



# mynexuzhealth

Access to your medical dossier

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## WHAT IS NEXUZHEALTH, WHAT IS MYNEXUZHEALTH?

Nexuzhealth hospitals use the same **electronic patient dossier** system. When you are treated in a nexuzhealth hospital your patient dossier is shared between your care providers in that specific hospital. The list of nexuzhealth hospitals continues to expand. For an up to date summary visit [www.nexuzhealth.be/partners](http://www.nexuzhealth.be/partners).

Read more about the origins of nexuzhealth and the benefits of a shared patient dossier at [www.nexuzhealth.be/nexuzhealth](http://www.nexuzhealth.be/nexuzhealth).



Mynexuzhealth is a secure web application and app for patients of all these partners that gives you **access to your medical dossier**, which includes, amongst other things, your medical reports, appointments, invoices, radiological image material, etc.

Log in to the [www.mynexuzhealth.be](http://www.mynexuzhealth.be) website or download the app.

# YOUR MYNEXUZHEALTH DOSSIER

Mynexuzhealth includes the following sections:



## Appointments

This section provides a summary of your appointments, including those with specific nexuzhealth partners. If the summary is blank no appointments have been arranged for you at this point in time.

You have the option to respond to an appointment and view/print the confirmation letter that provides additional information.

Some partners will allow you to make an appointment yourself.



## Invoices

A summary of your invoices. Not all nexuzhealth partners provide electronic invoices via Doccle.

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## Medical dossier



## Contacts

A summary of your contacts with one or more hospitals.



## Reports

A summary of validated final reports of, for example, radiological scans, consultations, hospital admissions, function measurements or lab results. You will be able to view reports once they have been validated by the doctor in charge of your treatment.



### **Technical examinations**

Your laboratory and pathology reports, ECG and radiological images are available here. We recommend that you discuss the reports with your doctor or GP, as they will provide any necessary clarification.



### **Documentation and images**

The images (photographs, video), documentation and drawings included in your medical dossier.



### **Documentation**

Mynexuzhealth aims to combine information where possible and provide it online to enable you to examine it at your leisure at home following your visit to the hospital. Medical information includes brochures, video clips, photographs, links to websites, etc.

It is possible that no information is available for your specific disorder.



### **External sources**

Your medical data from external applications are available here providing you have given your informed consent via the government's eHealth platform.



### **Questionnaires and diaries**

We will ask you to complete a questionnaire and/or keep a diary for specific care projects. Your input will help your care providers to provide the best possible treatment.

## Profile



### Personal data

View or amend your personal data, language preference, contact data, photograph, etc.

This section also provides the option to manage the password and username you use to log in.



### Messages

You can indicate here whether, and when, you would like to receive a reminder by e-mail concerning your appointments or new information in your dossier.



### Access

Check which GP or care provider, who referred you, can consult your electronic patient dossier at a nexuzhealth hospital from their practice.

You can also request access for third parties (e.g. on behalf of minors/young children).



### Building access

Certain hospitalisation units are accessible via QR codes. Manage your own and your visitors' code here.



### Messages

Do you have questions concerning your invoice, administrative data or need technical support? Send us a message. Some services can be contacted directly via the message module.

Obviously mynexuzhealth is not intended to replace direct communication with the care providers in the hospital.



# CONSULT YOUR DOSSIER VIA THE MYNEXUZHEALTH WEBSITE

- ✗ Use your computer or tablet to visit [www.mynexuzhealth.be](http://www.mynexuzhealth.be).
- ✗ Select how you would like to log in:
  - with your nexuzhealth code card,
  - via CSAM: with your electronic identity card (eID), itsme® or a unique code generated by a mobile application.



These secure log in methods guarantee that only you can access your personal mynexuzhealth dossier.

The nexuzhealth code card includes 24 codes, which are used in combination with a username and password. You can apply for a code card in the hospital or via the [www.nexuzhealth.be/aanvraag-codekaart](http://www.nexuzhealth.be/aanvraag-codekaart) website. If you use the code card to log in you will not have to install any dedicated software on your PC.



The eID is issued by the government. The log in procedure is the same as for Tax-on-web or your dossier with the health insurance. If you use the eID to log in you will need to install additional software on your PC.



The itsme® app will allow you to log in with a single code. It can also be used to securely and quickly authorise/sign for transactions. With online government services such as Tax-on-web or mypension.be you can also access itsme® via CSAM.

## CONSULT YOUR DOSSIER VIA THE APP

Do you want easy access to your medical dossier at all times? If so, install our app.

The mynexuzhealth application is available from the Google Play Store and App Store. Or scan this QR code:



### Install the app and complete a one-off registration

- using the QR code on your nexuzhealth code card and your password,
- or via the 'App' on the [mynexuzhealth.be](http://mynexuzhealth.be) website on your PC.



Depending on the version of the operating system used by your smartphone and how you register the app, the app will request access to, for example, your camera (to scan the QR code). If you want to store your appointments in your diary or send documents via the Message module, you will also have to give the app permission to do so.

You should not be concerned about this as the app is secure and only uses accesses necessary to guarantee the successful operation of the system.

The app will also list the aforementioned sections.

## REGISTER VIA THE APP

Do you have an appointment at a UZ Leuven campus? If so, you can register via the app and will no longer have to pass by the registration desk or kiosk.

You can only register once you are in the vicinity of a campus. Follow the instructions on your smartphone.

**Receive a message when it is your turn.**

**(For Android only)**

At some consultation sites the app will send an alert when it is your turn. You can sit back and relax/read until the app alerts you that you are expected in the consultation cubicle.

## QUESTIONS?

- **Helpdesk**

Contact the mynexuzhealth helpdesk by e-mail: [helpdesk@mynexuzhealth.be](mailto:helpdesk@mynexuzhealth.be) or call 016 34 83 48 (between 09.00 and 12.00 and 13.30 and 16.00 hrs).

- **Frequently asked questions**

Or visit the Frequently Asked Questions (FAQ) section on our website to look for an answer: [www.nexuzhealth.be/faq](http://www.nexuzhealth.be/faq).

- **Information stand**

Visit the information stand near the stairs in the entrance hall of the Gasthuisberg campus to obtain further information, get assistance with logging on or installing the app, request a code card and password, etc.

- Mondays from 10.30 to 14.30.
- Thursdays from 10.00 to 14.00.

The information stand is located in the reception hall or a specific department or consultation unit on Tuesdays, Wednesdays and Fridays. Dates and times may vary on public holidays and during holiday periods.

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Duplication of this text and these illustrations shall always be subject to prior approval from the UZ Leuven Communications Department.

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 mynexuzhealth



Consult your medical record via  
[www.mynexuzhealth.be](http://www.mynexuzhealth.be) or

