

## INTERNAL RULES – OUTPATIENT PART OF THE ISCARE a.s. clinic

These measures are in accordance with Act No. 372/2011 Coll. on the Provision of Health Services and the Conditions of Their Provision, as amended. The purpose of these measures is to ensure the proper operation of the health service provider and to familiarize persons moving in the ISCARE premises with their rights and obligations.

Every patient has the right to respect, dignified treatment, consideration and respect for privacy when providing health services. It is the duty of patients to behave decently to healthcare professionals, to respect their instructions, to behave decently and considerately to other patients or their companions. Each patient is obliged to familiarize themselves with the Internal Rules before treatment.

### Opening hours and ordering

Surgery and operating hours are published on the [www.iscare.cz](http://www.iscare.cz) website. Make an appointment for an examination in our offices in advance, by phone between 7:00 a.m. and 3:30 p.m. (Mon-Fri), in person at the relevant reception at the same time, by e-mail at [recepce@iscare.cz](mailto:recepce@iscare.cz) or via the contact form at [www.iscare.cz](http://www.iscare.cz). Telephone numbers can be found on the [www.iscare.cz](http://www.iscare.cz) website and on request at receptions, outpatient clinics/examination rooms.

The agreed date of the examination is binding and if you cannot come for the examination, you are obliged to cancel the appointment by phone, e-mail or in person at least 24 hours in advance. An unexcused absence from an ordered examination date is a violation of these Internal Rules. Repeated unexcused absences may be a reason to terminate the provision of health care in ISCARE.

### Waiting room and reception

You can access the ISCARE building through the main reception, where you will receive an access card to the relevant workplace. Upon arrival at the relevant office, you are obliged to report to the reception and present your identity document, a valid insurance card, or a request from a doctor. Based on your identification data and filling in the Record of the patient's consent to the provision of information about his/her health condition (during the first visit), you will be given your PIN for communication. You are required to show your PIN when making a telephone inquiry to the results of the examination, or serves as a password to open the sent e-mail attachment with personal and sensitive data.

Do not leave your personal belongings in the waiting room, but always take them with you to the doctor's office. Before entering turn off your mobile phone or turn off the ringer for the doctor's office. You are invited to the office according to the possibilities at the time for which you have been booked. We try to keep the appointment times, but each patient needs individual care, which cannot be precisely limited in advance. Therefore, please excuse any delay.

Care covered by public health insurance and care not covered by public health insurance is provided at the workplaces from health insurance. The price list of services not covered by health insurance is available in the waiting room and on the [www.iscare.cz](http://www.iscare.cz). Payment is possible in cash or via a payment terminal.

### Consent to the provision of health services

You usually confirm your consent to the provision of health services verbally. In cases where a medical facility requires a written Informed Consent for certain procedures, you are duly instructed and you confirm the provision of information by signing an informed consent.

Patients who do not speak and understand Czech or English are obliged to come for treatment with an interpreter. If they do not do so, they cannot be treated. A health care facility may terminate the provision of

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health services to a patient who seriously restricts the rights of other patients, intentionally and systematically fails to comply with the proposed treatment procedure or does not follow the internal rules. (Section 48 (2) of the Health Services Act No. 372/2011 Coll.).

### **Obligations of all persons moving in ISCARE premises**

- Follow these Internal Rules and the instructions of medical staff.
- Maintain cleanliness and order.
- Respect measures to ensure hygiene, safety and fire protection – follow the established measures, e.g. use of protective clothing, hand disinfection etc.
- Upon request, present an identity card at the entrance to the building.

### **Within ISCARE, the following is prohibited:**

- smoking (including e-cigarettes);
- consuming alcoholic beverages and other addictive substances,
- handling open flames;
- entering ISCARE premises with weapons (including knives, electric stun guns, defensive sprays) and other dangerous objects, i.e. firecrackers, explosives and others),

If the staff detects the presence of a weapon on a patient, they will immediately inform the patient of the ban on bringing weapons and ask the patient to leave the ISCARE workplace in order to hand over the weapon for safekeeping to an authorized person. If the patient does not obey this call or is unable to comply with the call, the staff is entitled to call the Police of the Czech Republic.

- entering service premises, including areas used for the provision of health care without the consent of healthcare professionals;
- enter areas marked "No entry",
- handling technical equipment and equipment;
- enter ISCARE premises with animals (except for dogs with special training, i.e. assistance, guide, signal or therapy dogs),
- carry out sales and charity activities without the approval of the ISCARE management;
- take photographs, videos or audio recordings in any premises without the consent of ISCARE management and without the consent of the persons who may be filmed or photographed.

You can share your suggestions and comments with us in person or via the satisfaction questionnaire.

The patient or his/her relatives have the right to express his/her opinion, praise, comments or possible dissatisfaction with the course of care provided in writing (by e-mail), verbally (in person or by phone) or through the ISCARE secretariat ([info@iscare.cz](mailto:info@iscare.cz), tel: +420 234 770 244).

Your comments and suggestions will help us improve the care of our patients.

Our goal is to be your partner in caring for your health. Thank you for respecting our Internal Rules.

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