

Submitting a request to

- **view your patient records**
- **obtain a copy of your patient records**
- **obtain radiology images on USB**

This brochure is intended for patients who wish to view their electronic patient records, obtain a copy of their patient records or obtain radiology images. In this brochure, we will tell you what your patient records are, who is allowed to view them, how you can submit a request to view or obtain a copy of them, and how you can request radiology images.

What are your electronic patient records?

Your electronic patient records contain full details of the treatment you have received at the hospital and are stored digitally. When you have undergone treatment or have been tested at the hospital, your care providers will record the relevant details in your patient records.

Your patient records not only contain documents, such as discharge letters, consultation notes and test results; they also contain any radiology images we have taken of you, for example.

Who has the right to view and obtain a copy of their patient records?

You, your attending care provider and the other care providers involved in your treatment all have the right to view your patient records. Other than that, no one else is allowed to view your records, unless you have given them your express consent to do so.

Based on the General Data Protection Regulation (GDPR), all patients at ETZ have the right to submit a request to view their own patient records and/or obtain a copy of their records.

It goes without saying that you have the right to see what records we are keeping on you, but your patient records may also contain information about others, such as family members. If that information is of a sensitive or personal nature, your attending care provider cannot share it with you straightaway. In this case, they will need to ask the other person for their consent to do so first. If the other person does not consent, your attending care provider will redact the relevant sections or remove them from the records.

You can authorise others to view your patient records or request a copy of them. In this case, your representative must send a written authorisation form, filled in and signed by you, together with the request form and a copy of your ID to us by post.

Following submission of proof of their authority, the person acting as your legal representative will be able to view your patient records. Your legal representative will also be able to request a copy of your patient records.

How do you request a copy of your patient records?

To do so, simply fill in the request form enclosed with this brochure. Please enclose a copy of your valid proof of identity with the request form (valid passport, driving licence or identity card). If you wish to obtain a copy of someone else's patient records, you must also submit proof of the other patient's consent (a written authorisation by that patient or proof of representation), as well as a copy of your own ID. For a parent who holds custody of a child, this proof of representation must be an extract from the custody register:

<https://www.rechtspraak.nl/Registers/Gezagsregister>.

For a legal guardian, this proof of representation must be a valid copy of the court decision appointing the legal guardian.

If any surviving relatives wish to request a copy of the patient records of a deceased person, they must also submit a death certificate in addition to the details above. To obtain a copy of the patient records of a child under the age of 12, the parent who holds custody must fill in the request form, sign it and submit it. To obtain a copy of the patient records of a child aged between 12 and 16, the request form must be signed by both the child and the parent(s), and both parties (the child and the parent who holds custody) must add a copy of their valid ID. Minors over the age of 16 may fill in and sign the request form themselves. Please send the necessary details as listed above to the following address:

ETZ
F.A.O. Central Medical Archive
PO Box 90151
5000 LC Tilburg (NL)

As soon as our archive staff have received the necessary details, we will send you your copies by registered post, on paper or on a USB stick (if there are more than 300 pages), or in MijnETZ.

Radiology images via e-mail

You can also submit a request to receive a copy of your radiology images using the method above. If you wish to obtain a digital copy, please visit the Radiology department at one of our ETZ locations and present a valid ID. You can do so Monday to Friday between 09:00 and 16:30. To obtain radiology images of someone other than yourself, you need a written and signed authorisation from that other person. You will also need to present a copy of the ID of the person in question in addition to your own ID.

When will you receive your patient records?

You can request a copy of your full patient records, including all notes.

If you would like a copy of your full patient records, please allow for a turnaround time of four (4) weeks.

This is of course subject to you supplying all the necessary details.

How can I view my patient records?

If you wish to simply view your patient records, please ask your attending care provider directly, while you are visiting the outpatient clinic or nursing ward, for example. If you wish to view someone else's patient records, you must supply the necessary details as described above.

Your right to view or obtain a copy of the patient records of a deceased patient

With effect from 1 January 2020, surviving relatives have the right to view or obtain a copy of the patient records of a deceased patient.

Surviving relatives have this right when:

the patient has given their consent to that effect*; or,

- they have received notice of an incident under the Healthcare Quality, Complaints and Disputes Act (*Wet kwaliteit, klachten en geschillen zorg*); or
- or Wkkgz)**; or,
- they have a compelling interest in viewing the records***.

* The consent of the patient must be recorded in writing or electronically. Verbal consent from the patient is not sufficient.

** An 'incident' under the Wkkgz in any case includes a medical error. If you wish to view a patient's records on these grounds, you will only be able to view those parts of the patient records that are relevant to the incident.

*** Surviving relatives may have a compelling interest in viewing a patient's records if they wish to check whether that patient was legally (in)capable when drawing up their will, for example, or if they suspect that a medical error has been made.

The surviving relatives must be able to demonstrate that they have a compelling interest, and that viewing or obtaining a copy of the patient's records is essential to satisfy this interest.

This may result in the surviving relatives only being permitted to view part of the medical records.

If the surviving relatives wish to view the medical records because they fear a medical error has been made and the main attending care provider does not grant their request to view the patient's records, the main attending care provider must grant permission to have the patient's records reviewed by an independent physician appointed by the surviving relatives. This independent physician will then assess whether the main attending care provider is justified in not allowing the surviving relatives to view or obtain a copy. If such refusal is not justified, the main attending care provider must allow the requesting party to view or obtain a copy of the records.

The parents or guardian of a deceased child under the age of 16 are entitled to view the patient's records following their death, unless this would contravene the rules of good practice (Article 7:458a, clause 2 of the Dutch Civil Code). This may be the case if access would not have been granted while the patient was alive, for example.

Complaints

We will make every effort to help you as best as possible. Even so, you may not be entirely satisfied with the service we provide. If so, you can contact the complaints officer here at ETZ.

More details on how to submit a complaint can be found in this brochure: <https://etz.nl/in-het-ziekenhuis/Jouw-ervaring/Klachten>. If you are unable to resolve the matter with ETZ directly, you can refer your complaint to the

Dutch Data Protection Authority:

<https://www.autoriteitpersoonsgegevens.nl/nl/zelf-doen/privacyrechten/klacht-indienen-bij-de-ap>

Conclusion

If you have any remaining questions after reading this brochure, please contact the relevant department by telephone.

Important telephone numbers

ETZ (Elisabeth TweeSteden Ziekenhuis):	+31 13 221 00	00
Medical Archive:	+31 13 221 29	72
Radiology:	+31 13 221 03	70

ETZ Elisabeth: Route 72

ETZ TweeSteden: Route 77

ETZ Waalwijk: Route 35

Request form to view or obtain a copy of your patient records

Please read through the details in the information brochure first.

Request relating to your own records or those of a third party (excluding children)

For third-party requests, authorisation by the patient in question is required. We will also need to see a copy of the valid ID of both the patient and the applicant.

Personal data:

Applicant surname and initials:

Applicant address:

Applicant postcode and town/city:

Applicant telephone number:

Patient surname and initials:

Patient date of birth:

Specialism and name of attending physician:

Date of request:.....Signature:

Request relating to the patient records of a child

Personal data:

Applicant surname and initials:

Applicant address:

Applicant postcode and town/city:

Applicant telephone number:

Patient surname and initials:

Patient date of birth:

Date of request:

Signature of guardian 1:

Signature of guardian 2:

Signature of child:

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- If your child is aged between 12 and 16, we require the signature and a copy of the ID of all parents/guardians (with custody) and your child.
- If your child is under the age of 16, an extract from the custody register is required. For more details, please refer to the brochure.

Which part of your records does your request relate to?

I am requesting *(please mark your answer with X)*:

- Full records (four weeks)
- Radiology: radiology images will be sent digitally (Twiin) by e-mail. To do so, we need a Dutch mobile phone number (that you have access to) and a valid e-mail address. If you are unable to receive images electronically, we will send them to you on a USB stick.

My request relates to the details recorded in the patient records in the period between

.....and.....

Receipt of your patient records:

How would you like to receive your patient records? (Please mark one answer only with X)

- On paper
- On a USB stick
- Via MijnETZ
- Via secure e-mail

(A USB stick is only available if your records contain more than 300 pages)

We would prefer it if you could collect your copy from the Patient Registration Desk (except for copies sent via MijnETZ). If you are unable to do so, you can specify below that you wish to receive your copy by registered post. (Please mark your preferred collection location or the registered post option with X. Select one answer only).

- Collect from Patient Registration Desk at ETZ Elisabeth
- Collect from Patient Registration Desk at ETZ TweeSteden Tilburg
- Send by registered post to the address provided above

Which form of ID have you enclosed a copy of? (Mark your answer with X)

If your request relates to your own records or those of a third party:

- Passport
- Driving licence
- Identity card

If your request relates to the records of your child:

- Passport
- Identity card

If you wish to view your records, please send this form to:

ETZ
F.A.O. 'Specialism and name of physician'
 PO Box 90151
 5000 LC Tilburg (NL)

If you wish to obtain a copy of your medical records, please send/e-mail this form to:

ETZ
F.A.O. Central Medical Archive
 PO Box 90151
 5000 LC Tilburg (NL)
[Email: cma@etz.nl](mailto:cma@etz.nl)