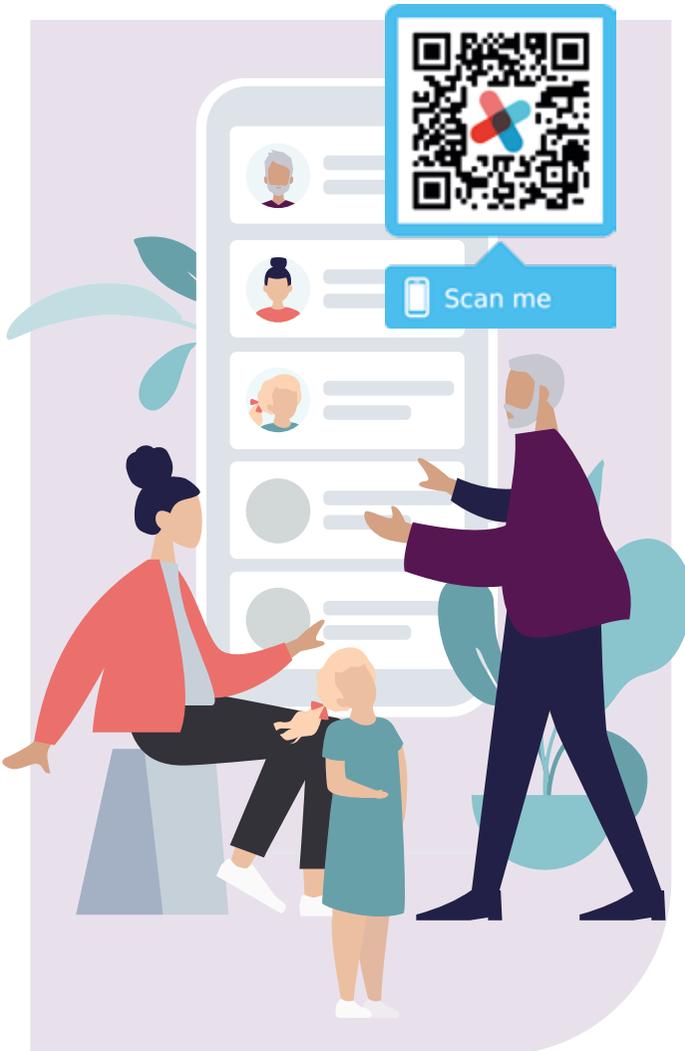


mynexuzhealth

Get access to the record of children, parents, third parties ...

Give others access to your record.



Mynexuzhealth is the name of the online medical record of UZ Leuven and other nexuzhealth care facilities. It includes validated final reports, radiological scans, lab results, appointments, invoices, documentation, questionnaires ...

If your child is a patient at our hospital, you will probably want to be informed about their record too. You can also give others, such as your partner, parents or a confidant, access to your medical record via mynexuzhealth. In this flyer we will explain how you can [get access](#) to a particular record, or how you can [give others access](#) to your own record via mynexuzhealth.

### STEP ONE: INSTALL THE MYNEXUZHEALTH APP OR LOG ON TO [WWW.MYNEXUZHEALTH.COM](http://WWW.MYNEXUZHEALTH.COM)

To get access to someone else's medical record, you need to first set up a mynexuzhealth record. This enables us to give access to the right persons.



You are not yet using mynexuzhealth? You can find the mynexuzhealth [app](#) in the Google Play Store and in the App Store or you can scan the QR-code.



You don't have a smartphone? You can use a computer or a laptop to log onto the [www.mynexuzhealth.com](http://www.mynexuzhealth.com) [website](#).

Need help? You can read more about the login options on [www.nexuzhealth.com/en/frequently-asked-questions-patients](http://www.nexuzhealth.com/en/frequently-asked-questions-patients)

You are **not a patient** in any nexuzhealth care facility? Register via the website [www.mynexuzhealth.com](http://www.mynexuzhealth.com) with [itsme](#)® or register the app with [itsme](#)®. This will give us

sufficient verified information to set up a mynexuzhealth record for you.

*As soon as you can log on to mynexuzhealth via the app or the site, you can ask for access to the record of your child or of a third party. You can now give others access to your own record.*

### YOU WANT ACCESS TO THE RECORD OF A CHILD OF YOURS THAT IS YOUNGER THAN 15.



#### In the hospital

Take your child's ID card to the registration desk. Staff will link your child's record to your record. As soon as this is done, you can switch to your child's record by clicking on your name or picture in your mynexuzhealth record (both app and website).



#### At home

Log on to mynexuzhealth and request access online via the app or the website:



Open the app and log on. Click on the ['Access rights'](#) section. Go to the ['Children'](#) section and complete the form via the ['Parent/child-link'](#).



Log on to [www.mynexuzhealth.com](http://www.mynexuzhealth.com), click on ['Create a link'](#) on the home page. Go to the ['Children'](#) section and complete the form via the ['Parent/child link'](#) button.

After a couple of working days, your request will have been checked, and your records will be linked. You will receive a mail in your message inbox. You now have access to your child's record. Open your medical record and click on your name or picture. Then click on your child's name. You can now [switch between the various linked records](#).

More info on [www.nexuzhealth.com/en/child-below-the-age-of-15](http://www.nexuzhealth.com/en/child-below-the-age-of-15)



## YOU WANT ACCESS TO THE RECORD OF A CHILD OF YOURS THAT IS OLDER THAN 15.

Children from the age of 15 can consult their own record via the mynexuzhealth website or app, in the same way adults can. Your child also needs to start with step 1: install the app, and register or log on to the [www.mynexuzhealth.com](http://www.mynexuzhealth.com) website.

When a parent previously had access to the child's record, [the link is automatically disabled on the child's 15th birthday.](#)

If you want access, or regain access, to the record, the patient (your child) will have to give his [explicit permission](#) by appointing you as a confidant.

To do this, your child needs to complete the [‘Appointment of a confidant’](#) form:



Your child opens the app and logs on, clicks on the [‘Access rights’](#) section and on [‘Third parties’](#) where he completes the form ‘designation of a trusted person’.



Your child logs on to [www.mynexuzhealth.com](http://www.mynexuzhealth.com), clicks on [‘Create a link’](#) on the home page and completes the form ‘designation of a trusted person’ under the section [‘Third parties’](#).

When your child has completed and signed the form, your child needs to [send the form via his personal record](#). This is possible via the [‘Link third parties’](#) button in the same section [‘Access rights > Third parties’](#). Attach the completed and signed form to the message.

You can't do this in the patient's place via your own mynexuzhealth-dossier.

Your child can't sign or send the form? Please contact the patient relations department for more information.

## YOU WANT TO GIVE YOUR PARTNER, RELATIVE OR OTHER CONFIDANT ACCESS TO YOUR RECORD.

Follow the same steps as in the previous section (‘You want access to the record of a child of yours that is older than 15’).

The procedure is the same for all patients over 15 years.

As soon as the link has been made, your confidant can open his own mynexuzhealth record and switch to your record. To do this, he needs to click on his own name in the mynexuzhealth app or website and select your name from the list of linked records.

In addition to confidants, someone can act as representative, administrator or health care proxy. Contact the ombudsman's office for more information: [www.uzleuven.be/en/ombudsman-service](http://www.uzleuven.be/en/ombudsman-service)



## Questions?

### Help desk

Contact the mynexuzhealth help desk via email: [mynexuzhealth@nexuzhealth.com](mailto:mynexuzhealth@nexuzhealth.com) or call 016 39 38 65 (between 8 a.m. and 5 p.m.)

### Frequently asked questions

Visit the section ‘Need help?’ on the website for a solution: [www.nexuzhealth.com/en/frequently-asked-questions-patients](http://www.nexuzhealth.com/en/frequently-asked-questions-patients).

## INFO BOOTH

Visit our info booth for more information, help logging on or installing the app, a code card and password ... In the reception hall at access East, the info booth is open every morning. You will find the exact opening hours and other locations at [www.uzleuven.be/en/info-booth-mynexuzhealth](http://www.uzleuven.be/en/info-booth-mynexuzhealth). On public holidays and during the holidays, dates and times may vary.

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