

INFORMATION FOR PATIENTS

Rights of adult patients

**MAASSTAD
ZIEKENHUIS**

een santeon ziekenhuis



The Medical Treatment Contracts Act (WGBO) and the General Data Protection Regulation (GDPR) regulate the relationship between you and the care provider.

You and the care provider have certain rights and obligations under these laws. According to these laws, you—the patient—are the client and you must be able to agree to any treatment. It is, therefore, important that the care provider informs you properly about why you need treatment, what treatment is recommended, what the possible consequences and disadvantages of that treatment are, and whether there are alternatives. You can use this information to make a decision. These laws also specify to whom the care provider may provide information about you. They also determine who will protect your interests if you are unable to make decisions yourself.

You can find detailed information about the GDPR in our privacy statement on our website (www.maaststadziekenhuis.nl/privacyverklaring).

Rights

You have the right to a timely and correct confirmation of your admission date to the hospital. Your admission and treatment may be postponed in exceptional cases (such as the illness of employees). The hospital will inform you of this in good time.

You have the right to friendly treatment by the hospital staff.

You have the right to have family and friends visit during your admission period, taking into account the visiting hours and rules of the ward.

You have the right to be treated with respect for your religion and beliefs.

The care provider can only start treatment if you have given your consent and after they have provided you with sufficient information. You may refuse treatment or an examination. For planned hospital treatments, the care provider must discuss your wishes regarding treatment limits with you beforehand. You can only be treated without your consent in emergencies.

You have the right to good, complete and understandable information about:

- your illness or condition
- the proposed treatment or examination to be carried out
- the results of tests and X-rays
- the expected duration and results of treatment
- any other treatment options
- the consequences or potential risks of the treatment or examination (e.g., medication, pain or discomfort, and possible side effects)
- the necessity and reason for a referral, if applicable

The information provided must be supported by written (digital) material as much as possible.

You have the right to be accompanied to the consultation with the doctor.

You have the right to know the name of your attending physician.

You have the right to inspect or receive a copy of your medical and nursing files. There are some rules for this; ask at the department or outpatient clinic where you are being treated.

Your medical data is recorded in a file and kept for at least 20 years. According to the WGBO and the GDPR, you can have the data in your file corrected, supplemented and deleted.

You have the right to privacy during examinations and treatments. You also have the right to privacy when the care provider discusses the nature of your illness and health with you or your family members.

You have the right to the protection of your personal data. The provision of information to third parties who are not practitioners is only allowed after written or verbal permission from you. This permission must be documented in your file.

Maastad Hospital is a teaching hospital. This means that it has medical students in training to become doctors and doctors in training to become medical specialists. Please inform your doctor if you object to the presence of a medical student during your treatment or your consultation.

If you are not satisfied with the care provided in our hospital, you are entitled to free mediation by the complaints officer or an independent investigation by the Internal Commission of Inquiry.

You have the right to request a second opinion if you are unsure about the diagnosis or the proposed treatment. Contact your insurance company about the reimbursement of the costs of a second opinion.

Scientific research

Maasstad Hospital is a top clinical teaching hospital where scientific research is carried out.

Your data can be used for scientific research. Your data will only be used in encrypted form. This means that the researcher who uses your data cannot trace it back to you. The use of your data will not affect you in any way. If you object to the encrypted use of your data, please inform your attending physician, and your data will not be used for scientific research.

We generally only use your blood, urine and stools to carry out the requested examination. The leftover body material may sometimes be used for scientific purposes. In that case, we will anonymise the data so that the material cannot be traced back to you.

If you object to the use of residual material, please inform your practitioner or the person who collects the blood, urine or stool sample.

You may be asked if you want to participate in a scientific study. If the additional collection of bodily material is necessary for scientific research, we will always ask you for permission. Before you decide whether to participate, you are entitled to written and verbal information about the study. If you participate in the study, we will ask you to sign a consent form. The research data will be treated confidentially. We appreciate your participation, but you are under no obligation to do so. If you decide not to participate in a study, your decision will not affect your further treatment.

If you would like to know if there is a medical scientific study that you can participate in, please discuss this with your attending physician. You can find the national brochure about 'Medical scientific research, General information for the test subject' on the national government's website.

Obligations

You must inform your care provider honestly and completely about your medical situation and actively cooperate with your recovery.

You must behave appropriately towards all hospital staff. You must familiarise yourself with and adhere to the hospital's house rules.

You must identify yourself with a valid proof of identity that includes your citizen service number.

You must keep your hospital appointments or cancel them on time. If you fail to do so, you may be responsible for the costs of the appointment.

You must pay the hospital for the care provided. If you are unsure whether you are sufficiently insured, please contact your health insurer in advance.

You will be asked to sign a statement if you want to leave the hospital or end the treatment without the permission of your attending physician.

We consider your privacy and the privacy of our employees and patients important. If you take a photo, video or sound recording during your stay or at the hospital in which an employee, patient or visitor can be seen or heard, you must obtain their permission.

Cameras have been installed throughout the hospital to protect your and our belongings.

Questions

If you have any questions, please ask the nurse or attending physician.



De informatie in deze folder is belangrijk voor u. Als u moeite heeft met de Nederlandse taal, zorg dan dat u deze folder samen met iemand leest die de informatie voor u vertaalt of uitlegt.

The information in this brochure is important for you. If you have any difficulties understanding Dutch, please read this brochure together with somebody who can translate or explain the information to you.

Bu broşürdeki bilgi sizin için önemlidir. Hollandaca dilde zorlanıyorsanız, bu broşürü size tercüme edecek ya da açıklayacak biriyle birlikte okuyun.

Informacje zawarte w tym folderze są ważne dla Państwa. Jeśli język niderlandzki sprawia Państwu trudność, postarajcie się przeczytać informacje zawarte w tym folderze z kimś, kto może Państwu je przetłumaczyć lub objaśnić.

المعلومات المتواجدة في هذا المنشور مهمة بالنسبة لكم. إذا كنتم تواجهون صعوبة في اللغة الهولندية، إحرصوا حينئذ على أن تقرأوا هذا المنشور بحضور شخص ما، الذي يترجم لك المعلومات الواردة فيه أو يشرحها لكم.

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I: www.maasstadziekenhuis.nl / www.maasenik.nl (children's website)

I: www.maasstadziekenhuis.nl/mijn (patient portal)

