

RIGHTS AND DUTIES OF PATIENTS

This information material is based on the Code of Ethics for Patients' Rights approved by the Central Ethics Commission of the Ministry of Health of the Czech Republic. The patient becomes familiarised with his/her rights and obligations according to the applicable legal regulations of the Czech Republic.

A) RIGHTS OF PATIENTS

1. The patient has the right to be provided healthcare services at a professional level. Healthcare services may be provided to a patient only with the patient's informed consent or with the consent of the patient's guardian, unless otherwise stipulated by law.
2. When being provided healthcare services, the patient has the right to:
 - a) Know the name of the doctor and other healthcare professionals who are treating the patient;
 - b) Require privacy and services adequate to the capacities of the provider, i.e. the Psychiatric Hospital Petrohrad, allowance organization, with its registered office: č.p. 1, 439 85 Petrohrad, Identification No.: 008 29 137 (hereinafter only "PHP");
 - c) Become familiarised with the "House Rules of the Psychiatric Hospital Petrohrad, allowance organization";
 - d) Receive visits with regard to the patient's state of health, in accordance with the "PHP House Rules" and in a manner not violating the rights of other patients; be informed to an adequate extent about treatment and diagnostic procedures, including their potential risks, so that the patient may meaningfully participate in the course of treatment; if there are several alternative procedures or if the patient requires information on treatment alternatives, the patient has the right to be acquainted with them;
 - e) Receive spiritual care and spiritual support from spiritual churches and religious communities in accordance with the internal regulations of PHP and in a manner that does not violate the rights of other patients;
 - f) Have maximum consideration given to the patient's privacy and shame during examination, treatment and cure as far as possible;
 - g) Reject the presence of persons who do not directly participate in providing the healthcare services and persons preparing for performance of a profession of a healthcare professional.
3. The patient has the right to be informed about his or her state of health and the proposed individual treatment procedure and all its changes. To the extent permitted by law, the patient has the right to refuse treatment and must at the same time be informed about the health consequences of his or her decision.
4. The patient has the right to expect that all reports and records concerning his or her treatment are considered as confidential. The protection of information about the patient and all the patient's personal data must be ensured, both in paper documentation and in the case of computer processing.

5. Providing information about the patient's state of health and viewing the medical documentation is always performed in accordance with law:
 - a) The patient has the right to view the medical documentation maintained about his or her, to obtain extracts or copies thereof, in the presence of an employee authorized by PHP (the law sets out a period of 30 days for making an extract or copy from the date the application is received).
 - b) Upon admission for treatment or at any time thereafter, the patient may identify the persons who may be informed about his or her state of health, and the patient may also determine whether such persons may view the medical documentation kept about the patient or other records relating to the patient's state of health, and if they may make extracts or copies of such documents.
 - c) Upon admission for treatment at any time thereafter, the patient may prohibit the provision of information about the patient's state of health to any person.
 - d) Designation of persons or an express ban on providing information about the state of health may be revoked by the patient at any time.
 - e) The patient has the right to determine the extent to which the information about the patient's state of health is to be provided to persons designated by the patient.
6. The patient has the right to expect that the service provider (PHP) must, to the best of its abilities and in a reasonable manner, comply with the patient's requests for care to the extent adequate to the nature of the disease. If necessary, the patient may be transferred to another medical institution or transported there after having been provided with a full justification and information about the need for such transfer and other existing alternatives.
7. The patient has the right to expect that their treatment will be conducted with reasonable continuity. The patient has the right to know in advance which doctors will be available and where after the patient is released from the hospital.
8. The patient has the right to a detailed explanation comprehensible to him or her in case the doctor decides to apply a non-standard procedure.
9. The patient has the right to express dissatisfaction with the provided care, orally or in writing. The patient may address managers, directors, founders, as well as other competent institutions at his or her own discretion (Czech Medical Chamber, Ministry of Healthcare of the Czech Republic, health insurance companies, etc.)
10. At the end of the patient's life, the patient has the right to considerate and sensitive care from all healthcare professionals, who must respect the patient's wishes, unless they contradict the applicable laws.
11. The patient has the right to check his or her account and to demand justification of any items regardless of the fact by whom the bill is paid.
12. Patients with sensory disability or severe communication problems have the right to intelligible means of communication of their choice, including the presence of an interpreter.

- 13. A patient with a sensory or physical disability who uses a dog with special training has the right, with regard to the patient’s state of health, to be accompanied by the dog and to the dog’s presence in a medical facility.
- 14. The provider shall take into account the previously expressed wish or wishes of the patient, if available.

B) DUTIES OF PATIENTS

1. During the provision of healthcare services, the patient is **obliged** to:

- a) Observe the proposed individual treatment procedure if the patient has expressed agreement to the provision of healthcare services;
- b) Follow the “House Rules of PHP”;
- c) Reimburse the provider of the healthcare services for the price of the provided healthcare services not reimbursed or partially reimbursed from public health insurance or other sources provided to the patient with his or her consent; in case the patient is restricted in their legal capacity, this obligation falls upon the appointed guardian of the patient;
- d) Truthfully inform the healthcare professional in charge about the hitherto development of the state of health, including information about infectious diseases, about healthcare services provided by other providers, about the use of medicinal products, including the use of addictive substances and other facts essential for the provision of healthcare services; in case the patient is restricted in their legal capacity, this obligation falls upon the appointed guardian of the patient;
- e) Not consume alcohol or other addictive substances during hospitalization and, at the discretion of the attending physician, undergo, in justified cases, examinations to determine whether or not the patient is under the influence of alcohol or other addictive substances.

2. During the provision of healthcare services, the patient’s guardian is **obliged** to:

- a) At the request of the provider’s healthcare professional, prove the patient’s identity with a valid official card (citizen’s ID card, passport or other document issued by a state authority and furnished with a photograph); this obligation also applies to any person who exercises the right to information about the patient’s state of health, and any person who intends to visit the hospitalized patient and is not the person to whom the information is to be provided;
- b) If the patient or the patient’s guardian refuses to prove his or her identity, the provider, i.e., PHP, may refuse to provide healthcare services unless it concerns a patient to whom emergency care must be provided.

3. The patient **must not**, without prior written consent, make any video or audio recordings of other persons (e.g., using mobile phones, computers or tablets, etc.) and publish such recordings on social networks. Therefore, if someone unjustifiably publishes, discloses, makes available, otherwise processes or appropriates the personal data of another person or persons (i.e., unauthorized personal data handling) and thereby causes material or

intangible damage, such person is held to be responsible and is obliged to compensate the incurred damage.

4. During hospitalization, the patient **must not** create, manufacture or bring into PHP any objects that endanger other patients or PHP's staff.
5. In addition to the aforementioned obligations in the performance of protective in-patient treatment, the patient is also **obliged** to:
 - a) Undergo an individual treatment procedure prescribed for protective treatment, including all medical procedures that are a part of individual treatment; this is without prejudice to the patient's right to choose from available treatment alternatives or the patient's right to provide consent under the Healthcare Services Act for individual healthcare procedures that are not directly related to fulfilment of the purpose of protective treatment,
 - b) On the basis of a justified request from the attending physician, undergo a personal examination in order to assert the "House Rules", and to rule out that the patient has a thing that would interfere with the individual treatment procedure; the inspection shall be performed by a person of the same gender,
 - c) Allow the employees designated by the provider to inspect the patient's personal belongings,
 - d) In the case of a short-term departure from the medical facility, provide the address where the patient will stay and observe such place of stay; if the patient refuses to provide the aforementioned information, the provider shall not issue a permit to leave the facility.

Failure to observe the aforementioned obligations shall be sanctioned pursuant to the provisions of Section 48 (2) (d) of Act No. 372/2011 Coll., on Healthcare Services as amended, i.e., by termination of care for the patient based on the provider's decision due to violation of the patient's duties according to the "House Rules of PHP".