



Patient Rights and Responsibilities

- 1. The patient has the right to a considerate and professional health care provided with comprehension by qualified medical staff.**
- 2. The patient has the right to choose a provider authorized to provide health services which corresponds with patient needs.**
- 3. The patient has the right to know the name of the physician and other medical staff treating them. They have the right for privacy and the service adequate to the hospital competences. A patient has the right to meet his family members or friends every day (according to internal rules of the hospital). Limitation of these continual visits is possible only due to serious reasons.**
- 4. Before starting any new diagnostic and therapeutic procedure the patient has the right to get all information needed from their physician to decide if they agree. The patient has the right to be adequately informed about all potential risks associated with any new procedure; excluding cases of emergency. If there are more alternatives of treating or a patient requires information about an alternative treatment, they have the right to get informed. They also have the right to know the names of any participant medical staff.**
- 5. The patient has the right to refuse a treatment, if not disallowed by law, but must be informed about any health consequences of their decision.**
- 6. During any outpatient and inpatient examination, medical treatment or therapy the patient has the right to be treated respectfully and with a maximal consideration of privacy and dignity. All discussions, consultations of examinations and treatments are confidential and have to be provided discreetly. The presence of any persons not providing a treatment, also within university institutions, needs to be approved by a patient.**
- 7. The patient has the right to expect all reports and records concerning treatment are considered as confidential including the case of computer processing.**

8. The patient has the right to expect that the hospital, according to its competences, has to satisfy patient's requests for care corresponding to the character of the disease. If necessary, the patient can be transferred to another health institution, or can be transported there after they are given a solid explanation and information about the necessity of the transfer and some other available alternatives.

9. The patient has the right to expect a continual treatment. They have the right to know in advance which physicians in which office hours and where are available. When being discharged from the hospital a patient has the right to expect information from his physician about a further care.

10. The patient has the right for a detailed and understandable explanation in case the physician decides for a non-standard procedure or experiment. Written informed agreement of the patient is required before any non-therapeutic or therapeutic research. The patient can retreat an experiment anytime, without giving any reason, if they are informed about possible health consequences of their decision.

11. The patient with a terminal illness has the right for a sensitive care from all medical staff who must respect their wishes, if not disallowed by law.

12. The patient has the right and responsibility to know and follow the valid rules of the institution where treated.

13. The patient has the right to request consultation services from a different provider.

14. The patient has the right to be informed in advance about the price of health services not covered or partially covered by the public health insurance and about a payment method.

15. The patient has the right to refuse the presence of people not directly providing a treatment and people being trained for the medical profession.

16. The sensory handicapped patient or patient with serious communication problems has, in communication relating to the health service provision, the right to communicate in a suitable understandable way and the method they choose, including interpreting via the other person. A patient with sensory or physical handicaps who uses a special trained dog has the right to be led by a dog within a medical institution if such an action does not violate rights of other patients (according to internal rules of hospital).

17. The patient may give their approval or disapproval of the provision of health care for a possibility they get into such a state of health, which will enable them to express the approval or disapproval. The previously expressed command must be in writing and must be accompanied by notarized signature of the patient. The provider will take into account previously expressed command in such a situation, if the command is available and applicable.

18. The patient is allowed make a complaint against the medical care provider's procedure or health service activities. Making a complaint must not affect the way the patient is treated.

19. Once agreed with the health services provision, the patient receiving medical care is obligated to observe the proposed individual treatment process.

20. The patient receiving health services provision is obligated to follow internal rules of hospital.

21. The patient is obliged to pay to the provider the price of provided health services not covered or partially covered by the public health insurance.

22. The patient is obliged to truthfully inform a treating medical staff about their state of health, including information about infectious diseases, health services provided by other providers, usage of medicines including addictive substances and other facts important for the health services provided.

23. The patient is obliged not to drink alcohol or use any addictive substances during the hospital stay. Where warranted at the discretion of the attending physician a patient has to undergo an examination to prove or disprove any intoxication.

24. The patient is obliged to prove their identity by ID card or passport, if provider or medical staff asks. The person who requests information about the patient's condition has also the obligation to prove their identity by an identity card.

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