

Hay Derkx MD, PhD, was born on 24 September 1949 in Jakarta, Indonesia. He studied at the University of Nijmegen medical school, did a few internships in Tanzania and went from there to Malawi to work for 3 years at a mission hospital. On return to the Netherlands he became a general practitioner for 18 years. From there he accepted a post at CZ in Tilburg, a Health Insurance Company where he became involved in the development of “The Health Line”, a medical call centre. As a result of this experience he became increasingly fascinated by the phenomenon of telephone and e-health triage which resulted in his PhD thesis: “For your ears only”. At present people from all over the world phone or app or skype to this medical call centre for medical advice. All requests for medical advice are dealt with by nurses, highly trained in triage and communication and supported by a medical doctor. Although retired since a few years he still trains doctors and nurses in telephone triage and communication. He also works part-time at the University of Maastricht to teach medical students in medical consultation and he trains simulating patients who are used to educate medical students. He has 3 children, one living abroad, one living in Amsterdam, one in Haarlem. He has 2 grandchildren.

#### Lijst(je) met wetenschappelijke artikelen van Hay Derkx

1. Derkx HP, Rethans J-JE, Knottnerus JA, Ram P. Assessing communication skills of clinical call handlers working at an out of hours centre: the development of the RICE rating scale. *Br J Gen Pract* 2007;57:383-7
2. Hay Derkx, Jan J Rethans, Bas Maiburg, Ron Winkens & Andre Knottnerus. New methodology for using incognito standardised patients for telephone consultation in primary care. *Medical Education* 2009; 43: 82–88
3. Derkx HP, Rethans JJ, Muijtjens AM, Maiburg BH, Winkens R, van Rooij HG, Knottnerus JA. Quality of clinical aspects of call handling at Dutch out of hours centres: cross sectional national study. *BMJ*. 2008 Sep 12;337:a1264. doi: 10.1136/bmj.a1264.
4. Derkx HP, Rethans JJ, Maiburg BH, Winkens RA, Muijtjens AM, van Rooij HG, Knottnerus JA. Quality of communication during telephone triage at Dutch out-of-hours centres. *Patient Educ Couns*. 2009 Feb;74(2):174-8. Epub 2008 Oct 8.

5. Derkx H, Rethans JJ, Muijtjens A, Maiburg B, Winkens R, van Rooij H, Knottnerus A. 'Quod scripsi, scripsi.' The quality of the report of telephone consultations at Dutch out-of-hours centres. *Qual Saf Health Care*. 2010 Dec;19(6):e1. Epub 2010 Jun 27.