

Privacy policy of our practice

The AVG is the law for the protection of privacy and personal data. Under this law, an organization that works with personal data has certain obligations and the person whose data it is has certain rights. In addition to this general law, specific rules apply to privacy in healthcare. These rules are stated, among other things, in the Medical Treatment Contracts Act (WGBO). These privacy regulations are intended to inform you of your rights and our obligations under the AVG and the WGBO.

General Practice

Various personal data from you can be processed in our general practice. This is necessary in order to be able to treat you properly and necessary for the financial handling of the treatment. In addition, processing may be necessary, for example, to combat serious health risks or to comply with a legal obligation (for example, the mandatory reporting of an infectious disease under the Public Health Act).

The Duties of the General Practice

According to the AVG, University General Practice is responsible for the processing of personal data that takes place in practice. The practice fulfills the resulting obligations as follows:

- Your data is collected for specific purposes: for care provision; for efficient management and policy and for scientific research and education
- In principle, no processing takes place for other purposes.
- You will be informed that your personal data is being processed. This can be done by your healthcare provider, but also via a folder or via our website.
- All employees within University General Practice have signed to treat your personal data confidentially.
- Your personal data is well protected against unauthorized access.
- Your personal data will not be kept longer than is necessary for proper care provision.
- For medical data, this retention period is in principle 15 years (from the last treatment), unless longer storage is necessary, for example for the health of yourself or your children. This is at the discretion of the practitioner.

Your Rights as a Data Subject

You have the following rights:

- The right to know whether and which of your personal data is processed.
- The right to inspect and copy that data (insofar as this does not harm the privacy of another)
- The right to correction, addition or deletion of data if necessary.
- The right to request (partial) destruction of your medical data. This can only be met if the retention of the data is not of significant importance to another and the data do not have to be retained on the basis of a statutory regulation.
- The right to add a personal statement (of a medical nature) to your file.
- The right to object to the processing of your data in certain cases.

If you want to exercise your rights, you can make this known verbally or by means of an application form to the University General Practice. Your interests may also be represented by a representative (such as a written proxy, or your trustee or mentor).

Explanation of the Application Form

You should be aware that, in accordance with the law, medical records are generally kept for a maximum of fifteen years. You can help us look up your file and protect your privacy by completing the form as completely as possible. We will treat the data you have entered as strictly confidential. The University General Practice is not liable for errors in postal delivery. If you prefer to collect the file personally, or by an authorized representative, you can indicate this on the form.

Patient Data

Please state the details of the person about whom the medical file is concerned. The Medical Agreement Act (WBG0) regards the patient as an adult from the age of 16. Young people from the age of 16 who want to view / copy their medical file must submit the application themselves. If the patient is no longer alive, the provision of the medical data is permitted if it can be assumed that the deceased would not have objected to this or if there are compelling interests to break the care provider's obligation to remain silent. This decision rests with the healthcare provider.

Provision of your Personal Data to Third Parties

The employees of the University General Practice have an obligation to treat your personal data confidentially. This means, for example, that the healthcare provider needs your explicit permission to provide your personal data. However, there are some exceptions to this rule. On the basis of a statutory regulation, the healthcare provider's obligation to remain silent can be broken, but also when there is a fear of a serious danger to your health or that of a third party. In addition, recorded data can, if necessary, be exchanged orally, in writing or digitally with other care providers (for example, the pharmacist who processes a prescription and is thus provided with data by the general practitioner).

Exchange of Data

After you have given specific permission, the University General Practice VUmc exchanges relevant medical data safely and reliably with the "huisartsenpost" (after hours clinic) via the National Switch Point (LSP). If you have been to the huisartsenpost in the evenings or during the

weekend, it will share an observation message with your GP. This way, the GP knows exactly with which complaints you have been at the “huisartsenpost” and what has been done as a result. Medication data can also be shared with your pharmacy and your attending medical specialists. This concerns the medication that your GP has prescribed for you, but also any intolerances, contraindications and allergies (ICA data). Other prescribers and providers of medication can take this into account. In this way, we as a GP practice contribute to medication safety.

Transfer of your File

If you choose a new GP, it is important that your new GP is aware of your medical history. Your medical history is in your patient record. It is usual for your old GP to transfer the file to your new GP. The old GP will do this as soon as possible, in any case within a month, after you have asked your old GP to transfer the file to your new GP. Your medical file will then be transferred by your GP personally or by registered mail. You cannot get the original file. However, you are always entitled to inspect your file and a copy of your file. The file can (if possible) also be transferred by e-mail to the new GP. Both GPs must then ensure that their computer and internet connections are sufficiently secured.

Question or Complaint

Do you have a question or a complaint? For example, about whom we share data with or how we handle your medical records? Your GP will be happy to discuss this with you.