

Patients' rights

This information material is based on The Ethical Code of Patients' Rights approved by the Central Ethics Committee of the Ministry of Health of the Czech Republic

1. All patients have the right to a considerate and professional health care performed with understanding by qualified workers.
2. All patients have the right to know the name of the physician and other medical personnel treating them. They have the right to request privacy and service adequate to possibilities of the provider (hereinafter "PLP"). They have the right to be visited with respect to their health status and in accordance with the House Rules of PLP.
3. All patients have the right to be informed in an appropriate range of therapeutic and diagnostic procedures, including any risks, so they can meaningfully participate in the course of their treatment. If there are more alternative procedures and/or if patients require information on treatment options, they have the right to be familiarised with them.
4. All patients have the right, in the extent permitted by law, to refuse treatment and they must be at the same time informed of health consequences of their decisions.
5. Where possible during examination, care and treatment, all patients have the right to have their privacy and shyness taken into the account. At the same time, they have the right to refuse the presence of persons who are not directly involved in providing health services.
6. All patients have the right to expect that all reports and records concerning their treatment are considered confidential. Protection of patient information must be ensured event in cases of computer processing.
7. All patients have the right to receive information gathered in their medical records in the extent provided by law, they have the right to inspect the documentation in the presence of medical personnel, as well as the right to create extracts, transcripts or copies of such documentation. All patients have the right to nominate a person who may be informed of their condition or express a prohibition on reporting such information to any person – this can be done at hospital admission or at any time during hospitalisation.
8. All patients have the right to expect that the service provider (PLP) must, according to their possibilities and in a reasonable manner, grant patients' requests for provision of care in the extent appropriate to the nature of the disease. If necessary, patients may be transferred to another medical facility or transported there after being given a full justification and information on the necessity of such transfer and other available alternatives.
9. All patients have the right to expect that their treatment will be conducted with reasonable continuity. They have the right to know in advance which doctors and where are available for them after they are released.
10. All patients have the right to a detailed and comprehensive explanation if a physician chooses a non-standard procedure.
11. All patients have the right to express dissatisfaction with the provided care either orally or in writing. They may contact managerial staff, directors, founders, as well as other competent institutions according to their own decision (Czech Medical Chamber, the Ministry of Health, health insurances, etc.).
12. Dying patients have the right to a considerate and sensitive care of all medical personnel who must respect their wishes when they are not in conflict with applicable laws.
13. All patients have the right and responsibility to know and follow the House Rules of PLP.
14. All patients have the right to check their bill and ask for explanation of its items regardless of who pays for it.
15. All patients have the right for spiritual care and spiritual support from Clergymen of Churches and religious communities in accordance with the internal regulation of PLP and in a manner which does not infringe the rights of other patients.
16. Patients with sensory disabilities or with severe communication difficulties have the right to comprehensible means of communication of their choice including the presence of an interpreter.
17. Patients with sensory or physical disabilities who use a dog with a special training have the right, with respect to their health condition, to be accompanied by the dog and have it with them

in a medical facility.

18. If available, the provider will take into account a previously expressed wish of a patient.