

**Internal Rules and Regulations
Governing the Rights and Duties of Patients
according to Act No. 372/2011 Coll., on health services and conditions of their provision (act on
health services)**

Centrum pohybové medicíny Pavla Koláře, a.s., with its registered seat at Walterovo náměstí 329/2, Postal Code 158 00, ID No.: 24788902 (hereinafter “**CPMPK**”), hereby sets out these internal rules regulating the provision of healthcare services, the rights and obligations of patients and persons close to patients, healthcare professionals, other specialised professionals and other persons in connection with the provision of healthcare services, the conditions for quality and safety assessment of healthcare services, and other activities related to the provision of healthcare services.

These Internal Rules apply to all CPMPK departments: “Chodov”, V Parku 2326/18, Prague 4; “Waltrovka”, Walterovo náměstí 329/2, Walterovo náměstí 329/3, Prague 5.

I. Internal rules and regulations

- Upon arrival, the patient must check in at the reception of the relevant CPMPK Department and may be asked to present a health insurance card, prove identity, and fill in admission forms in connection with the provision of healthcare services and for the increased safety of the patient and other persons.
- The patient must promptly inform staff of any changes to contact details necessary for the provision of healthcare services and of any change of health insurance company.
- A minor patient must be accompanied by his/her legal guardian. CPMPK is not responsible for the supervision of minors.
- CPMPK staff guarantee maximum trust, confidentiality, and protection of all data concerning the patient.
- The patient must inform his/her attending doctor of all facts concerning his/her state of health and must not conceal any information.
- The patient must conduct themselves so as not to disrupt the provision of healthcare services and not to damage CPMPK property.
- It is prohibited to bring weapons, explosive or flammable substances into the healthcare facility.
- Smoking, the use of electronic cigarettes, and the consumption of alcohol or drugs are prohibited throughout the facility.
- In the event of a fire alarm or other danger, patients and persons close to patients must follow staff instructions and use emergency exits to leave the building.
- CPMPK is not liable for the loss of personal belongings that the patient does not duly store or leaves unattended. The patient must take all valuables with him/her into the surgery or lock them in the lockers provided.
- The patient is obliged to behave in a way that does not disturb the provision of health services and does not destroy the property of the CPMPK facility.
- Opening hours of CPMPK are posted on the CPMPK website: www.cmpmk.cz.
- Visitors entering the Departments must observe hygiene and ethical standards for staying in the building and at a site where healthcare services are provided, with due regard to the safety and privacy of other persons in the building; in particular, they must not harass other persons (e.g., due to being under the influence of alcohol, narcotic or addictive substances), bring or use pyrotechnics or explosives, or handle open flames. Visitors who are inappropriately dressed, intentionally damage property, behave inappropriately towards others, unduly disturb others by noise or odour, violate the smoking ban, or who—due to alcohol, drugs or other addictive substances—have impaired self-control or communication, may be requested by CPMPK staff to leave the building of the Department.

II. Duties of patients

Pursuant to Act no. 372/2011 Coll. on health services and conditions of their provision (act on health services), you are required to:

- comply with the proposed individual treatment procedure, provided you have granted consent to the provision of healthcare services;
- follow the internal rules and regulations of the CPMPK healthcare facility;
- pay CPMPK the price of healthcare services not covered, or only partially covered, by public health insurance or other sources, where such services have been provided with your consent;
- truthfully inform the attending healthcare professional about your health history, including information about infectious diseases, healthcare services provided by other healthcare facilities, and the use of medications (including addictive substances), as well as other facts material to the provision of healthcare services;
- during your visit to the healthcare facility, refrain from smoking and from consuming alcohol and other addictive substances; if so decided by the attending doctor, you may be required to undergo an examination to determine whether you are under the influence of alcohol or other addictive substances.

III. Rights of patients

According to the Act no. 372/2011 Coll. on health services and conditions of their provision (act on health services), you are entitled to the following:

- to receive healthcare services only with your free and informed consent, unless the law provides otherwise;
- to receive healthcare services at an appropriate professional standard;
- to respect, dignified and considerate treatment, and to the protection of privacy when healthcare services are provided;
- to, upon your request and where this does not concern the provision of emergency care, a consultation service from a different healthcare facility than the one providing your healthcare;
- to be acquainted with the internal rules and regulations of the CPMPK medical facility, which are visibly displayed in common areas and are available to you;
- to be informed in advance of the price of healthcare services not covered, or only partially covered, by public health insurance and of the method of their payment;
- to know the names and surnames of health professionals and other professionals directly participating in the provision of healthcare services;
- to refuse the presence of persons who are not directly participating in the provision of healthcare services and of persons preparing for the exercise of a healthcare profession;
- to the provision of healthcare services in the least restrictive environment possible while ensuring the quality and safety of the healthcare services provided;
- to the continuous presence of your legal guardian, or a person designated by the legal guardian, a foster parent, or a person to whose care you have been entrusted by a decision of a court or another authority, provided the presence of such persons does not disrupt the provision of healthcare services;
- to communicate in a manner comprehensible to you and using communication means of your choice, including methods based on interpretation by another person (this also applies to interpretation from a foreign language, except Slovak);
- to the presence of a dog with special training (guide dog or assistance dog) if you have sensory or physical disabilities;
- to be informed in a comprehensible manner and to a sufficient extent about your state of health and the proposed individual treatment procedure and any changes to it
- waive the right to be informed about your health condition, alternatively you may choose a person who should be given such information, if statutory requirements are met;
- inspect your medical records, make extracts or copies of them in the presence of an employee authorized by the CPMPK, without disrupting the provision of healthcare services. The statutory time limit for providing an extracts or copy is 30 days from receipt of the request;;
- prohibit any person from being provided information about your state of health;

- the Ethical Code “Patients’ Rights” was drafted, after a comment procedure, finally formulated and approved by the Central Ethics Committee of the Ministry of Health of the Czech Republic. These rights were declared effective on 25 February 1992.