

Welcome to Riagg Rijnmond



Your rights as a client

The right of inspection of your file

Riagg Rijnmond lays down your information in an electronic file. The counsellor has the obligation to keep your client file up-to-date. You have the right to inspect this file. The file is property of the counsellor or the institution where he or she is working and therefore you do not have the right to take the file with you. You may request to receive copy of your file. You may have additional information included in your file. You also may have (parts of) your file destroyed, unless keeping this information is very important to third parties.

How can you inspect the file and which information are you allowed to inspect?

When you request the counsellor or the institution to inspect the file, you will be allowed to do so. Copies are only issued after a written request has been made.

You are allowed to see all the information in your file which relates to you. Among this are the report of the counsellor (concerned), results of examinations and referral notes. Personal notes of the counsellor, which are kept separate from your file, do not belong to the information to be inspected.

Who is/are allowed to inspect your file?

In principle you are the only one to inspect the file, therefore neither family members nor partners. However, you may authorize somebody to inspect the medical file on your behalf. Parents/guardians of children under the age of 12 are allowed to see the child's information. When it concerns children between the ages of 12 to 16, both the child and the parents/guardians have the right to inspect. Inspection of information belonging to a deceased person, may only be granted in the case of a considerable interest to the next of kind, and when the counsellor is of the opinion that the deceased would not have objected would he still have been alive, or in the case this is required because of a legal obligation.

Destruction of the file

In the case that you would like certain parts to be removed or destroyed from your file, or if you want the complete file to be destroyed, you should make a request in writing to the counsellor. Except in the case that the counsellor is able to prove that the medical information is of considerable importance to others, he should comply with your request within three months after you submitted the request.

In certain cases destruction is prohibited by law. Please note: when destroying the complete file, also important medical information will be lost. This can be disadvantageous to you. Medical information of persons who have compulsorily been admitted to a psychiatric institution, cannot be destroyed until five years after the termination of their hospitalization.

How long will your medical file be kept?

The information in your file should be kept during at least 10 years, or even longer in case this is necessary from the point of view of medical care. Medical information obtained in the framework of a medical examination, will be kept as long as necessary for the purpose of the examination.

Selecting a counsellor

The basis for a successful treatment is confidence in your counsellor. During the intake, we will take your preference into consideration.

Second opinion

You are entitled to a second opinion: this means to request a second opinion from another expert than the one treating you. On request, he will give his opinion, but in principle he will not take over treatment.

When would you request a second opinion?

In principle you may request a second opinion about any treatment. For instance, when you want to be completely sure about the diagnosis, because you would like to know whether a different treatment might be possible, or because you first want to learn the opinion of a different counsellor about the treatment suggested.

How will you find a second expert?

You may obtain information about a different expert from the person treating you, the client council, your general practitioner, a patient organization or from your health insurer. .

Cost

There is no charge to you for receiving help from the Riagg. Treatment by Riagg Rijnmond is covered by health insurance (standard package). Starting 1 January 2009, every insured person over the age of 18 now has a legal liability to pay the first € 155.00 per year of his medical costs. Please consult your insurance provider to see whether the treatment sessions will be offset against this personal liability. This can, namely, vary per insurance provider.

More information

You will find the following pamphlets at the desk of Riagg Rijnmond, on the ground floor:

- ▶ Personal Data Protection Act
- ▶ Complaints officer at Riagg Rijnmond
- ▶ What you should know when you submit a complaint