

INFORMATION FOR PATIENTS

Rights of adult patients

**MAASSTAD
ZIEKENHUIS**

een santeon ziekenhuis





The Medical Treatment Agreement Act (Wet op de Geneeskundige Behandelingsovereenkomst, WGBO) and the General Data Protection Regulation (GDPR) govern the relationship between you and your healthcare provider.

You and your healthcare provider both have rights and obligations under these Acts. As the patient, you are the instructing party, according to these Acts, and must be able to agree to the treatment. Therefore, the healthcare provider must inform you properly about what is going on with you, which treatment he/she advises, and what the possible consequences and disadvantages of the treatment are and if alternatives are available. You can then make your decision based on this information.

The Acts also stipulate which parties the healthcare provider may share your information with. Moreover, arrangements are made regarding who will represent your interests if you are unable to make decisions yourself.

Extensive information regarding the GDPR can be found in our privacy statement on our website (www.maasstadziekenhuis.nl/privacyverklaring).

Rights

You are entitled to receive a timely and correct confirmation of your (date of) admission to hospital. Your admission and treatment may be postponed in exceptional cases (such as illness amongst staff, etc.). In that case, the hospital will inform you in a timely manner.

You are entitled to friendly treatment from the hospital staff.

You are entitled to receive friends and family members as visitors during your admission period, taking into account the visiting hours of the department.

You are entitled to be treated with respect, regardless of your religious or political beliefs.

The healthcare provider can only start treatment once you have given your permission for such treatment and after sufficient information has been provided. You can refuse treatment or examination. For (planned) hospital treatments, the healthcare provider must have spoken to you about possible wishes with respect to treatment limitations. You can only be treated without your consent in emergency situations

You are entitled to satisfactory, complete and comprehensible information regarding:

- your disease or condition
- the nature of the proposed treatment or examination
- the results of test and x-rays
- the expected duration of treatment and the expected results
- any other possible treatment options
- the consequences or possible risks of the treatment or the examination (like the medication, pain or possible discomfort and possible side effects)
- the necessity and reason for a possible referral

The information is accompanied by written materials, to the greatest extent possible.

You have the right to take someone along on your consultation with the doctor.

You are entitled to know the attending physician's name.

You are entitled to inspect or request a copy of your medical and nursing files. However, some rules apply for this, ask about it at the ward or outpatients' clinic where you are undergoing treatment.

Your medical information is documented in a file and retained for at least 15 years. According to the Medical Treatment Agreement Act and the

General Data Protection Regulation, you can request that the information in your file be corrected, supplemented or deleted.

You are entitled to privacy during examinations and treatments. You are also entitled to privacy when your healthcare provider discusses the nature of your disease and your medical condition with you or your family members.

You are entitled to the protection of your personal data. Information may only be supplied to third parties, who are not a (fellow-)treating party, following your verbal or written consent. This consent must be documented in your file. The hospital supplies anonymous patient information for scientific research and statistical purposes. If you object to this, you may express your objection and your information will not be provided.

Maastad Ziekenhuis is a teaching hospital. This implies that medical students, training to become doctors, and doctors, training to become medical specialists, are on staff. You can inform the attending physician if you object to the presence of a medical student during your treatment or consultation.

If you are not satisfied with the care provided in our hospital, you are entitled to mediation by the Complaints Official, free of charge, or an independent investigation by the Complaints Committee.

You are entitled to ask for a second opinion, for example, when you are unsure about the diagnosis or proposed treatment. Contact your insurer for information on compensation for the costs related to a second opinion.

Scientific research

Maastricht Ziekenhuis is a top-clinical teaching hospital where scientific research is carried out.

Your information may be used in the context of scientific research. Your information will only be used after having been fully anonymised. In other words, the researcher who uses this information cannot trace the data back to you. Use of your data does not have any consequences for you whatsoever. You can inform the attending physician if you object to such anonymised use of your information. In that case, your information will not be used for scientific research.

The blood, urine and faeces that you have provided, will, in principle, only be used for the requested examination. In some cases, the remaining bodily materials may be used for scientific purposes. In that case, your personal details will be removed so that the materials cannot be traced back to you. If you object to such use of remaining materials, you can inform your healthcare provider or the person who collects or accepts your blood, urine or faeces from you.

You may also be asked if you want to participate in a scientific study. If extra bodily materials are required for a scientific study, we will always ask for your consent. Before you decide to participate, you are entitled to written and verbal information on the study. We ask that you sign the consent form if you decide to take part in the study. The study data is kept confidential. We would be pleased if you decide to take part, but you are not obliged to do so. Your decision to not take part in the study will not hold any consequences for your further treatment.

Do you want to know if there is a scientific medical study that you can take part in? Discuss this with the attending physician.

The national brochure on scientific medical studies 'Medisch wetenschappelijk onderzoek, Algemene informatie voor de proefpersoon (Scientific medical study, General information for the test subject)' is available on the Central Government's (Rijksoverheid's) website.

Obligations

You are obliged to be honest and open when you inform your healthcare provider about your medical situation and to work actively on your recovery.

You must behave decently towards all hospital staff members. You must take note of the hospital's house rules and must adhere to them.

You must identify yourself with a valid identity document which also states your citizen service number (*Burgerservicenummer*).

You are obliged to keep your hospital appointments and to cancel appointments on time. If you don't, you will be charged for the appointment costs.

You are obliged to pay the hospital for the care provided to you. If you do not know if you are sufficiently insured, you must contact your health insurance provider beforehand.

You will be asked to sign a statement if you plan on leaving the hospital or terminating the treatment without the attending physician's permission.

Your privacy and the privacy of our staff and patients is important to us. If you take a photograph or video or make an audio recording during your stay in the hospital or while you visit the hospital, and this footage



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