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MyErasme – User Manual

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1 Abbreviations & definitions

MyErasme	MyErasme allows healthcare providers to access the applications made available by Erasmus Hospital.
eID	Electronic identity card

2 Accessing MyErasme

2.1 Creating a user account

To access the various applications, you must create your account beforehand, using the following procedure:

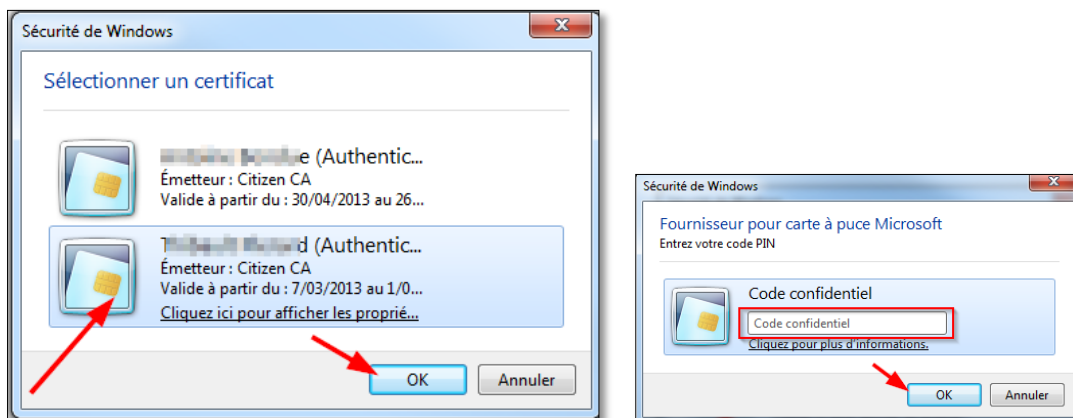
1. Check that you have an eID card reader and that your computer has the latest version of the application to read your eID card (the direct link is as follows:
https://eid.belgium.be/fr/utiliser_votre_eid/installer_le_logiciel_eid).
2. Once the step above has been completed, click on "New user"



The screen shown below will appear with important instructions that you should read before continuing. If you have everything you need, click on "Continue registration" to access the secure application that will read your identity card.



- Select the correct certificate corresponding to your identity card, then click on "OK". Enter the four-digit PIN for your identity card and click on "OK"




- Complete all the fields below:

<p>Nom *</p> <input type="text"/>
<p>Prénom *</p> <input type="text"/>
<p>NISS *</p> <input type="text"/>
<p>INAMI *</p> <input type="text"/> <p>Code INAMI sur 8 positions</p>
<p>Login *</p> <input type="text"/>
<p>Mot de passe *</p> <input type="password"/> <p>Votre (nouveau) mot de passe.</p>
<p>Confirmation du mot de passe *</p> <input type="password"/>

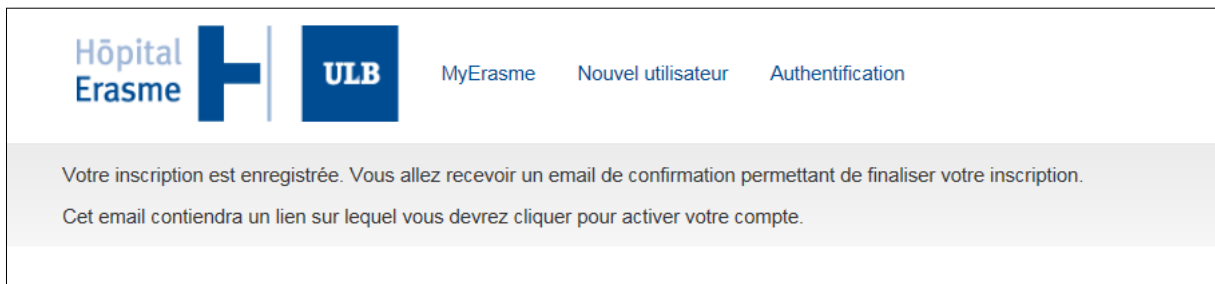
*Your password should not be too simple. It must have at least 8 characters and must contain at least one uppercase letter, one lowercase letter, one number and one special character.

<p>Email *</p> <input type="text"/>
<p>Téléphone</p> <input type="text"/>
<p>GSM</p> <input type="text"/>
<p>Langue *</p> <p>Français ▼</p>

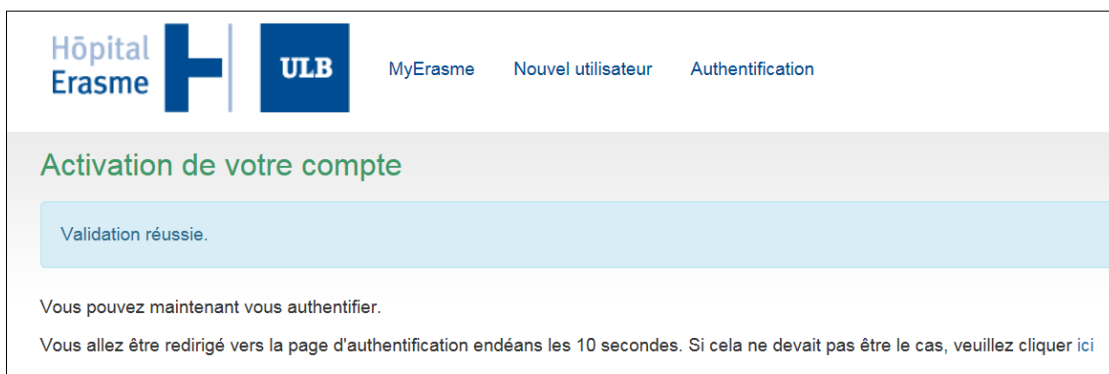
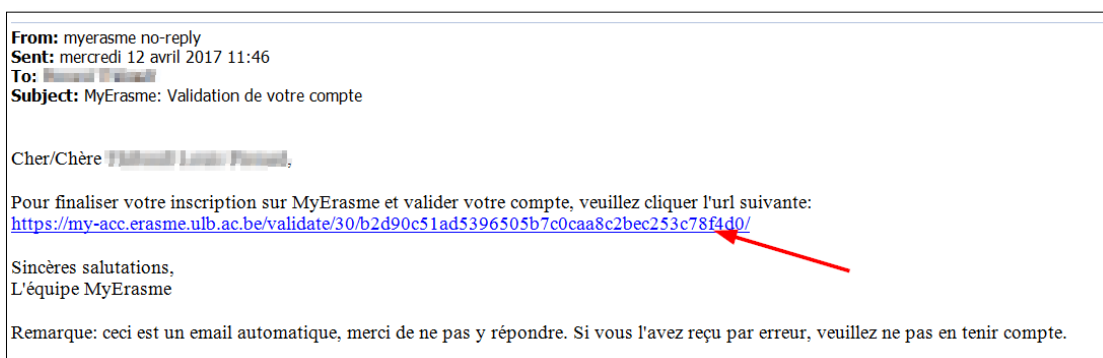
Finalise by clicking on continue

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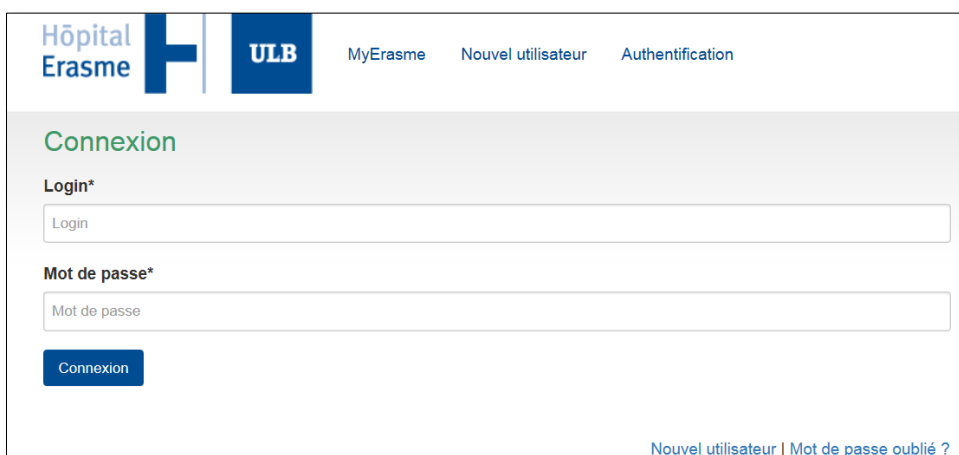
- Once you have finished, a confirmation on the screen will inform you that a message has been sent to you at the e-mail address given above.




- Click on the link in the e-mail, which will redirect you to the web page.



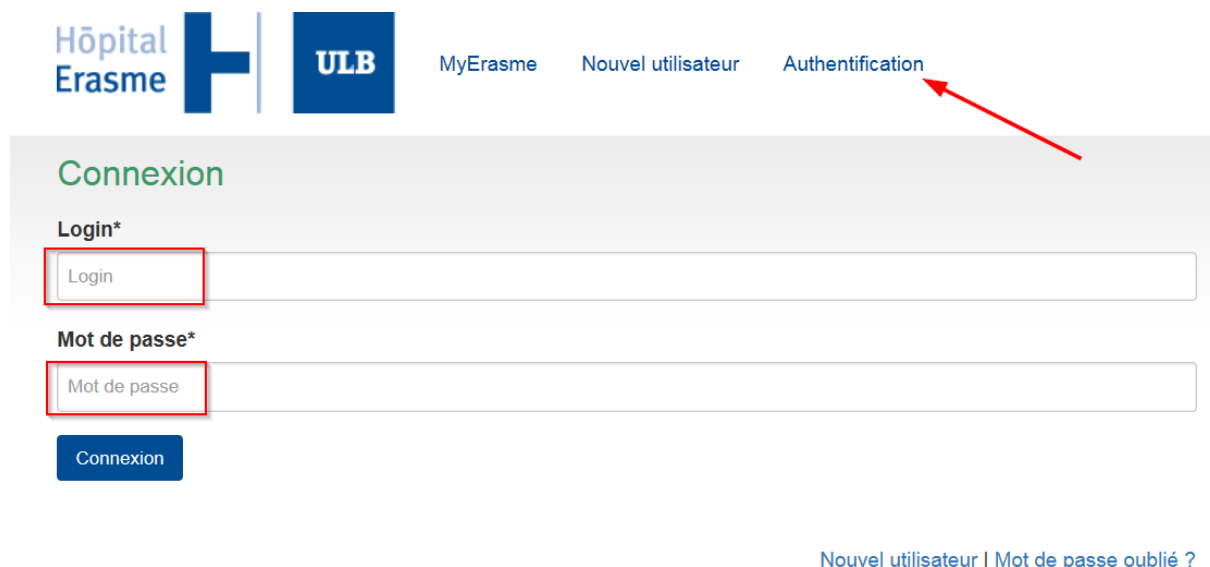
Your MyErasme account has now been created and validated. You can now log in.



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2.2 MyErasme authentication

Once your account has been created, use your "Username" and "Password" for authentication.



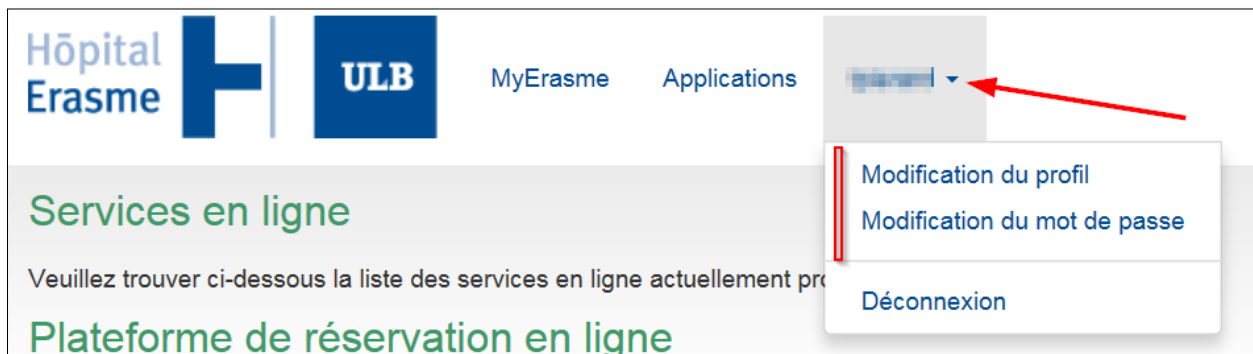
Once authentication is complete, you will see the list of online services provided by Erasmus Hospital. A link will be visible for the services to which you have access, allowing you to launch the application.



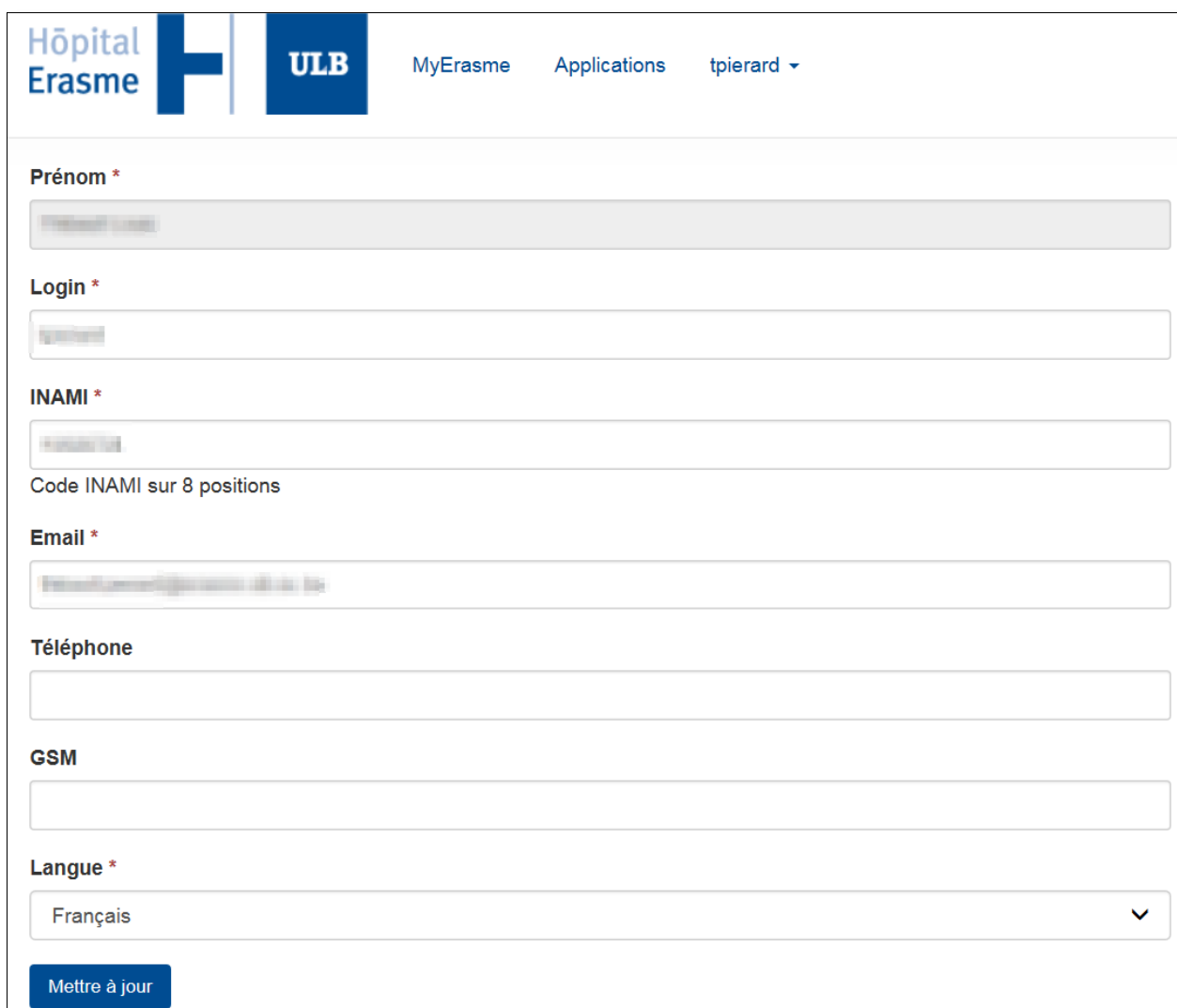
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2.3 How to change your personal data


On the welcome page after authentication, click on the tab showing your "username" and choose either "Change profile" or "Change password".



2.3.1 Changing your profile



The screenshot shows the 'Modification du profil' form. The form is titled 'Prénom *' and has a text input field. Below this is the 'Login *' field, followed by the 'INAMI *' field. The 'INAMI *' field has a sub-label 'Code INAMI sur 8 positions'. Below this is the 'Email *' field, followed by the 'Téléphone' field, the 'GSM' field, and the 'Langue *' field. The 'Langue *' field is a dropdown menu with 'Français' selected. At the bottom of the form is a blue button labeled 'Mettre à jour'.

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2.3.2 Updating your password

Mise à jour du mot de passe

Mot de passe *

Votre mot de passe actuel.


Mot de passe *

Votre (nouveau) mot de passe.

Confirmation du mot de passe *

Veuillez répéter votre (nouveau) mot de passe.

[Changer le mot de passe](#)

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3 Application - Online reservation platform

3.1 Launching the application

Access to the online reservation platform is not provided automatically and requires internal validation. The request is initiated automatically once you have validated your user account (see 2.1 above). Allow a maximum of 1 to 2 working days to obtain access.

Notification of access will be sent by e-mail to the address you entered when creating your user account:


From: myerasme no-reply
Sent: mercredi 12 avril 2017 13:02
To: [redacted]
Subject: MyErasme: Application UG Broka

Cher/Chère [redacted]

Vous avez maintenant accès à l'application Plateforme de réservation en ligne.

Sincères salutations,
L'équipe MyErasme

Once you have received the e-mail confirming that you can access the application, after authentication in MyErasme you will now see:



MyErasme Applications tpierard ▾


Services en ligne


Veuillez trouver ci-dessous la liste des services en ligne actuellement proposés par MyErasme.

Plateforme de réservation en ligne

L'application UG Broka est une plateforme de réservation et de gestion des rendez-vous hospitaliers en ligne.

Via ce service en ligne personnalisé, les médecins de famille ou spécialistes peuvent réserver en ligne des rendez-vous d'urgence pour leurs patients conformément aux règles définies par l'Hôpital Erasme (LIEN > pdf conditions d'utilisation). UG Broka permet également de suivre ces rendez-vous.

[Lancer l'application](#) 

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3.2 Making an appointment

Erasmus Hospital offers you appointment times for consultations (without a time limit) in all medical and surgical disciplines, with or without sub-specialties (depending on the discipline) with a specialist or otherwise.

Erasmus also provides urgent slots for your patients whose condition means that they need to be seen quickly by one of the disciplines (not necessarily by a sub-specialty or specialist, but if this is necessary it is preferable to contact the department directly).

Tableau de bord

[Tableau de bord](#)
[Rendez-vous & envois](#)
[Mon profil](#)

Créer un nouvel envoi

Prise de rendez-vous

1. Rendez-vous
2. Rendez-vous d'urgence

Attention: Les plages d'urgence sont limitées et sont prévues pour des patients qui doivent être vus rapidement du fait de leur état de santé. Merci de respecter ce principe.

Envois récents

Aucun

If you are referring this patient for the first time, click on "Click here to register the patient" and you will be asked to enter full details for the patient you are referring. Otherwise, select the patient on the screen.

Nouvel envoi

Rendez-vous d'urgence / Sélectionnez un patient

[Tableau de bord](#)
[Rendez-vous & envois](#)
[Mon profil](#)

Complétez les critères de recherche et cliquez sur Rechercher (Effacer)

Nom de famille

Né le

Prénom

Sexe
☐ Masculin
☐ Féminin
☒ Tous

Sélectionnez un patient (Précédent / Suivant)

-

Patient pas trouvé?

[Cliquez ici pour enregistrer le patient](#)

Nouvel envoi

Rendez-vous d'urgence / Enregistrer le patient

Enregistrer le patient (*champ obligatoire)

Nom de famille *

Prénom *

Adresse e-mail

Date naiss. *

Sexe *

☐ Masculin

☐ Féminin

Type de téléphone * Téléphone ▼

Numéro de téléphone *

Sauvegarder patient
Retour à la recherche patient


Once the details have been entered or the patient has been selected, a decision tree will be displayed and you will be asked to select the type of service and, if applicable, the sub-specialty you require. NB: the further you go into the sub-specialty, the fewer slots you will find available.

Once you have made your selection, depending on the department you have selected, you will be shown:

Either the **telephone number** to call in order to contact the department directly and find an opening:

Message


Désolé, la prise de rendez-vous d'urgence pour ce service n'est pas encore ouverte. Veuillez prendre contact avec le service:
Ophtalmologie : +32 (0)2 555 37 92

 **Fin**

[Fermez ce questionnaire](#)


Retour à la sélection patient

Or the option to **make an appointment directly** within the appointment times offered by the department:

 **Recommandation**

Envoi pour : Cardiologie - Rendez-vous d'urgence

Rendez-vous d'urgence


Réserver rendez-vous

 Cliquez ici pour confirmer l'envoi et réserver le rendez-vous.

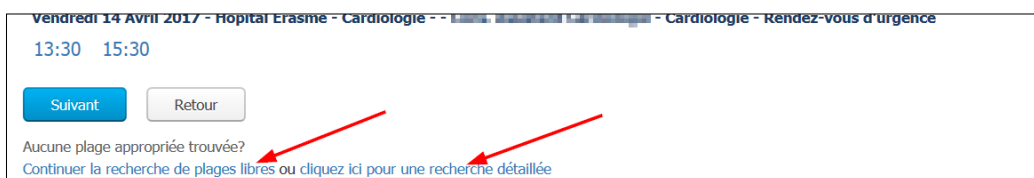
Retour à la sélection patient

If you click on "Book appointment" the application will show you all the possible appointment times, starting with the earliest one. Select the date and the time slot that suits your patient and click on "Next".




If the dates displayed are not suitable, you can continue searching by clicking on "Continue to search for available appointment times" or "detailed search".

NB: to make urgent appointments, the second option is limited to a maximum of 15 days. No appointment times will be offered after that period.




After selecting the date and time you can provide additional information to assist the doctor at Erasmus who will be seeing the patient in clinic.



Once you have finished, you will see a summary of the appointment you have made and you can print out the appointment confirmation and give it to the patient.

NB: If you have difficulty printing out the appointment confirmation, this may be related to the browser you are using (FireFox), so we advise you to use Google Chrome.

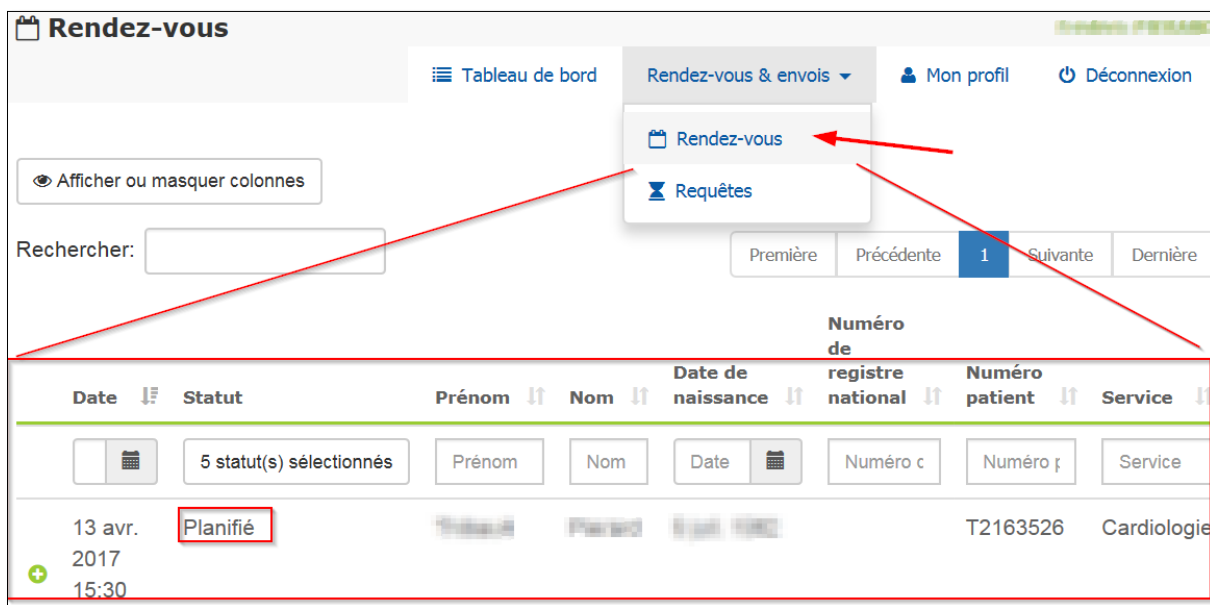
Patient		Imprimer confirmation 
Nom	[REDACTED]	
N° patient	T2163526	
Code d'accès	AA6A 1F4J	
Rendez-vous		
Date	Jeudi 13 Avril 2017	
Heure	15:30	
Raison	Cardiologie - Rendez-vous d'urgence	
Spécialité	Cardiologie - [REDACTED]	
Téléphone	0032 (0)2 555.39.60	
Référent	Dr [REDACTED]	
Endroit	Hôpital Erasme	
Renseignements	Douleurs thoraciques par intermittence depuis quelques jours. Recommandations d'examens: ECG + Echo Cœur	

The appointment has now been made and can subsequently be viewed/amended/cancelled.

3.3 How to view/amend/cancel an appointment

From the welcome page of the application (which is called the "Dashboard"), click on "Appointments & referrals", then on "Appointments" to access the appointments you have made for your patients.

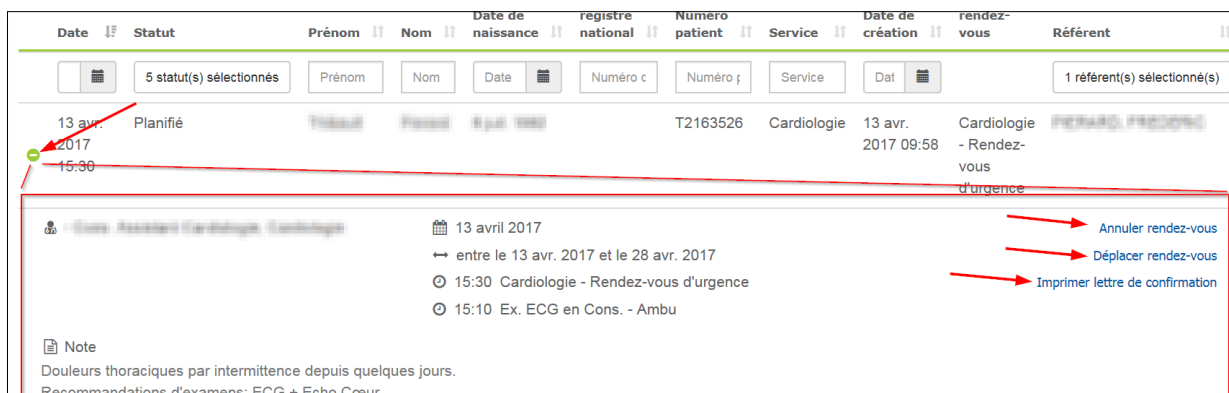
NB: the "Requests" function is currently not activated.



Date	Statut	Prénom	Nom	Date de naissance	Numéro de registre national	Numéro patient	Service
13 avr. 2017 15:30	Planifié	Tobias	Ferdinand	8 jul 1982		T2163526	Cardiologie

To see details of the appointment you have made, click on the small "+" symbol at the beginning of the line. The following options will then be displayed:

- Cancel appointment
- Move appointment
- Print confirmation letter (if you did not print it when making the appointment).




Date	Statut	Prénom	Nom	Date de naissance	registre national	Numéro patient	Service	Date de création	rendez-vous	Référént
13 avr. 2017 15:30	Planifié	Tobias	Ferdinand	8 jul 1982		T2163526	Cardiologie	13 avr. 2017 09:58	Cardiologie - Rendez-vous d'urgence	FERARD, FERDINAND

Annuler rendez-vous

Déplacer rendez-vous

Imprimer lettre de confirmation

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4 Support

Problems with your eID card

If you have problems with the eID card, please start by checking on the website at <https://iamapps.belgium.be/tma/> to ensure that your browser is correctly configured. If it is not, please refer to the FAQs <https://eid.belgium.be/fr/questions-et-reponses>.

Problems creating your account

Due to circumstances beyond our control, if you are using a Mac computer you may not be able to create your account using the Safari or Google Chrome browsers. In that case, it is preferable to use FireFox.

Problems printing the appointment confirmation

Also due to circumstances beyond our control, you may not be able to print out the appointment confirmation for your patient. This may be related to the browser you are using (FireFox), so we advise you to use Google Chrome.

Other problems

If you encounter any other persistent problem, please send an e-mail to the following address: support.myerasme@erasme.ulb.ac.be

Please note that support is only available during working hours.