



Manual MijnCiro

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1 Introduction

This manual explains how 'MijnCiro' works and what information you can find here. If you have questions, consult the frequently asked questions on MijnCiro.nl first. You can also contact our help desk Monday - Friday (9 a.m. - 5 p.m.) on 0475 587 600.

1.1 What is MijnCiro?

As a patient of Ciro you have access to the patient portal 'MijnCiro'.

You can view the following information in MijnCiro:

- Your personal data as known to us (name, address, general practitioner, health insurance company).
- Parts of your medical file.
- Laboratory results.
- What medicines you are taking.
- Letters sent to your referrer and general practitioner.

Are you a patient at the Academic Sleep Centre? Then, in addition to the information above, you can also:

- View your appointments.
- Fill in digital questionnaires.
- View and download information relevant to your disorder and/or treatment.

1.2 What do you need?

To use MijnCiro you need:

- A computer, tablet or smartphone with internet access.
- An e-mail address.
- A mobile phone (with SMS function).

You can use MijnCiro on any standard internet browser, except for Microsoft Explorer. MijnCiro works on Microsoft Edge, Apple Safari, Google Chrome and Mozilla Firefox.

Make sure your computer has the latest security updates and that your browser is up-to-date.

2. Logging in and logging out

2.1 Logging in

- Step 1 Go to www.mijnciro.nl
You will see a screen with a short explanation about MijnCiro. In addition, you can click on the headings 'How does MijnCiro.nl work', 'Frequently asked questions (FAQ)', 'Terms & Conditions', and 'Education' for more information. This manual can also be found under the button 'How does MijnCiro.nl work'.
- Step 2 Click on the 'Inloggen' button on the right side of the screen.
- Step 3 Enter your username and password on the login screen then click on 'log in'.
- Step 4 You will immediately receive a security code by SMS on your mobile phone. Enter this code and click on 'log in'. Now you can view your data.

2.2 Logging out

You can log out by clicking on your name in the top right corner. Move your mouse to the 'log out' heading and click on it.

If you do nothing in MijnCiro for 15 minutes, you will be logged out automatically.

3. How do the different sections work?

The bar at the top of the page lists the sections of MijnCiro. These sections are:

- Home.
- Afspraken (appointments).
- Mijn actielijst (my action list).
- Dossier (file).
- Medicatie (medication).
- Uitslagen (results).
- Informatie (information).
- Mijn gegevens (my details).

Please note: the exact MijnCiro sections that you can use depends on the department where you are undergoing treatment. In this manual, you may encounter descriptions of sections that do not contain information for you (yet).

3.1 Home (home page)

The home page appears after you log in.

If you are a patient at the Academic Sleep Centre, you will find a list of useful information here. This includes your next appointment and questionnaires that are ready to be filled in.

If you are a patient of @Health or @Care, you'll find an introductory video about MijnCiro.nl here.

At the top right of the screen is the heading 'starten download' (start download). You can download your data here, save it to your computer or print it. All the data is in one document.

3.2 Afspraken (appointments)

If you click on the 'afspraken' (appointments) icon, you will see 'aankomende' (upcoming) and 'historische' (past) appointments on the left side of the screen.

Upcoming appointments

Here you will find:

- Your appointments that have not taken place yet.
- Planned admissions for assessment and rehabilitation.

You can see in detail the date, time, type of appointment and location.

>> Are you unable to attend for any reason whatsoever? Then contact the Ciro help desk by phone on 0475-587 600 to reschedule the appointment. Unfortunately, it is not possible to reschedule appointments via MijnCiro.

Past appointments

Here you will find:

- the appointments you have had in Ciro.

3.3 Mijn actielijst (my action list)

Digital questionnaires are available for the Academic Sleep Centre. These questionnaires are for tracking your health or as preparation for an appointment. This will give the doctor a good idea of your personal situation.

Your practitioner may also advise you to review information about your disorder or treatment. Various brochures or videos can be made available for you to view. Have you been asked to fill in a questionnaire? These requests can be found under the 'Mijn actielijst' (my action list) button.

Here you will find questionnaires that still need to be filled in. You can also see which questionnaires you have already completed. It is not possible to edit completed questionnaires after saving them.

You will receive an e-mail notification when a questionnaire is ready to be filled in.

Questionnaires to be filled in (to do)

Under the 'Mijn actielijst' (my action list) tab, you see questionnaires that are ready to be filled in. You don't see anything? Then there are no questionnaires for you at this time.

Fill in a questionnaire

- Step 1 Select the questionnaire you wish to complete and click on 'Invullen' (fill in).
- Step 2 Fill in the questionnaire. Always click on 'Volgende' (next) in the bottom right of the page to continue.

Step 3 At the end of the questionnaire, click on 'Opslaan' (save). Your completed questionnaire has now been saved.

Saving midway

It is possible to save the questionnaire midway through, but it is recommended that you complete the questionnaire in one sitting.

Edit completed questionnaires

A completed questionnaire cannot be altered after you have clicked on 'Opslaan' (save).

View completed questionnaire

You can see which questionnaires you have completed under the 'Mijn actielijst' (my action list) tab. Click on 'Klaar' (done) and then on 'Antwoorden' (answers) to see what you entered.

3.4 Dossier (file)

Under the 'Dossier' (file) heading, you will find different parts of your medical file.

Aandachtspunten (points of attention)

Here you will find a list of points that will always be taken into account during your examination/treatment at Ciro. These may be organisational points of attention or issues of importance for your safety.

Allergieën (allergies)

Here you will find a summary of your allergies that are registered at Ciro.

Diagnose (diagnosis)

Your primary diagnosis is listed here.

Leefstijl (lifestyle)

Drug, alcohol, and tobacco use

Here you will find an overview of your drug, alcohol and tobacco use as they are known at Ciro. Drug use, tobacco use and excessive alcohol consumption can affect your treatment.

Voedingsadvies (nutritional advice)

Here you will find the specific requirements regarding your diet in relation to your examination or treatment at Ciro.

Woonsituatie (living situation)

Your living situation may be relevant to your treatment at Ciro. Your living situation may play a role in the problems you experience in relation to your illness.

Behandelbeperkingen en wilsverklaring (treatment restrictions and living will)

Here you will find the treatment restrictions as they are known at Ciro. A treatment is agreed upon in consultation with you. You can indicate if there are any treatments you do not wish to undergo during your stay at Ciro. The doctor can also set limits. This is called a treatment restriction.

If you have provided Ciro with a living will, you can find your scanned living will here.

Lichamelijke en geestelijke gezondheid (physical and mental health)

Here you will find a summary of your restrictions that have been recorded by your treatment team. These limitations must be taken into account during your examination or treatment at Ciro.

Meetwaarden (measurements)

Under 'meetwaarden' (measurements), you will find the results of some measurements carried out after starting treatment at Ciro. Your blood pressure, height and weight will be listed here.

Hulpmiddelen (devices)

Here you will find a list of (medical) devices that are important for your examination or treatment at Ciro. These may be devices that need to be taken into account during an examination. Or devices that are necessary to make your treatment run as smoothly as possible.

Patiënten brieven (patient letters)

Here you will find different types of letters about your medical situation. Are you a patient at the Academic Sleep Centre? Then you will see letters sent after 30 June 2019. Are you a patient at the Treatment Centre? Then you will see letters sent after 31 October 2019.

These can be letters addressed to you, your general practitioner or a specialist. The newest letters are at the top. You can click on the desired letter to open it. You can also print the letter.

3.5 Medicatie (medication)

Under 'medicatie', you will find two headings, the medication overview and vaccinations.

Medicatieoverzicht (medication overview)

Here you will find a summary of the medicines that are known at Ciro. It concerns medication used during your stay or treatment at Ciro. In more detail, you can see the start date, dosage and substance name of each medicine.

Are you a patient at the Academic Sleep Centre? Then you will only see the medication that affects your treatment in the Academic Sleep Centre.

Vaccinaties (vaccinations)

Here you will find a list of the vaccinations that were administered at Ciro.

3.6 Uitslagen (results)

Here you can find the results of various examinations that have been carried out. The moment your results are known, they are listed in MijnCiro. You see three headings:

- Blood test.
- Other lab results.
- Radiological examinations.

Bloedonderzoek (blood tests)

The lab results of your blood test are listed here. These are the results of all the parameters that your blood was tested for during your treatment at Ciro.

Overige lab uitslagen (other lab results)

Sometimes cultures are taken to check whether you are carrying any bacteria. The lab results of urine tests or sputum tests, for example, are listed here.

Beeldvormend onderzoek (radiological examinations)

Radiological examinations carried out at Ciro include lung X-rays, for example. You will only find the reports of radiological examinations here, if they are available. You will not find images (photos or videos).

3.7 Informatie (information)

Here you can find information about your disorder and the treatment that your health care provider considers important for you. These can be brochures or videos. The health care provider may ask you to read this information to prepare you for an appointment.

4. My details

Gebruikersprofiel (user profile)

The user profile contains your data. You can add a photo here if you wish.

Mijn gegevens (my details)

Your name is shown at the top right of the screen. If you click on your name, you can go to the 'mijn gegevens' (my details) heading. Under 'mijn gegevens', you will find your personal details as they are known at Ciro. This includes your address details, marital status, details pertaining to your general practitioner and your insurance company. Here you will also find the details of the contact persons you specified at Ciro. It is important that this information is correct, so check everything carefully. Are there any changes (other than your residential address)? Please let us know. This can be done at Ciro's Planning department (0475 587 600) or by e-mail, info@ciro-horn.nl.

You do not need to notify us of a change of address. If you report this correctly to all official bodies, it will automatically be adjusted in our system as well.

Logging

Under 'logging', you can see which health care professional has viewed your file in the past 180 days.

5. Bescherming van uw gegevens (protection of your data)

Your privacy is important to Ciro. You can read how we protect your data below. We give you tips on how to contribute to your privacy.

We register your data

We would like to know how often MijnCiro is used. That's why we register every time you log in.

Using MijnCiro safely

We handle your digital data in a secure manner, as stipulated in the privacy law, the General Data Protection Regulation (GDPR).

You can also contribute to the safe use of MijnCiro:

- Log out when you are no longer actively using MijnCiro, then close the internet page (browser)
- Handle printouts of your data with care
- Make sure that nobody (unwanted) can see your screen when you are using MijnCiro
- Your username and password are strictly personal. Keep them in a safe place.
- If you save your username and password on your computer, anyone who has access to your computer will be able to find them. So this is not wise.
- Do not use public Wi-Fi networks when consulting MijnCiro. These are inadequately secured.
- Do you use wireless internet (Wi-Fi)? Then make sure that your internet modem or router is protected with a security code. That way, not everyone can use your internet connection. Please refer to the manual of your modem or router for instructions on how to do this.

Who can you contact with questions?

Do you have questions about MijnCiro? You will find more information and answers to frequently asked questions on our website, www.mijnciro.nl. For any other questions, contact our help desk, which is available Monday - Friday (9 a.m. - 5 p.m.) on 0475 587 600, or by e-mail at

info@ciro-horn.nl.