

## **INTERNAL REGULATIONS of Pmg**

Dear Sir/Madam,

Thank you for your confidence and for becoming a patient of our healthcare institution. Our goal is to provide you with high-quality, considerate healthcare and to help you reach our common goal.

### **Basic rights of the client**

In a healthcare institution, every client has the right to respect, considerateness, and respect for privacy when being provided with healthcare services. A minor client under the age of 15 may only be treated in the presence and with consent of his/her legal guardian (except for urgent care). A minor client older than 15 years of age may be treated without the presence of his/her legal guardian only with his/her written consent.

### **Opening hours**

Opening hours are posted at the entrance of the clinic and on our website.

### **How to make an appointment**

The clients can make an appointment in person, by phone, and by e-mail. If the client cannot be present for the agreed appointment, he/she will cancel the appointment sufficiently in advance by phone, in person, or by e-mail, not to block the reserved time for other clients.

### **Waiting for examination**

Clients and their accompaniment wait for their appointment in a waiting room, which is freely accessible from the beginning to the end of the opening hours. During their wait, the clients can use the waiting room and toilet facilities in the usual way. It is forbidden to bother the clients with excessive noise or other inappropriate behavior, and to destroy and take away the waiting room equipment. The healthcare institution is not responsible for personal belongings left in the waiting room. During the examination, the clients can leave their personal belongings in the consulting room. It is forbidden to smoke and use electric cigarettes according to Act No. 65/2017 Coll., on Health protection against harmful effects of addictive substances in the entire healthcare institution.

### **Order of examinations**

During the examinations and checkups, the client always provides a medical insurance card to the healthcare personnel on request.

A nurse or a doctor invites clients to enter the consultation room, in accordance with the time of their appointment. Time of appointment is the time from which the clients begin waiting for his/her examination by the doctor. Clients with acute problems are invited to the examination room in order of their arrival or according to the acute condition. The doctor determines the order of the patients according to their acute condition. The healthcare institution employees strive to minimize the waiting time of the clients.

## **Examination**

The examination takes place in an examination room, which the clients enter when invited to. The doctor provides the client with a medical service only with his/her consent, or with the consent of his/her legal representative. Both the physician and the nurse are obliged to keep the medical secret, to use the obtained information only for the provision of health services for the benefit of the client and to provide them only to persons determined by generally binding regulations.

## **Day-case**

Upon arrival, the client presents his/her identity card to be checked with the informed consent, and a valid health insurance card. If the client pays for the health service him/herself (self-payer), he/she also presents a proof of payment. He/she will also submit the medical documentation required for the treatment, e.g. laboratory results, internist's comment on the treatment, and other. A physician with whom the client signs the informed consent will introduce the treatment to him/her. Prior to entering the designated area, the client places his/her valuable items in lockable cabinets. We recommend to leave valuable items like jewelry, larger amounts of money, credit cards, etc. at home. The healthcare institution is not responsible for their possible loss. During the stay, the client must not take any medication without informing the physician. Any negative feelings or changes in health (pain, feeling sick,... ) must be reported to the nurse or a doctor at once. The staff will regularly monitor and evaluate the health condition of the client. Rest and silence are indispensable for relaxation after a treatment, therefore clients are required to remain quiet to avoid interfering with other clients that are present. Under certain circumstances, such behavior may be considered a violation of treatment regimen. The client can leave the bed only with a consent of a nurse or a doctor.

During the stay, a team of doctors and healthcare professionals take care of the clients, under the lead of a physician and the nurse in charge.

After the treatment, the clients can leave the healthcare institution only in presence of a person older than 18 years of age (we do not recommend taking public transport).

## **Treatment regimen**

Treatment regimen is a set of measures and procedures that support the treatment and minimize its possible risks, incl. lifestyle adjustments. The treatment regimen is an integral part of the

individual healing process (§3 of Act No.372/2011). The obligation to comply with the individual treatment plan and hence with the treatment regimen is stipulated in Section § 41 of Act No. 372/2011 „On health services and conditions of their observance“. A physician provides the treatment regimen for every client individually. The treatment regimen includes all medical procedures such as medication, physical activity, diet, and absence of harmful addictions. The objective is to achieve the best possible effect of the provided healthcare. If the client deliberately and repeatedly, or seriously, interferes with the treatment regiment, the doctor and the health institution cannot take responsibility for the treatment outcome. Such a situation can be a reason for ending the outpatient care in our healthcare institution.

### **Information on health condition**

The client gets information on his/her health condition and needed treatment procedures from a doctor. The doctor will introduce the regimen measures to the client in cooperation with a nurse. The client is entitled to be provided with complete, comprehensible, and exhaustive information. Due to personal data protection, information will be provided only to the client and those persons, who he/she states in writing on a written consent with provision of healthcare services. Information on health condition cannot be provided by phone. Only organizational information can be communicated by phone.

### **Announcement of changes**

The client shall notify the doctor of every change in health insurance company, type of health insurance, change of residence and phone number, dismissal from institutional treatment, and any serious change in health condition.

### **Medical documentation**

Medical documentation of the client is the property of the health institution. Only the doctor (or other healthcare professional), the client, his/her legal guardian and authorized persons can view the documentation and make copies of it. If the client decides to switch to another healthcare institution, he/she is entitled to request a statement from his/her medical documentation. This statement will be issued to him/her and charged for in accordance with the currently valid pricelist. The statement contains all information necessary to provide further healthcare services to the client.

### **Payment for services**

In addition to standard care covered by public health insurance, our health institution also provides extra care and examinations that are not covered by public health insurance. The pricelist of these performances is placed in the waiting room and on the website of our health institution.

### **Complaints, suggestions, and acclaims**

Clients' opinions and experiences are a very valuable source of information for us. You can contact us with suggestions and positive and negative comments, either in person or in writing. You can also use the *Customer Satisfaction Form*, which you receive at the reception desk together with other information and materials about the treatment. Please provide your contact information so we can comment on your complaint.

More information about how to submit a complaint is available on our website.

### **Consequences of violation of internal regulations**

A healthcare institution may discontinue the provision of healthcare services to a client who severely restricts the rights of other clients, deliberately and consistently fails to comply with the proposed treatment, or does not follow the internal regulations. (Section 48 (2) of Health Services Act. No. 372/2011Coll.)

The client, his/her legal guardian or other accompanying person are obliged to behave with integrity to all medical personnel of the healthcare institution.

Internal regulations governing the rights and obligations of clients (patients), pursuant to Act No. 372/2011 Coll., On health services.

The Pmg Group wishes you a lot of success with your treatment.

Valid since: 1 January 2018