

informatiepunt

BSN in de zorg
en landelijk EPD



General practitioner (GP)
after-hours surgery



Pharmacy



Hospital



General practitioner (GP)

The electronic health record (EPD)

(elektronisch patiëntendossier)

Healthcare providers share updated
medical information quickly and securely

The electronic health record (EPD)

The flexibility of healthcare in the Netherlands is increasing. This, however, requires collaboration between healthcare providers, such as your GP, pharmacist and specialists. It is essential for healthcare providers to be able to share medical information quickly and securely. This helps reduce the risk of treatment errors. Moreover, your healthcare provider will always have the latest information about you.

Healthcare providers in many regions of the Netherlands have already been sharing information electronically for some time now. The exchange of information among healthcare providers throughout the Netherlands will now be possible. Healthcare providers will soon connect to the national electronic health record (EPD). The EPD will enable the healthcare provider treating you to consult your current information quickly and easily.

GP practices, GP after-hours surgeries, pharmacies and hospitals will be the first to use the national EPD system. The law will ultimately require healthcare providers to be linked to the EPD system. The proposed new law is currently being debated by the Lower House of the Dutch Parliament. Both the Upper and Lower Houses must approve the new law first of all. Only then can the national EPD system be implemented.

This brochure addresses the following questions:

- What is the purpose of the EPD?
- What medical information can be exchanged?
- What are the advantages of exchanging medical information?
- How can medical information be exchanged securely and reliably?
- How can you object to the exchange of your medical information?

What is the purpose of the EPD?

The EPD enables healthcare providers to exchange medical information and to call up and consult your latest medical details. This is done in a secure and reliable manner. This system will be available whenever – even outside of surgery hours (evenings and weekends) – and wherever you require healthcare treatment in the Netherlands.

What medical information can be exchanged?

The EPD offers healthcare providers access to the medical information they need to give you effective treatment. By consulting your EPD, GPs, pharmacists and specialists can see what medicines have been prescribed for you. If you see a doctor in the evening or at the weekend, then that doctor can consult a summary of your file, drafted by your regular GP, via the EPD system. In future, healthcare providers will share more and more information electronically, including X-rays and the results of laboratory tests.



One Saturday morning, Mrs Van Velzen notices a small lump on her lower leg.

By evening, it has developed into a rather large lump. Mrs Van Velzen has an uneasy feeling about this lump and decides to phone the GP after-hours surgery. The assistant at the after-hours surgery asks her to come in to have the lump checked out.

What are the advantages of exchanging medical information?

- The risk of treatment errors is reduced when healthcare providers can exchange current information quickly and reliably.
- The specialist, pharmacist or GP treating you in the absence of your regular GP can see what medicines have been prescribed for you and what medicines you are allergic to.
- You do not have to keep repeating information that is already included in your health record (e.g. if you are seen by someone other than your regular GP in the evening, in the night or at the weekend). From now on, this other GP will be able to consult a clear summary of your health record. This overview includes your main health complaints, as well as an overview of the medicines you have been prescribed.
- Via your EPD, this GP can inform your regular GP about the treatment you received.



At the counter in the after-hours surgery, the assistant asks Mrs Van Velzen for some form of ID. She presents her passport. Using the citizen service number (BSN), the assistant checks to see whether the information registered is actually about Mrs Van Velzen.

How can medical information be exchanged securely and reliably?

- The citizen service number (*burgerservicenummer*, BSN) is used to ensure that the right medical information is linked to the right person. A unique and personal number, your BSN is indicated on your passport, driving licence or identity card. Your healthcare provider must be certain in matching you with your BSN and your other information in your healthcare provider's records. Therefore your healthcare provider may ask you to identify yourself, so always take a valid form of identification (ID) with you.
- Calling up, sending and saving medical information will be subject to tough security standards. Only a healthcare provider treating you will be allowed to consult your medical information. In order to ensure that healthcare providers are justifiably consulting your medical information, a record is maintained of who has received your information and when. You are entitled to see which healthcare providers have called up your information. More information on this subject is available online (www.infoEPD.nl).



The GP at the after-hours surgery examines Mrs Van Velzen. The GP's diagnosis is erysipelas. As it is the first time she has treated Mrs Van Velzen, the GP asks her for permission to consult Mrs Van Velzen's medical information. The GP then calls up a summary of her health record via the EPD system.

The information shared by healthcare providers is confidential. Your provider and its staff are bound by a duty of confidentiality. When your GP or pharmacist uses the national EPD system, your information can also be consulted by other healthcare providers that are treating you. This will be reported to you personally. The first time you see a healthcare provider, he/she will ask for your consent to access the medical information in your EPD. Neither healthcare insurers nor employers will be able to access your EPD.

How can you object to the exchange of your medical information?

You may not want the healthcare provider treating you to consult your medical information. In this case, you can object.

- If you object to your medical information being exchanged via the EPD system, contact the Citizen Service Number in Healthcare and National EPD Information Desk (*Informatiepunt BSN in de zorg en landelijk EPD*). You can request an objection form by phone by calling 0900 - 232 43 42 (€ 0.01/minute). The form is also available for downloading from www.infoEPD.nl. Once you submit this form, healthcare providers will not be able to call up or consult your EPD. Your GP can tell you more about the possible consequences of objecting to taking part in the EPD system.



The GP can now see an overview of Mrs Van Velzen's main health complaints on the screen. There is also information about Mrs Van Velzen's most recent visits to a GP, as well as updated information about the medicines prescribed for Mrs Van Velzen and about her allergies. Mrs Van Velzen's record indicates that she is allergic to penicillin. The GP was originally going to prescribe penicillin, but she now prescribes something else.

- Contact your GP or pharmacist if you do not object to your medical information being exchanged via your EPD, but want to prevent healthcare providers from calling up or consulting part of your medical information.
- You can withdraw your objection at any time.

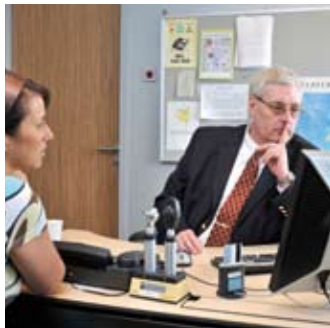
You do not have to do anything if you have no objection to taking part in the EPD system.

For more information about the EPD:

- Consult the website (www.infoEPD.nl)
- Phone 0900 - 232 43 42 (€ 0.01/minute)
- Ask your GP or pharmacist

Consumer healthcare hotline

You can contact the *Consument en de Zorg* consumer healthcare hotline of the Federation of Patients and Consumer Organisations in the Netherlands (NPCF) by phone (030 - 291 67 77) for objective advice or to report a complaint. The hotline is open from Monday to Friday from 10 a.m. to 4 p.m. You can also contact the hotline by e-mail (meldpunt@consumentendezorg.nl). More information is available online (www.consumentendezorg.nl).



A week later, Mrs Van Velzen visits her regular GP, who is already aware of her visit to the GP at the after-hours surgery. Her regular GP checks whether the medicine prescribed is working properly and continues treatment of the erysipelas.



Het keurmerk van Stichting Makkelijk Lezen

The Citizen Service Number in Healthcare and National EPD Information Desk (*Informatiepunt BSN in de zorg en landelijk EPD*) is an initiative of the Ministry of Health, Welfare and Sport (VWS), the National IT Institute for Healthcare in the Netherlands (Nictiz), and the CIBG implementation agency of the Ministry of Health, Welfare and Sport.