

PROCEDURE FOR COMPLAINTS

Dear Sir, Madam,

our goal is a satisfied patient. In cases where you feel that you have not been given proper health care or if the provision of high-quality care was delayed, or if you have been refused health care, you have an undeniable right to file a complaint.

Filing a complaint is usually one of the last steps. It is advisable to exhaust all other options to remedy the situation. It can happen that the cause of the problems is only a minor misunderstanding that is most appropriate to solve by personal visit and as soon as possible.

If your complaint can not be resolved directly with your doctor, you can file an official complaint.

Procedure of filing a complaint

The complaint may be filled:

- in person
- by phone
- by letter sent to the address of the healthcare facility
- by electronic mail with electronic signature

All contact details can be found at www.pronatal.cz

Who can file a complaint?

You may file a complaint in person, through a legal representative or through a person you have authorized.

The complaint is filed against the provider against whom it is directed; this is without prejudice to the possibility of filing a complaint under other legislation. Complaint must not be detrimental to the person who filed the complaint or to the patient who the complaint concerns.

The complaint must not be anonymous. An anonymous complaint only serves as a possible incentive to improve healthcare.

Complaint Requirements

The complaint must include:

- name and surname of complainant, contact details, signature
- the patient's name, surname and address if the patient is different from the complainant

- the full power of attorney granted by the patient to settle the complaint by the complainant
- sufficient information to handle it, including the names of the workers and workplaces covered by the complaint

Complaints are handled within 30 days of receipt by the healthcare provider. This time limit may be extended for a further 30 days in justified cases. You have the right to be informed about the extension of your complaint handling time.

If you do not agree to resolve of your complaint, you can file a complaint with the appropriate administrative authority that has granted our healthcare facility the authority to provide health services, i.e. in most cases the Regional Authority in whose administrative district the medical facility is located.

If you suspect a doctor's professional misconduct or unethical behavior, you can file a complaint with the Czech Medical Chamber. The Czech Medical Chamber, as well as other professional organizations as guarantors of expertise, are required to address your complaint.

Act on Health Services does not explicitly provide for the possibility to file a complaint with a health insurance company, but this does not preclude its submission. The health insurance company may deal with the misconduct if concluded an agreement with the health care facility.

Complaints are dealt with in accordance with the Act No. 372/2011 Coll., on health services and the conditions for their provision (Act on Health Services).