



**HOW DOES THE PATIENT PORTAL
'MY UMC UTRECHT' WORK?**





You can communicate any changes or additions to this information
via e-mail: patientenportaal@umcutrecht.nl

What's in this brochure?

What is My UMC Utrecht?	2
What do you need?	4
Logging into the portal	6
Components of the portal	12
Protecting your data	19
Whom can I contact if I have any questions?	21
For parents	22
<i>Children under 12 years old</i>	22
Who has access to the portal?	22
How can you as a parent get access to the portal?	23
<i>Children between 12 and 16 years old</i>	24
Who has access to the portal?	24
How does your child and/or do you as a parent get access to the portal?	24
<i>Children 16 years and over</i>	26
Who has access to the portal?	26
How does your child get access to the portal?	26
<i>Test results immediately available</i>	27
<i>Supervising your child</i>	27

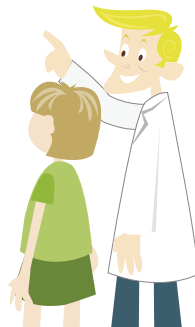
What is My UMC Utrecht?

As a patient of the Wilhelmina Children's Hospital (WKZ) you have access to the patient portal called My UMC Utrecht where you can:

- ☆ view information in your medical file
- ☆ peruse your test results
- ☆ send an e-consult
- ☆ request a repeat prescription
- ☆ complete a questionnaire and
- ☆ see when your next appointment is

Evi(14):

'It's great that I can send out an e-consult when I want to ask something. It's easier than phoning.'



Who has access to the portal?



If you are under 12 years old, your parents have access to your portal. If you want to view the portal too, view it together with parents.



If you are between 12 and 16 years old, you are given access. Your parents may also access the portal if you give them your permission. We call this 'authorising' them to access the portal. You can read how this works on the WKZ children's website www.hetw kz-kind.nl. Go to the homepage and click on 'Portal' (next to the pictogram of a computer).



If you are 16 years or older, you alone have access to the portal.

The screenshot shows the patient portal interface for UMC Utrecht. On the left is a navigation menu with options: Home, Dossier, Taken, Agenda, E-consult, Patiëntgegevens, and Informatie. The main content area features the UMC Utrecht logo and a welcome message: 'Welkom op Mijn UMC Utrecht'. Below this, there is a section titled 'Uitslagen zijn direct beschikbaar' (Results are available directly) with a sub-heading 'Uitlog over het gebruik van uw patiëntenportaal, vindt u rechtsboven bij 'Uitlog over Mijn UMC Utrecht'.' There is also a 'Toelichting' (Explanation) section and a 'Helpdesk' section. A 'Snel naar' (Go to) section at the bottom right includes links for 'Persoonlijke gegevens' and 'Medicatie'. A 'Uitloggen' (Logout) button is visible in the top right corner.

This brochure explains how My UMC Utrecht works and what you can do with it. You can find more information on how to use the portal at www.hetwzkz-kind.nl. Click on 'Portal' (next to the pictogram of a computer).

The patient portal and the manual contain more information on how the various components work.

What do you need?

To use My UMC Utrecht, you need:

- ★ a computer or tablet with Internet access
- ★ a DigiD with SMS function
- ★ a mobile phone

What is DigiD?

DigiD is short for digital identity. It is a system that enables the authorities to verify your identity on the Internet. You can apply for your DigiD at www.digid.nl. You can ask your parents to help you.



If you do not have a DigiD, you can apply for it via www.digid.nl. To use My UMC Utrecht, you should request a DigiD with SMS function; this is safer to use. And you need to have your own mobile phone.



If you already have a DigiD, but without the SMS function, you can view and update your DigiD data via www.digid.nl.

Applying for DigiD

After you have applied for or updated your DigiD you will receive an activation code through the post. This can take up to five days. You can activate your DigiD with this activation code and your username and password, which you chose yourself when you applied for your DigiD.

Jeroen (15): 'You know what's going on, you know what's going to happen, you know what their opinion is.'

Logging into the portal

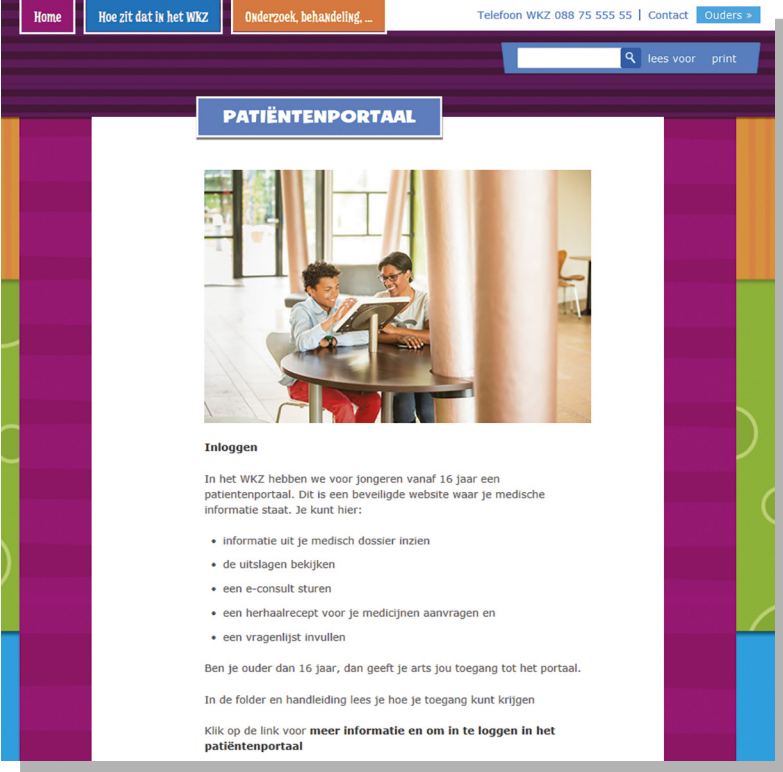
For children and adolescents

Step 1: Go to www.umcutrecht.nl. Click on 'Portal' (next to the pictogram of a computer).

The screenshot shows the homepage of UMC Utrecht. At the top left is the UMC Utrecht logo. At the top right, there is a search bar with the text 'lees voor print' and a 'Ouders >' link. Below the search bar is a blue banner that reads 'ONTDEK HET WILHELMINA KINDERZIEKENHUIS!'. The main content area features a video player on the left with the title 'Rondleiding in het WKZ' and a play button. To the right of the video are two cartoon illustrations: one of a doctor talking to a woman and child, with the caption 'Hoe zit dat in het WKZ?', and another of a doctor talking to a woman, with the caption 'Onderzoek, behandeling, ziekte'. Below the video is a 'Nieuwtjes uit het WKZ' section with the title 'Camping in het WKZ', the date '14 juli 2015', and a short text about a special children's camp. At the bottom of the page, there are four navigation buttons: 'Veel gestelde vragen' (with a question mark icon), 'Portaal' (with a computer monitor icon and circled in white), 'Bijk App' (with a person icon), and 'Voor jongeren' (with a red bag icon).

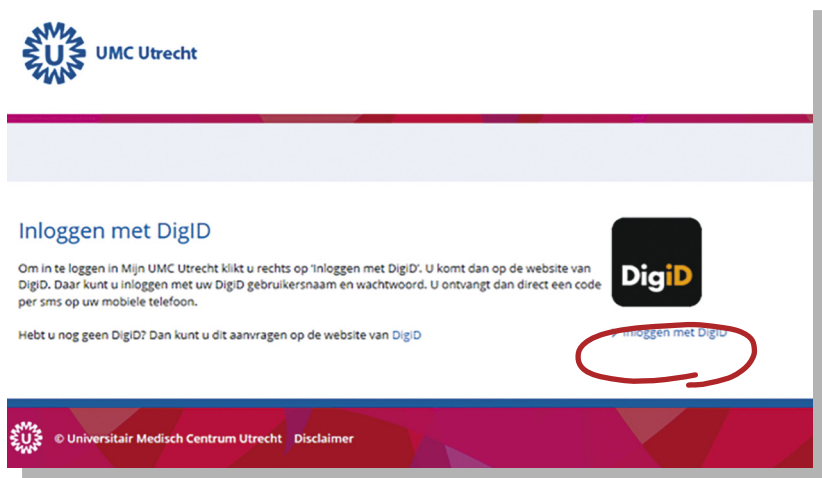


Step 2: You will see the following screen, where you will find more details, a comprehensive manual and answers to frequently asked questions. To log into My UMC Utrecht, click on the link 'Log into the portal with your DigiD'.



The screenshot shows a website interface with a purple and orange header. Navigation tabs include 'Home', 'Hoe zit dat in het WKZ', and 'Onderzoek, behandeling, ...'. Contact information 'Telefoon WKZ 088 75 555 55 | Contact' and a link 'Ouders >' are visible. A search bar contains the text 'lees voor print'. The main content area is titled 'PATIËNTENPORTAAL' and features a photograph of a doctor and a young patient looking at a tablet. Below the photo, the text reads: 'Inloggen', 'In het WKZ hebben we voor jongeren vanaf 16 jaar een patiëntenportaal. Dit is een beveiligde website waar je medische informatie staat. Je kunt hier:', followed by a bulleted list of services: 'informatie uit je medisch dossier inzien', 'de uitslagen bekijken', 'een e-consult sturen', 'een herhaalrecept voor je medicijnen aanvragen en', and 'een vragenlijst invullen'. Further text states: 'Ben je ouder dan 16 jaar, dan geeft je arts jou toegang tot het portaal.' and 'In de folder en handleiding lees je hoe je toegang kunt krijgen'. At the bottom, it says: 'Klik op de link voor **meer informatie en om in te loggen in het patiëntenportaal**'.

Step 3: You will see the following screen. Click on 'Log in with DigiD'.



Step 4: You have opened a DigiD input screen. Here you can log in with your DigiD username and password. You will immediately receive a text message containing a code on your mobile phone. Once you enter that code, you are logged into My UMC Utrecht.

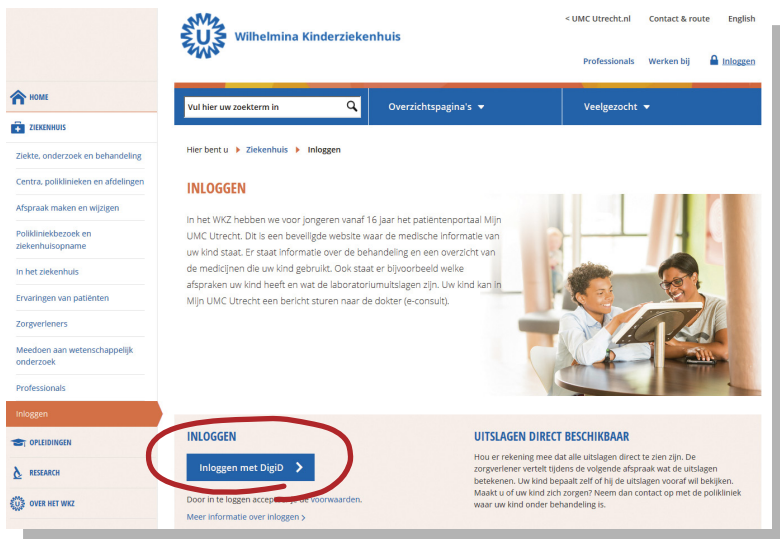
For parents

Step 1: Go to www.hetwzk.nl and click on 'Login' at the top right of the screen.

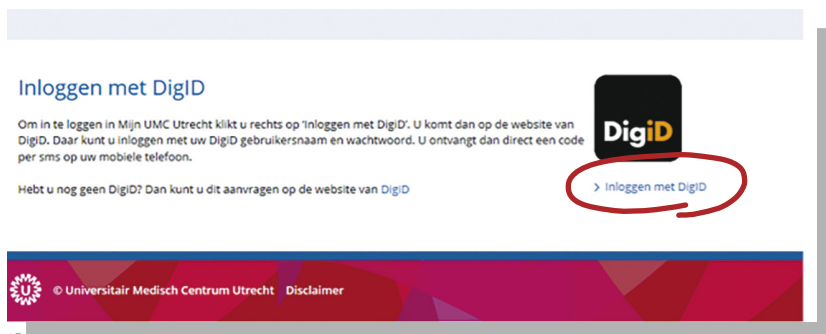
The screenshot shows the homepage of the Wilhelmina Kinderziekenhuis (WKZ) website. The header includes the logo and name 'Wilhelmina Kinderziekenhuis' and navigation links for '< UMC Utrecht.nl', 'Contact & route', and 'English'. Below the header, there are three main navigation tabs: 'Professionals', 'Pers', and 'Werken'. The 'Inloggen' (Login) button is circled in red. The main content area features a search bar, a 'Zoeken' (Search) section with a search input field, and a 'Veelgezocht' (Most searched) section with links to 'Afspraak maken en wijzigen', 'Wachttijden', and 'Contact & route'. A 'Welkom' (Welcome) section follows, with a photo of a smiling child and a woman, and a 'Kinderen en jongeren klik hier' (Children and young people click here) banner at the bottom.

Doctor: 'You can get patients more actively involved in their treatment. No information is withheld and patients can read what we were dealing with.'

Step 2: The following screen will be displayed, where you will find more details, a comprehensive manual and answers to frequently asked questions. To log into My UMC Utrecht, click on 'Log in with DigiD'.



Step 3: The following screen will be displayed. Click on 'Login' again.



Step 4: You have opened a DigiD input screen. Here you can log in with your DigiD username and password. You will immediately receive a text message containing a code on your mobile phone. Once you enter that code, you are logged into My UMC Utrecht.

Step 5: Your name is displayed on the screen. To access your child's portal, click on the blue triangle.

UMC Utrecht

V.X.X.X. Demoman | Uitloggen

V.X.X.X. Demoman, u kunt gegevens inzien of wijzigen van:

Hier bent u ► [Homepage](#)

Welkom op Mijn UMC Utrecht

Mijn UMC Utrecht is een beveiligd patiëntenportaal. U kunt hier uw medisch dossier bekijken, afspraken inzien en een vraag stellen aan de zorgverlener via e-consult. Het kan ook gaan om de medische gegevens van iemand waarvoor u gemachtigd bent.

Uitslagen zijn direct beschikbaar
Houd er rekening mee dat alle uitslagen direct te zien zijn. De zorgverlener vertelt tijdens de volgende afspraak wat de uitslagen betekenen. U bepaalt zelf of u de uitslagen vooraf wilt bekijken. Maakt u zich zorgen? Neem dan contact op met de polikliniek waar u onder behandeling bent.

Logging out

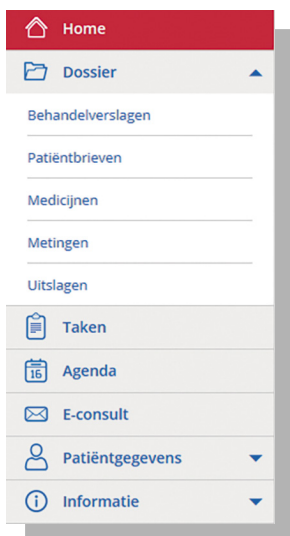
You can log out by clicking on 'Logout' at the top right of your screen. If there is no activity in My UMC Utrecht for 15 minutes, you will automatically be logged out. **Everything that has not been sent or saved will be lost.**

Components of the portal

The following is a brief explanation of each component in My UMC Utrecht. The components you can access vary depending on the unit where you are being treated. You might therefore come across descriptions of components in this brochure that do not occur in your patient portal.

Please refer to the manual for detailed information.

The portal consists of:



The portal contains information that might be difficult for you to understand. If so, we recommend you view the portal together with a parent. Ask your parent to explain what you do not understand.

You can also send your healthcare provider an e-consult (a message via the portal) or ask the doctor when you visit the hospital.

A square icon with a dashed border, containing the word 'File' in a bold, sans-serif font.

File

Treatment reports

Under Treatment Reports you can read in your file what the care provider has written about your outpatient visit, hospitalisation or telephone consultation. For instance, you can read about your medical symptoms, whether you are to increase or decrease the dosage of your medicines or whether you have to do certain exercises.

Correspondence regarding patient

Here you will find various kinds of correspondence about your medical situation. For example, letters you receive yourself, but also letters from the WKZ to your general practitioner or another healthcare provider.

Medicines

Here you will find the list of medicines you are currently taking as far as the doctors at the WKZ are aware. You can request a repeat prescription for some medicines via My UMC Utrecht in consultation with your doctor. Medication you have been prescribed but no longer take is listed under 'History'.

Measurements

Here you can peruse the results of the various measurements that have been taken. Test results listed here include your heart rate, blood pressure, respiratory rate, temperature, height, weight, pain score and oxygen percentage.

Test results

In this component you can peruse the results of various tests that have been done, such as blood tests, urine tests, tissue tests or gastrointestinal tests. Reports on imaging tests (such as an ultrasound or MRI) can be found here but no visual material (photos or scans).

Sometimes you will see test results that the doctor has not yet discussed with you. Test results can be difficult to understand. During your next appointment in the outpatient clinic, your doctor will tell you more about what the test results mean. If you have many questions about test results, you can ask them via an e-consult or during a consultation on the telephone.

Never change your medication intake yourself based on your results, unless agreed with your doctor.

Marc (16): 'I can complete questionnaires via the portal at home; the doctor or nurse can then respond during surgery hours.'

Tasks

Has your doctor requested you to complete a questionnaire or keep a diary? These requests can be found under 'Tasks'. Here you will find the questionnaires that still need to be completed and those you have already completed. In some instances, you can still make changes.

Agenda

Under Agenda, you can view a list of your appointments, admissions, operations and treatments that are scheduled in the WKZ.

Do you have an appointment in the WKZ? If so, please bring the following:


- your valid ID
- your insurance card or health card
- A current medication list, which can be obtained from your pharmacy

E-consult

You can email your doctor or another healthcare provider via the portal (e-consult). You can expect a response within three days. Remember that your parents can see this email when they view your portal.

In the portal you can enter only one email address to which the response from the care provider is to be sent. This can be your email address or that of your parent. You can change the current email address under 'personal particulars'.

An e-consult is not suitable for emergencies. Instead, please telephone the outpatient clinic where you are being treated or your general practitioner.



The screenshot shows the UMC Utrecht patient portal interface. On the left is a navigation menu with options: Home, Dossier, Taken, Agenda, E-consult (highlighted), Patientgegevens, and Informatie. The main content area features the UMC Utrecht logo and navigation links for '< UMC Utrecht.nl' and 'Uitleg over Mijn UMC Utrecht'. Below this is a search bar with the text 'u kunt gegevens inzien of wijzigen van:' and a dropdown arrow. The breadcrumb trail reads 'Hier bent u > Homepage > E-consult'. A 'Print Pagina' button is visible. The 'E-consult' section contains a paragraph: 'Met een e-consult kunt u vragen stellen aan uw zorgverlener. Maar u kunt het e-consult bijvoorbeeld ook gebruiken om bijwerkingen van medicijnen door te geven. Let op: bij spoed is e-consult niet geschikt. Belt u dan naar de polikliniek waar u onder behandeling bent.' Below this is a 'Toon meer informatie' link and a 'Start nieuw e-consult' button. At the bottom, there is a checkbox labeled 'Gesloten e-consults tonen'.

You can be notified by email when you receive a new e-consult in your portal, such as an answer to an email you sent your doctor. If you wish to receive email notification, you can tick that in your personal particulars which you can find under 'patient data'.



Please send me an email when a new e-consult has been sent to me.

Patient data

Personal particulars

Here you will find your particulars as we know them, such as your address and the details of your general practitioner and your insurer. It is important that this data is correct, so check it carefully. You can enter your email address and pharmacy yourself. Please inform us of any changes as follows:



You can send an email to zorgregistratie@umcutrecht.nl. Always state your name, date of birth and patient number.



At the desk of the outpatient clinic where you are being treated

Treatment team

Here you will find the details of your treatment team.

Personal notes

Here you can make your own notes. For instance, you can make a note of the questions you want to ask your healthcare provider during your next visit or you can keep a list of your symptoms. All care providers who have access to your file after providing treatment can view these notes. In principle, your healthcare provider will only peruse your notes if you have agreed upon this with each other.

Information

Here you will find general information about your visit to the hospital and about your healthcare rights. Some departments include additional information here.



Doctor: 'I think it's a very good idea that patients can follow the treatment they are getting. For instance, they can keep track of their medication, test results, etc. They want to know that, even though they might not be able to understand it all. It puts them at ease knowing they can access their data. If necessary, I can explain things during their next consultation.'

Protecting your data

The WKZ respects patient privacy. Here you can read how we protect your privacy and your data and how you can help in this respect.

We record your details

We like to keep track of how often My UMC Utrecht is used. We therefore register all your logins. The data you enter into My UMC Utrecht is stored in your medical file. Any e-consult you send your doctor or another care provider is stored in your medical file. The answer you receive from your healthcare provider is also stored there. E-consults can be perused by all healthcare providers who have access to your file.



Using the portal safely

We treat your digital data with care, in accordance with the Dutch Personal Data Protection Act. You too can help to protect the safe use of the portal:



Log out when you are no longer actively using My UMC Utrecht and then close the browser.



Treat your medical data with care. For instance, be careful with what you share on social media. Also take care with printouts you make of data contained in your patient portal. Only use the portal when you are at home and not, for instance, at school.



Your DigiD username and password are confidential. Save them in a safe place.



Do not save your DigiD username and password in your computer, even though many computer programs tell you to do so, because anyone who has access to your computer will also be able to find your login name and password.



Use a screen saver to prevent passers-by seeing your data when you are away from your computer.



If you have Wi-Fi, make sure your Internet modem or router is encrypted. This will prevent unauthorised use of your Internet connection. The manual of your device explains how to do this.

Whom can I contact if I have any questions?

Go to www.hetwzk-kind.nl and click on 'Portal' (next to the pictogram of a computer). There you will find more information, a manual and answers to frequently asked questions

You can also contact the help desk by emailing patientenportaal@umcutrecht.nl or by telephoning 088 75 688 90.

The help desk is located on the first floor near the outpatient clinics in the WKZ and near the main entrance to the UMC Utrecht, next to the Central Admissions desk. You can ask your doctor or one of your other healthcare providers any questions about your care and treatment.

If you have forgotten your username or password, or if your DigiD has expired, apply for a new DigiD. More information on DigiD can be found at www.digid.nl.



For parents*

In the WKZ we have introduced the patient portal called My UMC Utrecht. This is a secure website containing your child's medical information, including:

- Treatment reports and correspondence regarding your child's visit to the outpatient clinic or hospital stay
- Results of examinations, surgery and treatment
- A list of medications prescribed by the doctor and the option of requesting a repeat prescription
- Questionnaires/diary to be completed
- A calendar listing the appointments in the outpatient clinic
- Information on how to prepare for an examination, explanation about the treatment
- The option of sending the care provider a message (e-consult)
- The option of listing your questions in 'personal notes' to prepare yourself for a visit to the hospital.

Children under 12 years old

Who has access to the portal?

If your child is under the age of 12, you have access to the portal as the child's parent, provided you are authorised by us.

* The term parent or parents mentioned in the text refers to parent(s)/guardian.

How can you as a parent get access to the portal?

If your child has an appointment in the outpatient clinic, we can arrange there that you are given access to the portal (authorisation).

Once the doctor gives their approval, a clinic employee will activate the authorisation. This will take at least a day, depending on the workload in the outpatient clinic.

Authorisation can only be arranged with the attending doctor during a visit to the outpatient clinic. Please allow for extra time.

What do you need for authorisation?

- Your child's proof of identity **
- Proof of identity** of those who are to be authorised (parents/ legal representatives)
- If you are the child's guardian, you are to bring along the original and valid judicial order as well as a copy of that order.

The person who requests authorisation and the child itself must be present during the appointment with the attending doctor in the outpatient clinic.

We are not permitted by law to process copies of proofs of identity.

A parent's access to the portal may only be arranged during a personal appointment in the outpatient clinic. This is to ensure that the right person is given access. It cannot be arranged by phone or email.

** Proof of identity is a valid Dutch passport, ID card, driving licence, foreign nationals document

Go to the WKZ website for more information on applying for authorisation: www.hetw kz.nl, click on 'Login' at the top right of the screen and go to 'Log in as authorised person'.

Children between 12 and 16 years old

Who has access to the portal?

If your child is between 12 and 16 years old, your child is involved in decisions regarding its treatment in accordance with the Dutch Medical Treatment Agreement Act (WGBO). Children as of the age of 12 may:

- log into the portal themselves
- decide whether to grant or continue their parent access to the portal (authorise)

How can your child and/or you as a parent get access the portal?

If you come to the outpatient clinic in the hospital, we can arrange that your child gets access to the portal.

If your child wishes, they can fill in a form to give their approval for you as a parent to (continue to) use the portal and we will give you access as well. Once the doctor gives their approval, a clinic employee will activate the authorisation. This will take at least a day, depending on the workload in the outpatient clinic.

Authorisation can only be arranged with the attending doctor during a visit to the outpatient clinic. Please allow for extra time.

What do you need for authorisation?

- Your child's proof of identity **
- Proof of identity** of those who are to be authorised (parents/ legal representatives)
- If you are the child's guardian, you are to bring along the original and valid judicial order as well as a copy of that order.

The person who requests authorisation and the child itself must be present during the appointment with the attending doctor in the outpatient clinic. We are not permitted by law to process copies of proofs of identity.

Go to the WKZ website for more information on applying for authorisation: www.hetwkz.nl, click on 'Login' at the top right of the screen and go to 'Log in as authorised person'.

A parent's access to the portal may only be arranged during a personal appointment in the outpatient clinic. This is to ensure the right person is given access. It cannot be arranged by phone or email.

** Proof of identity is a valid Dutch passport, ID card, driving licence, foreign nationals document.



Children 16 years and over

Who has access to the portal?

If your child is 16 years or older, only your child has access to the portal; you as a parent do not.* You may of course view the portal together with your child, at your child's request.

How can your child get access to the portal?

If your child comes to the outpatient clinic we can arrange that they get access to the portal. Your child must bring along a valid proof of identity**.



* When your child turns 16 you will no longer have access to their portal as you might have had before that time. Exceptions are parents of children between 16 and 18 years of age who are unable to give informed consent. Parents who wish to continue using the portal must be reauthorised and should therefore consult on this with the attending doctor. The authorisation can subsequently be granted up until the child turns 18. Should you wish to use the portal after that time, you can do so as your child's guardian. You will need to arrange with the court that you are allowed to act as your child's guardian.

** Proof of identity is a valid Dutch passport, ID card, driving licence, foreign nationals document.

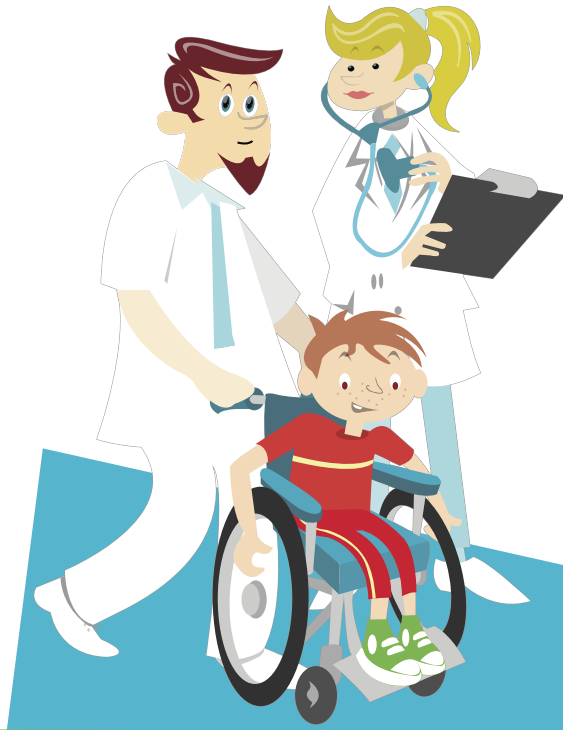
Test results immediately available

Please note that all test results can be read immediately. Your healthcare provider will tell you during your next appointment what the test results entail. You decide whether you want to see the test results beforehand. Should you have any concerns, please send an e-consult via the portal.

Supervising your child

We recommend that you discuss with your child how they want to use the portal. It can contain information that might upset your child. It is important that your child can discuss this with you. Your child is not required to use the portal. It is up to your child whether they wish to use it.





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Wilhelmina Kinderziekenhuis

Lundlaan 6
3584 EA Utrecht

Tel 088 75 555 55

www.hetwkz.nl



Universitair Medisch Centrum Utrecht

