

GP office synlab - frequently asked questions

How do I register in Your office?

Please send your request to praktik.objednani@synlab.com. We will answer (be patient, please, it can take a few days) and schedule a standard general entrance examination. If You need to consult something urgent and have no registering GP so far, You can come directly during first two office hours.

Do I need to make an appointment before my visit? What are the rules?

In case of long lasting problem, planned preventive checkup or scheduled visits for chronic problem **YES**. In case of acute problem **NO** – but keep in mind, that we have dedicated office hours for acute visits (first two office hours). Other time is reserved for planned visits. Please always tell the nurse basically what kind of problem You have when making an appointment. **IMPORTANT note:** final sequence of patients is determined by the doctors opinion, given by the character of patients difficulties. It is not possible to plan the office daily schedule precisely and firmly, so unfortunately, waiting (sometimes long), is often inevitable. Please respect Your appointment time and let us know duly in case You cannot come. Do not come shortly before the end of office hours without serious reason. Always check our webpage for actual information before any visit.

How to make an appointment?

Call 277010553 or send e-mail to praktik.objednani@synlab.com (nurse contacts). **Never** use the doctors mail or phone for this purpose. You can also use the online reservation link („Preventivní prohlídka“ = preventive checkup, „Běžné objednání“ = usual visit for non-urgent problem).

I cannot reach the office by phone (line is busy, no answer...), what should I do?

Please, try again in such case. There are many situations when the doctor or nurse can not pick up the phone immediately. Care for the patient in the office has always priority. Make sure You are not calling in our office hours – we are not usually present in the office otherwise. Do not send SMS. Before every call or mail please consider if it is necessary - check our web pages for actual information first.

How should I prepare for entrance/preventive examination?

It is useful to fill in the entrance medical questionnaire beforehand. You can find the form on our web pages (bottom part – „Obecné informace a dokumenty ke stažení“). You should bring a morning midstream urine sample and come fasting, so that appropriate lab test can be performed right away (this applies only in case the examination happens during morning). Bring also any medical records You have at home and also a vaccination record, if You have it.

I had a lab test, how will I learn the results?

Results are usually consulted personally during Your next visit. **Do not call** for the results, just in case You are specifically advised to do so. We will call You directly in case Your lab results would need any urgent measures.

Can I consult my health problem via e-mail?

Yes, but just basically and it is not the ideal way – usual mail is not suitable for sensitive health care related issues. You will be probably advised to visit the office personally, nevertheless. Do not await early reply, so **never consult anything urgent via mail**.

I just need chronic medication refills, what should I do?

Send mail to praktik.objednani@synlab.com with a list of required medicines and we will send You an electronic prescription via mail/SMS. But keep in mind that this is suitable only for well-feeling patients with stabilized chronic conditions, regularly visiting the office for follow-up controls. **Do not use the doctors mail or phone for this purpose.**

I am confused about Czech health care system, where can I learn more?

Yes, it is confusing. Call Your insurance information line (check Your insurance card), they should give You advice. And check also this brochure:

https://www.mzcr.cz/wp-content/uploads/wepub/7453/34387/Patient_Guide_-_Patient_Safety_Improvement_Manual.pdf