

GP outside of office hours

Mrs De Vries has a heart condition. Since recently she has been taking a new medicine for this. She has already had a nasty cough for a couple of weeks now. Her GP suggests waiting to see how it goes for a short while. If the complaints persist, she can be given different medicines. The cough gets worse and Mrs De Vries calls the out-of-hours service for an appointment during the weekend.

The doctor on duty asks for a summary of Mrs De Vries's medical record. That is possible, because she has given permission. He quickly sees that the GP has decided to prescribe a different medicine if Mrs De Vries's cough persists. She is given a prescription for new medicines. The doctor on duty uses the secure network to send a message to Mrs De Vries's GP. That way he will know precisely what has happened next time he sees Mrs De Vries.

More information

Would you like more information about sharing medical information electronically? Such as who is able to view your information or the security of the network? If so, ask your GP or pharmacy for the brochure 'Share your medical information? Only with your permission'. You can also see the website www.vzvv.nl or make a phone call to the VZVV information centre, telephone +31 (0)70 317 34 56.



The VZVV is the Vereniging van Zorgaanbieders voor Zorgcommunicatie ('association of healthcare providers for healthcare communication') and is responsible for the sharing of information via the network. The VZVV is also responsible for ensuring that the network works properly and is secure. It also supports the network's users: GPs, out-of-hours service, pharmacies and hospitals.



The patients' federation NPCF is an association of patients and consumer organisations that supports all people who need healthcare, both now and in the future.

See www.npcf.nl under NPCF over.....Elektronische uitwisseling van medische gegevens.



Better healthcare with the right information

About sharing your medical information electronically

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This leaflet is a publication of the VZVV in association with the patients' federation NPCF (www.npcf.nl).

This leaflet explains why GPs and pharmacies exchange medical information electronically. And how you can give permission for this to be done. Do you have questions? If so, see under 'More information'.

Your medical record

Your GP and pharmacy each keep your information on file. Your GP keeps medical records of your health problems and the treatment he has given you, for instance. Your pharmacist notes in your medical record which medicines you are taking and whether you are allergic to certain medicines. Your GP and pharmacist need that information to help you effectively. You will not be given any pills for example, that do not work properly in combination with other medicines you are taking or that you are allergic to.

Electronic sharing

If you unexpectedly have to call on a different GP or pharmacy in the evening or at the weekend, they will not be able to contact your own GP or pharmacy to obtain your medical information. But you still want to be given the treatment you need as quickly and efficiently as possible. This could be aided by up-to-date information about your medical record. Also in emergencies it is important for your most important medical information to be available. That could reduce the chance of mistakes being made. It is for this reason that the healthcare providers who treat you would like to have electronic access to important medical information. Information is thus made available quickly and at any time. Also in the evenings and at the weekend. GPs, pharmacies and out-of-hours services can make use of a special network for this purpose. The network is security protected to guarantee your privacy. Your medical information is not stored in the network. It remains in the computer of your own GP and pharmacy. That way the latest information about your health is available at all times.



Only with your permission

Your healthcare provider is subject to a duty of confidentiality. He is not automatically allowed to use the network to share your medical information with other healthcare providers. Your GP and pharmacy will first need your permission to make your medical information available for this purpose. And other healthcare providers are only permitted to view your information if necessary for your treatment.

Who uses the network?

Would you like to know whether your GP and pharmacy are connected to the network? If so, see www.vzv.nl/informatiepunt. As well as this network, medical information is in some cases also exchanged via other regional networks. You can ask your GP or pharmacy how this is arranged in your region.

- If you give permission, your GP or your pharmacy will note that in your medical records. Your most important medical information will then be available to other healthcare providers. It always remains possible to withdraw your permission.
- If you do not give permission, other healthcare providers will not be able to view your medical information via the network. Not even in emergencies.

How do you give permission?

Your GP or pharmacy will request your permission when you visit them. You can also arrange your permission at www.ikgeeftoestemming.nl or by contacting your GP or pharmacy. Your information can be accessed after you have given permission for this to be done.