



mynexuzhealth

Access to your medical record

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WHAT IS NEXUZHEALTH, WHAT IS MYNEXUZHEALTH?

Nexuzhealth hospitals use the same **electronic patient record** system. When you are treated in a nexuzhealth hospital your patient record 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.com/nl/zorginstellingen.



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

Log in on the
www.mynexuzhealth.com
website or download the app.

YOUR MYNEXUZHEALTH RECORD

Mynexuzhealth includes the following sections:



Appointments

This section provides a summary of your appointments, including those with specific nexuzhealth partners. Is the summary blank? If so, no appointments will 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.

Under certain circumstances a normal consultation may be replaced by a telephone or video consultation. To check how a video consultation works and what you need for it visit www.uzleuven.be/en/video-consultation.

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 call in at the registration desk or kiosk.

You can only register once you are in the vicinity of a campus. Follow the instructions on your smartphone. In some cases you may not be able to register via the app, e.g. when you will be given a wristband as is the case at the oncology day care unit. If so, visit the registration desk.

Receive a message when it's your turn.

With some consultations the app will send you a message when it is your turn, which means you can relax and read, for example, until the app sends a message that you are expected in the consultation booth.

Make an appointment yourself

For a number of consultations and services you can make an appointment yourself online via mynexuzhealth. Click on 'Make appointment' (website) or the plus sign (app) in the appointment module. Select UZ Leuven and choose a consultation or service. You will immediately be able to see the available consultation slots on the calendar. Carefully read the instructions when making an appointment. They will guide you through the process and provide additional information to ensure that you get access to the correct service and appointment calendar.



Invoices

A summary of your invoices, which can also be paid via mynexuzhealth. Not all nexuzhealth partners provide electronic invoices via Doccle.



Medical record

Contacts

An appointment or admission may comprise several 'contact moments'. You will find a summary of all contacts, with appendices where necessary (report, document, lab results, etc.), here. Telephone contacts, consultations during which your record or treatment are discussed or other consultation instances which you are not attending in person, are also shown here.



Reports

A summary of validated final reports of, for example, image based examinations or 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.



Vaccinations

You will find a summary of any vaccinations you received here.

Remember: this is not an official vaccination certificate that will, for example, enable you to travel.

Vaccination certificates can be downloaded via the www.mijngezondheid.belgie.be website. Only your own vaccination data will be provided and not those of children linked to your record.



Prescriptions

A summary of your medical prescriptions. Show the prescription barcode to your pharmacist when collecting the medication.



Clinical studies

A summary of your active and completed clinical studies.



Documents and images

The image material (photographs, video), documents and drawings included in your medical record.



Documentation

Mynexuzhealth aims to combine information where possible and make it available 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 relevant information is available for your specific disorder.



External explications

Your medical data from external applications is 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 devise the best possible treatment.

Profile



Personal data

Ensure that your data are up to date to enable the hospital to contact you when necessary.

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



Notifications

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



Access

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

You can also request access on behalf of a third party. Do you have underage children? If so, also read the 'Mynexuzhealth for children' information on page 13.



Building access

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



Meals

You can order meals during, or a few days prior to, your admission to hospital.



Messages

Do you have questions concerning your invoice, administrative data or do you require technical support? If so, send us a message. All medical services can be contacted directly via the message module.

Obviously, it is not the intention for mynexuzhealth to replace direct communication with the care providers at the hospital.



CONSULT YOUR RECORD VIA THE APP

Do you want easy access to your medical record 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. You can apply for a code card via www.nexuzhealth.com/aanvraag-codekaart (choose English in the menu).
- via a **text message**. This is subject to the following conditions:
 - You can only do so providing your mobile number is included in your patient record.
 - You have an appointment at a nexuzhealth hospital within the next two months.
 - Remember: not all nexuzhealth partners provide this registration option. You will not be able to see external sources and certain radiographic image material in your record if you register your device via text message.
- via the 'App' section on the mynexuzhealth.com **website** on your PC.
- via **itsme®**, a secure authentication app on your smartphone.



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 access necessary to guarantee the successful operation of the system.

Questions? Visit www.nexuzhealth.com/app for further information and video clips about registration methods.



CONSULT YOUR RECORD VIA THE MYNEXUZHEALTH WEBSITE

- ✗ Use your computer or tablet to visit www.mynexuzhealth.com.
- ✗ 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 record.

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.com/aanvraag-codekaart (choose English in the menu). 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 record 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.

MYNEXUZHEALTH FOR CHILDREN

To gain access to the medical record of a child below the age of 15, your record and the child's record need to be linked.

From the age of 15 your child will have to give their consent and appoint you as a trusted representative before you can access their medical record.

Read how to gain access to your child's record at www.uzleuven.be/dossierkind (only in Dutch) or consult the brochure at www.uzleuven.be/brochure/701304 (only in Dutch).

QUESTIONS?

- **Helpdesk**

Contact the mynexuzhealth helpdesk by e-mail: via mynexuzhealth@nexuzhealth.com or call 016 34 83 48 (between 09.00 and 12.00 and 13.30 and 16.00).

- **Frequently asked questions**

Or visit the frequently asked questions (FAQ) section on our website to look for an answer:
nexuzhealth.com/en/frequently-asked-questions/.

- **Information booth**

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

Dates and times may vary on public holidays and during holiday periods.

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 my nexuz health



Consult your medical record via
via nexuzhealth.com or

