

# What you should know about your rights and obligations

## Welcome to the Amsterdam UMC

This letter provides you with information about your rights and obligations. This will allow you to prepare yourself for a visit or stay in our hospital.

You can find more information on your rights and obligations at [www.amsterdamumc.nl/rechten](http://www.amsterdamumc.nl/rechten).

## Your patient record

Your medical data is stored in the Electronic Patient Record (EPR) of Amsterdam UMC. This data is treated confidentially. We do so in accordance with government rules and regulations. Your record can be accessed by care providers who provide you with care at both locations of the Amsterdam UMC (AMC location and VUmc location).

You can access part of your medical record yourself online via Mijn Dossier (My Record). For example, via Mijn Dossier, you can view your appointments and results. You can also contact your care providers. Would you like to make use of Mijn Dossier? Then go to <https://www.amsterdamumc.nl/nl/mijndossier.htm> or download the app 'Mijn Dossier Amsterdam UMC'. For assistance with registering, please call 020 - 444 33 36.

## Rights and obligations: better care starts with a good conversation

You have a right to good quality care and clear information. The care provider gives you information about your illness, the examinations/tests, possible treatments, and the risks associated with a treatment. Which treatment or which examination/test is appropriate in your case depends on several factors. We ask you about your wishes and needs. This enables you to think things through with us and participate in the decision-making process. It goes without saying that the care provider does everything possible to ensure good quality care.

However, it's not always possible to comply with all patient wishes. For example when it becomes clear that admission or treatment in the Amsterdam UMC is not possible or is not the best choice. Would you like more information or is the information given not completely clear to you? Then please inform your care providers accordingly. If necessary, the care provider can also request extra assistance, for example in the form of an interpreter. This service costs you nothing.

## What do we expect of you?

We expect you to:

- provide the care provider with all relevant information about important aspects related to your illness, physical symptoms, and treatment. The care provider needs this information in order to be able to provide you with good care.
- to comply with your appointments (or to cancel them no later than 24 hours beforehand).

- to provide the correct data regarding your health insurance, and to ensure that fees and charges are paid in time.

## Consent for sharing medical data outside the Amsterdam UMC

Are you being treated not only by the Amsterdam UMC but also by other care providers? Then it may be important for these other care providers to also be able to access your medical data. At the Central Desk, we will ask for your consent in order to be able to electronically share your data with other care providers. On our website [amsterdamumc.nl/rechten](https://amsterdamumc.nl/rechten) you can read about which data these other care providers then will be able to access.

## Training

Amsterdam UMC is a university medical center. This means that, as a patient, you will also be assisted by care providers who are still undergoing training. These care providers include medical students in the final stages of their training. In the last stage of their training, they go through on-the-job training in the hospital. Qualified physicians who go through training to become medical specialists also train in this hospital and work as residents.

Care providers who are still in training always work under the direct supervision of a fully accredited care provider and are part of a treatment team. Would you prefer not to have care providers in training involved in your treatment? Then please inform your care providers accordingly.

Several persons are usually involved in conversations, physical examinations, or operations. These can include a medical specialist, a resident, a medical student, and a nurse. During a stay in the hospital, you will often also see several care providers around your bed. We ask for your understanding in this regard.

## Research

At Amsterdam UMC, we also carry out scientific research. We may sometimes ask you if you wish to participate in such research efforts. In that case, you will receive information about the objective of the research as well as the advantages and disadvantages of participating. You are the one who decides whether you wish to participate or not. Regardless of whether or not you participate in such research, we will provide you with the best possible quality of care.

## Use of your medical data and biological samples

During your examination and/or treatment, we store your medical data. Sometimes we take biological samples, such as blood, urine or tissue. Your medical data and biological samples could support valuable scientific research or education. We take care of your privacy, and do not share your personal data, such as your name and address. You can read more about this in the leaflet at [Informatie over rechten en plichten: Hoe gaan wij om met uw privacy?](#) (in Dutch)

If you do not want your medical data and biological samples to be used, you can object. The leaflet tells you how to object.

If you have objected, we will not use your medical data and biological samples for scientific research and will only keep them for your direct medical care. Your decision to object will not affect your treatment.

## What is the cost of your treatment and care?

Health insurers cover a large part of the costs of your care. Often you also have to pay part of these costs. **Ask your health insurer whether your treatment in our hospital will be covered by the insurance.** If you cannot be helped at the Amsterdam UMC for financial reasons, you can best contact your general practitioner.