquire company clothing (if needed)
- get a 10% discount at the Personnel Shop on railway tickets
- access the Central Medical Library

When you leave, you must hand in your pass at the Personnel Shop. The €15,- deposit and any remaining credit will be refunded.

Salary

The UMCG pays fixed salaries to employees working a substantial number of hours. Each position has a salary scale defining a maximum and minimum wage. Your exact salary depends on your work experience.

If you will be working for us you will have to open a bank account in The Netherlands. Your salary will be transferred to your bank account each month. In order to enable the authorities to levy the appropriate taxes, you need a fiscal identification number called a 'sofinummer' (also see Tax Registration and sofinummer). At the end of each month you will receive a so-called 'salary slip' (Dutch: salarisstrookje), which indicates among other things

your net wages and the amount of tax and social contributions deducted.

Pension fund

Pension premiums are automatically deducted from your salary and transferred to the Dutch pension fund. When you leave you can apply for reimbursement of these premiums at the ABP (Algemeen Burgerlijk Pensioenfonds or National Civil Pension Fund). You will have to contact them yourself. The staff at the Personnel Shop can advise you on the procedure.

Working hours and annual hours system

At the UMCG, you do not work a fixed number of hours per day or week, but per year. On the one hand, this allows you adjust your working hours to suit your needs. On the other, it helps the UMCG to more easily handle peaks in the pressure of work. Your supervisor will agree your working hours with you. The possibilities are not unlimited: they must comply with the working and rest hours laid down in the Collective Labour Agreement.

Irregular shifts

In a 24-hour business like the UMCG, many employees work irregular shifts. Naturally, this applies especially to those working in patient care. If you are employed in a position below scale eleven, you will receive financial compensation for irregular shifts in addition to your salary.

Holidays and days off

You are entitled to holidays while working with us. You will receive a work card on which the number of holiday hours has been specified. This amounts to 9 % of the total number of hours you work. If you wish to take days off or a holiday, please arrange them with your supervisor first.

Annual interview

Naturally, you will discuss your work regularly with your supervisor. In addition, there is an annual formal interview with your supervisor. This meeting deals with issues not usually discussed in the day-to-day routine, such as the results of your work, the way you perform your duties, your salary, working conditions, personal development, the number of hours that you work and how your hours are substantiated. This annual interview entails obligations. Your supervisor records the agreements made on a form, which you will sign if you agree. You can always refer to these agreements, and you can be held accountable. This annual interview is a two-way meeting, in which you can also discuss the support you get from your supervisor.

Company clothing

If, during your stay at the UMCG, you will be in contact with patients, we suggest you wear company (over)clothing. It offers protection, and makes you recognisable to the patients. You can use your own clothing, or the clothes freely provided by the UMCG. Please contact the Personeelwinkel for more information, its address is at the end of this brochure.

The Working Conditions, Safety and Environment service (AV&M)

Good working conditions contribute to the optimal performance of your work. At the UMCG, the AV&M (Dept. of Working Conditions, Safety and Environment) will answer any questions you may have on such matters as the safety of your workplace, working with dangerous substances, the pressure of work or co-operation with colleagues. You may also contact them for matters not directly related to your work, but affecting your ability to carry it out. The secretariat can be reached on work-days on phone number (050) 361 22 97.

Personnel association UMCG

The UMCG Personnel Association (PV UMCG) has around 7000 members. The aim of the PV UMCG is to stimulate good understanding and collaboration between its members, and to provide them with various services and facilities. For details of what they can offer, see their website: www.pv-umcg.nl If you want to join, you can register at the Personnel Shop. The membership fee is €1,- a month.

Complaints

It is important to us that employees are able to do their work under optimal circumstances. Even so, something may go wrong and you may feel the need to complain. For this, the UMCG has a complaints procedure. The Personnel department can tell you more about this.

The UMCG aims to be more than just a good hospital in terms of medical expertise. We pay considerable attention to how patients are treated. We put ever-increasing efforts into reducing waiting times, achieving continuity of care, and providing patients with information. Each patient is assigned to one nurse, who will probably not give all care to the patient personally, but will be responsible for coordinating it. Each patient has separate medical and nursing files.

The UMCG is a university hospital, which means that its tasks include the education of medical students, post graduate training of medical personnel, and research. Consequently, many of its medical doctors and nurses are still in training and a large number of patients are involved in clinical trials.

Working with patients at the UMCG

Medical Treatment Agreement Act (Dutch: WGBO)

Since 1995, the Medical Treatment Agreement Act (Dutch: wet Geneeskundige Behandelovereenkomst, or WGBO) has applied in The Netherlands. This act regulates the relationship between the health care professional and the patient. The concept of 'informed consent' is central position to the act. This concept means that the patient should receive all the information needed to decide whether or not to consent to a treatment or investigation. For example, the patient should be informed of advantages and disadvantages of procedures, any possible complications, and what is expected of him or her. The WGBO also states that patients are entitled to read their own files.

Patient information

There is an enormous amount of material at hand in the UMCG to inform patients about their treatment. Leaflets have been produced on many procedures, and the Patient Information Department can supply many leaflets and the phone numbers of patients' associations. Naturally, this written material is only intended as additional information for a patient as it can never replace a personal talk.

Accidental contamination through needles

During your work, you may be accidentally contaminated with an infectious disease. This usually happens through small wounds caused by pricking or cutting, and contact with blood. If something like this happens, ask for first aid, and then as soon as possible contact Central Emergency, phone (050) 361 80 20. The Central Emergency doctor will determine what you should do, and he will complete the report form for accidents of this kind. You can obtain this form at the Personeelswinkel. After you have seen the Central Emergency doctor, report the accident to your supervisor.

Mistakes and (Near)-Accidents

Every hospital employee may face the situation of realizing that something has, or could have, gone wrong. If this is reported, something may be done to prevent accidents in the future. So we appeal to all employees to report mistakes and (near) accidents. This can be done on a special form. The report will be discussed in the Mistakes, Accidents and Near-Accidents Committee (Commissie Fouten, Ongevallen en Near-Accidents, FONA), who will, if necessary, report to the Board of Directors.

Complaints by patients

When patients are not satisfied with the way they have been treated, they can file a complaint and refer to the complaints act. The UMCG has a complaints coordinator. However, a formal complaint is

seldom filed immediately; we prefer to have the medical personnel and the patient meet first, as a grievance is best solved where it originated. If this is difficult, the patient may ask for advice at the Patient Information Department. If this still does not resolve the matter, a formal complaint can be filed with the complaints co-ordinator, who will try to mediate before, if necessary, passing the matter on to the UMCG Complaints Committee. The patient also has the right to start disciplinary or legal procedures.

More than 9000 people work at the UMCG, and approximately one in ten of them is a medical doctor or a medical doctor in training. There are medical consultants, specialist registrars in training (Dutch: aios), registrars not in training (Dutch: anios), and medical doctors who have a part-time contract for research in addition to their clinical work. Furthermore, every year the UMCG has up to 600 medical students in the final clinical stage of their training.

The rules and regulations that apply to medical consultants in the UMCG have been laid down in the 'instructions for university medical consultants'. The 'instructions for consultant registrars' apply to consultant registrars.

Clinical care is provided by the departments. In the course of 2006 the UMCG organization will be restructured from 24 independent medical departments into 6 sectors. Each sector will be managed by a directorate, which consists of a chair, a member responsible for care facilities and a member responsible for administrative support. Each year, the sectors will agree policy and budgets with the UMCG's Board of Directors.

Working as a doctor at the UMCG

Committed physicians

The Board of Directors feels that it is important that medical doctors are involved in management. They therefore take advice from the Staff Convention (Dutch: Stafconvent). This advisory body consists of heads of clinical departments, who thus have influence on the medical affairs.

Associations: VMS and VAUMCG

The UMCG has an active organised interest group for medical consultants: the Association for Medical Consultants (Dutch: Vereniging voor Medisch Specialisten, VMS). The aim of this association is to influence working conditions in such a way as to aid consultants in giving the highest quality clinical care.

In addition, there is the Association of UMCG Registrars (Dutch: Vereniging van Assistent-Geneskundigen UMCG, VAUMCG). The VAUMCG has a clinical representative in each department.

Health and illness

If you cannot work due to illness, you should let your department know as soon as possible, and in any case before you are expected at work. Your department will inform the company doctor and nurse of the AV&M (Dept. of Working Conditions, Safety and Environment). On the fourth day of your illness, you will receive a form from the AV&M which you must complete and return. If you are ill for a longer period of time, they will contact you and you will be asked to attend the company medical surgery, provided that you are not bedridden. Even if you fall ill during your holidays, you should report this to your department.

If you wish to consult a medical doctor, please phone your local GP, who can refer you to a consultant if necessary. For urgent cases outside normal hours you can contact the Central Doctors Service Groningen, phone (050) 313 99 55. For ambulance, fire department or police, the emergency phone number in the Netherlands is 112. There is a 24-hour pharmacy opposite the UMCG's main entrance.

Regardless of the length of your stay at the UMCG, it is important that you are well insured. This chapter offers some suggestions on insurance policies you may take out. If and how you insure yourself is entirely your own responsibility.

However, when you come to The Netherlands, you must be insured for medical expenses. If you do not have such insurance, or if your insurance does not adequately cover the costs abroad, you will have to take out insurance in The Netherlands.

Moreover you are obliged to have a liability insurance.

Insurances

UMC-Health Insurance

As from 1 January 2006 everyone living or working in the Netherlands is obliged to take out health insurance. If you are appointed at the UMCG you can choose to enter the group health care insurance of UMC-Health Insurance. You can find more information about this in the Personeels-winkel. For medical insurance, students and trainees can contact the Lippmann Group B.V. in The Hague, phone +31 70 302 85 00.

Liability and accidents

The UMCG's liability insurance insures (paid and unpaid) employees and trainees for possible harm they may cause to patients whilst working at the UMCG. If you are a guest at the hospital, this UMCG liability insurance does not apply to you.

If you are an employee (paid or unpaid) or a trainee, you are also insured via the UMCG for industrial accidents occurring to you whilst working at UMCG. If you are a guest at the hospital, this industrial insurance does not apply, so please make sure you are covered by your own insurance.

Legal aid insurance

If you will be working in patient care at the UMCG, we advise you to take out insurance for the costs of legal aid. The UMCG has made no provisions in this field for its employees.

Living in Groningen

Hotel

If you will be our guest only for a short time, the person who invited you can make arrangements for you at the NH-Hotel opposite the UMCG, or at another hotel near our hospital. You can take your meals at the Personnel Restaurant.

Finding a place to live

If your stay at the UMCG is longer than six weeks, we can help you find a place to live.

Please contact the Guesthouse of the UMCG, phone +31 (0) 50 361 26 87.

Students of the Faculty of Medicine can contact the International Office of the Institute for Medical Education, phone+ 31 (0)50 363 32 41

Compensation for moving or lodging costs

Employees can often be reimbursed for part of the costs of moving, such as:

- transportation costs
- double rent
- furnishing costs

You can also apply for reimbursement of lodging costs, such as the cost of your stay in a (furnished) apartment. However, you can not get lodging costs and moving costs reimbursed simultaneously. The Personeelswinkel can give you more information.

International Primary and Secondary education in Groningen

The International Department of the Groningse School Vereniging gives English speaking pupils aged between 4 and 11, the opportunity to follow English general education at primary level. The school aims are to stimulate and guide social development and mental growth, in order to help pupils obtain the skills and knowledge necessary for their further studies. The staff members are fully qualified teachers fluent in English. For further information go to: www.g-s-v.nl/home.html

For secondary education, students aged between 11 and 18 are welcome at the International School of Maartens College. Their teachers are fully qualified, and are either native English speakers or Dutch who speak English fluently. At the end of their studies, pupils who pass are awarded an International General Certificate of Secondary Education. For further information go to [www.maartenscollege.nl/internationale School](http://www.maartenscollege.nl/internationale%20School)

Money

Like most European countries, the Netherlands uses the Euro. There are coins of 5, 10, 20, and 50 Eurocents, as well as of 1 and 2 Euro. Banknotes are of 5, 10, 20, 50, 100, 200 and 500 Euro. Please note: most shops do not accept banknotes of 500 Euro.

You can withdraw cash money from cash dispensers. There are two cash dispensers at the UMCG, one in the Winkelstraat and one in the Central Hall.

Transport

Bicycle

As you will soon see, Groningen is ideal for cycling. Especially when you have to cover a long distance in the inner city, the bicycle is the most suitable form of transport. You can rent a bicycle at Kuis Stationsrijwielshop at the station. Renting a bike will cost you €6,50 per day or €32,50 per week (including insurance). You will have to show your personal identification and pay a deposit of €50,-. The Stationsrijwielshop can be reached on phone number: (050) 312 41 74.

Car

The UMCG is located at the city's center. Consequently, there is only limited parking space available on the premises and parking permits are handed out very rarely. There is a larger parking area to the north of the UMCG for which you may be granted a (UMCG) parking permit, provided that you are living a substantial distance away from the UMCG. There is also a larger, free public parking area to the south. If you are on time, you may find a place there.

Please contact the Personeelswinkel for more information on the UMCG parking facilities for employees. You will find its address among the addresses at the end of this brochure.

Taxi

If you need a taxi in Groningen there are several taxi companies. You can find them in the phonebook or the Yellow Pages. If you need a taxi in order to catch a train we advise you to call well in advance as it sometimes takes a long time for the taxi to arrive.

In addition to the regular taxis there is a cheaper, special taxi for transport to and from the train station called the train taxi. It costs €4,20. The train taxi takes more than one passenger in one ride, which often results in a longer journey if others are dropped off before you. You can buy train taxi tickets at the station or from the taxi driver. The driver charges €5,-; at the train station the charge is €4,20. You can order a train taxi on phone number 0900-8734682.

Bus

The bus ticket in the Netherlands is called a 'strip-card' (Dutch: 'strippenkaart'). This is a long card with up to fifteen 'strips', which can be used for multiple journeys. The country and its cities are subdivided into a number of zones. The further you travel, the more zones you will cross and the more 'strips' you will need. Once stamped for a number of zones, the card allows you free travel within those zones for a period of one hour or more.

You can buy strip-cards at Post Offices and tobacco-shops, or at the Milo and Albert Heijn shops in

the Central Hall of the UMCG. You can also buy them in the bus itself, but at a considerably higher price.

Note: you must always stamp one more strip than the number of zones through which you will travel. For travel within one zone, for example, the stamp should be on the second free strip on the card; for two zones, on the third, and so on. Until you get used to the system, you can always get the driver or conductor to stamp your card for you, telling him or her where you want to go.

There are two bus routes from the Central Station to the UMCG: route 4 to Oosterpark and route 7 to Station Noord. The trip takes about 15 minutes.

Railways

The Netherlands has a comprehensive railway network, with trains running frequently. For example, trains leave twice per hour from Groningen for Zwolle, Utrecht, Amsterdam, Schiphol Airport, The Hague and Rotterdam. The easiest way to check the timetable is to surf to www.ns.nl. You can also buy a printed timetable at bookshops, railway stations or the Tourist Information Office.

Groningen Eelde airport

There is a small airport some 15 kilometres to the south of Groningen. It is mainly used for charters to holiday destinations, but there is also a daily flight (Mondays till Fridays) to and from Aberdeen with BMI Baby and London City with VLM airlines. You can make flight reservations via a travel agency, or via www.flybmi.nl and www.flyvlm.com. You can take the bus to this airport (route 52) or call a taxi.

Travel to Amsterdam Schiphol Airport

You can travel to and from Amsterdam Schiphol Airport by train in about 2.5 hours. You can also use the Schiphol Service of the Taxi Company AS4U (Airport Service for You) phone (0527) 24 24 24 or via www.as4u.nl

There are two options:

- private taxi - price on request
- combined transport with a waiting time at Schiphol of approx. 1 hour, costs €40,-.

Facilities at the UMCG

Personnel Restaurant

The UMCG has a Personnel Restaurant (Dutch: Personeelsrestaurant) where you can take all your meals at reduced rates. You will require a guest pass or UMCG pass in order to eat in the Personnel Restaurant. The restaurant is located at Fonteinstraat 14. It's opening hours are:

07.30 - 09.00 hour
11.30 - 14.00 hour
16.30 - 19.30 hour

Telephone

There are public telephone booths operating on phone cards in the UMCG's Central Hall. You can buy these cards at the Milo and Albert Heijn shops in the Central Hall.

Shops

There are a number of small shops in the UMCG, including a bookshop, a travel agency, a supermarket, a drugstore, a bank and a "grand cafe". Most shops are open on working days from 09:00 - 17:30 hour. The supermarket is open longer hours.

Central Medical Library

At the Central Medical Library - in Dutch Centrale Medische Bibliotheek (CMB) - you can borrow books free of charge, and you can consult books, magazines and works of reference. You can also use one of the 32 computers for literature search. In order to borrow books you will need a pass. For more information, please ask at the desk of the CMB. To find the CMB, go to the 4th floor, via Winkelweg 1 or Poortweg 12, and follow the signs. The CMB telephone number is (050) 363 30 86.

Fitness Center

There is a fitness enter located at Poortweg 8. Here you can work out on fitness equipment or join one of the group workouts. You can enrol at the Personnel Shop.

UMCG Museum Project

At the Poortweg, a large display case exhibits a variety of objects from the 'old hospital'. Rotating exhibitions display a different aspect of the former UMCG and of the medical history of Groningen. You will find old artefacts, as well as medical instruments from the sixties and seventies. Please feel free to take a look at any time of the day.

Addresses and phone numbers

University Medical Center Groningen

+31 (0) 50 361 61 61

P.O. Box 30 001

9700 RB Groningen

Center for International Relations

+31 (0) 50 361 35 61

P.O. Box 30 001

9700 RB Groningen

International Office of the Institute for Medical Education

+31 (0) 50 363 32 41

Onderwijs Instituut, Antonius Deusinglaan 1

P.O. Box 196

9700 AD Groningen

Personnel department

+31 (0) 50 361 26 88

Personeelwinkel (Personnel Shop)

+31 (0) 50 361 33 50

Winkelstraat UMCG

Department of Medical Microbiology

+31 (0) 50 361 34 80

AV&M (Department of Working Conditions, Safety and Environment)

+31 (0) 50 361 22 97

Company Health Service

Triade building, Entrance 23 first floor, E1

Open: Tuesdays, Wednesdays and Thursdays from 9.00 - 10.30.

Patient Information Department

+31 (0) 50 361 33 00

Central Medical Library

+31 (0) 50 363 30 48

Central Emergency Department

+31 (0) 50 361 80 20

UMCG General Emergency Number

For accidents on the UMCG grounds: 22222

Emergency number, National

The national emergency number in the Netherlands for ambulance, fire service and police is 112.

Central Doctors Service Groningen

0900-9229

Regional Police Force Groningen

Aliens' registration office

Rademarkt 12

9700 AN Groningen

0900-8844

Municipal administration

Municipality of Groningen

Department of civilian affairs

Kreupelstraat 3

9712 HW Groningen

+31 (0) 50 367 70 70

Tax Authorities

Kempkensberg 10

9722 TB Groningen

0800-0543

Checklists

To be arranged prior to your departure for The Netherlands

- a valid passport or Short Stay Visa (page 12)
- MVV - authorisation for temporary stay (page 12)
- employment permit, will be applied by the
- Personnel department (page 13)
- registration in the BIG register (page 13)
- screening for MRSA (page 14)
- complete questionnaire about tuberculosis and
- return it (page 14)
- gather data about vaccinations, for example
- Hepatitis-B (page 14)
- take out a good health care insurance policy
- (page 12, 24)
- arrange a place to live (page 25)

To be arranged directly after your arrival in The Netherlands

- MRSA screening, the department will make an
- appointment (page 16)
- in case of stay shorter than 3 months: report to the
- Aliens Registration Office within 3 days (page 15)
- in case of a stay longer than 3 months: apply for a
- residence permit at the municipal administration
- (page 15)
- in case of a stay longer than 4 months: register at
- the municipal administration within 3 days
- (page 15)
- apply for a tax registration number/sofinummer
- (page 16)
- hand in a copy of your identification card (page 16)
- collect your UMCG-pass (page 18)
- open a bank account (page 16)
- arrange company clothing, if necessary (page 20)
- take out insurance as necessary (page 24)

Documents/information

You may or will need:

- Valid passport or identity document
- Tuberculosis certificate
- MRSA test results
- Hepatitis-B test / vaccination document
- Letter of registration as student or employment
- contract from the UMCG
- Work permit (Personnel department)
- BIG application (Personnel department)

- Declaration of good character / legalized statement
- that you have no criminal record
- (Legalized) document of marital status
- (Legalized) birth certificate
- Proof of comprehensive medical insurance
- Evidence that you have sufficient financial
- resources to support you during your stay
- (International office, or Personnel department)

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