

Your medical record

The doctor who is treating you has created a medical record about you. This is necessary in order to provide quality treatment and care. But how does Maastricht UMC+ (MUMC+) handle your patient data? What are your rights? How can you ask to view or obtain a copy of your medical record? The answers to these and other questions can be found below.

Which information is included in a medical record?

At MUMC+ we register all data that are important for your treatment in a medical record. The record contains:

- Personal data and notes about your health
- Information about the tests and treatments you have had, the findings of your own doctor and of other doctors, nurses or other care providers involved in your tests and treatments. This information may include surgery reports, X-rays, test results, copies of correspondence with your general practitioner (GP), etc.

Confidential storage of medical records

The data in your medical record are not your property; the data must remain at MUMC+. We store the data for you. All personal medical data are treated strictly confidentially. In addition, all doctors, nurses and other hospital staff, such as assistants and receptionists, are bound to professional secrecy.

Access for your GP

At MUMC+ we use a highly secure computer system, which can be accessed by general practitioners (GPs) in the region (NL): the GP portal. Your GP, if registered in our system, can see the results of your medical tests and treatments via his/her own computer. The GP can inform you about these results.

What are your rights?

As a patient you are entitled to:

- Obtain a copy of your record; view your record or delete/correct actual inaccuracies in the medical records

Who holds which rights?

You are entitled to view your own medical record and to obtain a copy of the record. Family members have the right to view the record or to receive a copy only with your written permission. Parents and legal guardians of children up to 12 years of age are entitled to view and/or to obtain a copy of their child's medical record.

Parents and legal guardians of children between the ages of 12 and 16 years are only allowed to view their child's medical record or to request a copy with their child's permission.

Everyone over the age of 16 decides independently about who is permitted to view or to obtain a copy of their medical record. Parents without custody of their child have no right to view the child's medical record or to request a copy.

Surviving relatives only have the right to view or to obtain a copy of the medical record of a deceased family member if they:

- have a compelling reason (for example, preventing a hereditary disease in the family), and if the doctor finds it likely that the deceased would have had no objection.
- If the patient with life's consent.
- A notice of an incident is received.

If you want to view or receive a copy of the medical record of a deceased relative, submit a written request in which you also explain why you want to have access to the medical record.

The request will be reviewed for correctness and completeness in accordance with the law and regulations.

If a person's right to a copy of the record is questionable, for instance if the requested record concerns a deceased relative, the request will always be assessed in consultation the doctor who treated the patient and, if necessary a legal adviser.

The turnaround relates to process the request:

- Copy of medical records: 5 to 10 workingdays
- Correction / deletion requests: 15- 20 workingdays
- Provide information bereaved agreement hoofdbehandelaar: 10-20 workingdays

Request to view a medical record: through your care provider

Are you still receiving treatment? In that case, we advise you to discuss your request to view your medical record with your care provider. After being discharged from hospital, you can request a copy of your medical record, if so desired.

Can I add or change information in my record?

Do you think specific data in your medical record are incorrect? Please ask your doctor to correct the data. If this is not possible, ask your doctor to add a statement noting your disagreement to the record.

Can I ask to have some or all data erased from my medical record?

If you want to have some or all data erased from your medical record, please send a letter with your request indicating which data exactly you want to be erased. Some data cannot be erased because it is not possible or not allowed by law. Your doctor has to give his/her consent. There are no costs for the erasure of data.

Second opinion or treatment at another hospital

If you visit another hospital for a second opinion or treatment, your new doctor can ask your doctor at MUMC+ for your medical data. The hospital can submit a request to the secretariat of the department where you received treatment. The request must be accompanied by a statement of approval signed by you.

MijnMUMC+

You can view specific data in your medical record online from home via MijnMUMC+. For information about MijnMUMC+, please go to the MijnMUMC+ information desk at the Poliplein.

You can also call 043-387 56 00 or send an email to Mijnmumc@mumc.nl. More information is also available on our website <https://www.mumc.nl/patienten-en-bezoekers/mijnmumc-portaal>.

Contact

For information about access to medical records, please contact the *Patientenvoorlichting* (Provision of Medical Data Service). Telephone number: 043-387 4567 (weekdays between 8 a.m. and 4 p.m.).

Websites

- www.mumc.nl (see Medical Records and Patient Data for GPs)
- <https://www.rijksoverheid.nl/onderwerpen/rechten-van-patient-en-privacy/uw-medisch-dossier>