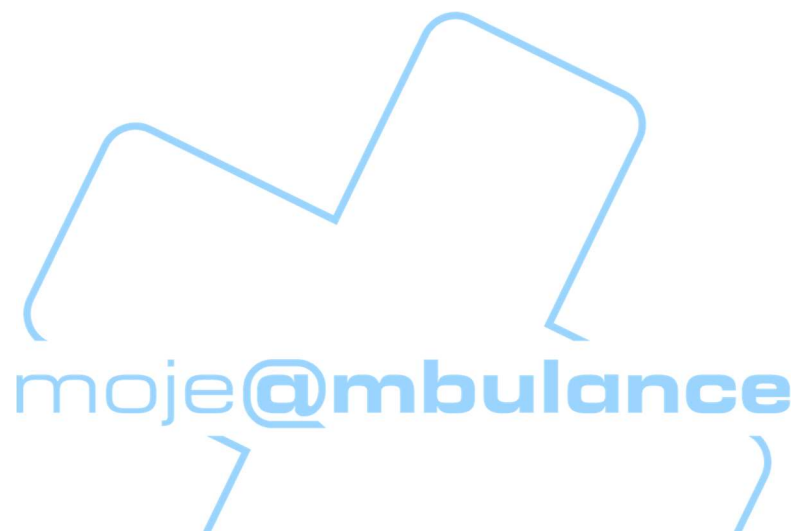




INTERNAL RULES



PATIENT'S OBLIGATIONS DURING PROVISION OF HEALTHCARE SERVICES

1. Follow the individual treatment and diagnostic procedure recommended by a healthcare professional.
2. To truthfully inform the attending health care personnel about the current health state , including information about infectious diseases, health services provided by other providers, the use of medicinal products, including the usage of addictive substances, and other facts relevant to providing health care services. Failure to comply with this obligation is considered a gross violation of these internal rules.
3. Behave according to the principles of good behavior towards health professionals and follow their instructions.
4. Adhere to the principles of civil coexistence and good morals in relation to fellow patients, their potential legal representatives, and healthcare professionals. Do not verbally attack, scream or raise voice.
5. Do not consume alcohol or other addictive substances before and during the examination and, based on the decision of the attending physician, in justified cases, undergo an examination to determine whether or not the patient is under the influence of alcohol or other addictive substances.
6. It is forbidden to take any photographs, video recordings or audio recordings in all areas of the medical facility without the consent of the authorized employee and without the consent of the persons who may be recorded or photographed.
7. Follow the phrasing of the internal rules of MOJE AMBULANCE.

REGISTRATION TO A GENERAL PRACTITIONER FOR ADULTS

1. MOJE AMBULANCE (hereinafter referred to as the healthcare facility) provides health services to the full extend only to its registered patients.
2. A patient may apply for registration in a healthcare facility if he or she is over 18 years of age and if more than 3 months have elapsed since his previous registration at another GP. The healthcare facility decides on the acceptance of the registration, it is confirmed by signing the registration form.
3. To register at a healthcare facility, the patient must always prove himself with a valid identity card and a health insurance card.
4. In the case of patient who does not speak Czech, it is necessary, after the instructions of the medical staff, to have a translator with himself.

OPENING HOURS AND OFFICE HOURS

1. Opening and office hours are published on the entrance door of the healthcare facility and on the company's website www.mojeambulance.cz
2. At that time, healthcare professionals are present and provide health services to the registered patients.
3. The office hours are divided into hours for sick and healthy patients (preventive examinations, vaccinations, administrative procedures, examinations for assessments).
4. During office hours for healthy patients, it is not possible to treat a sick patient without prior telephone or email agreement with a nurse or doctor.
5. The patient enters the healthcare facility accompanied by a maximum of 1 person.
6. The last patient is treated 30 minutes before the end of the office hours.
7. The visiting service is not performed acutely, but only after prior agreement with the healthcare staff.

BOOKING OF EXAMINATION

1. Patients always book an appointment for examination in a healthcare facility. In exceptional cases, the patient can be treated without prior agreement.
2. The time for which the patient booked an appointment does not represent the time when the patient enters the consulting room, but the time from which the patient is present in the waiting room.
3. Duration of individual treatment and examinations is limited. It is therefore necessary to specify the requirement as much as possible. For example, if a patient books a standard treatment, it will usually not be possible to perform a service to issue any certificate (driver's license, gun license, care allowance, etc.) because each examination represents a different time at the nurse's and a different at the doctor's.
4. Due to the nature and operation of the general practitioner's outpatient clinic, the booked time may be shifted, sometimes by a longer time interval. The causes can be various:
 - a. Patients who need acute / priority treatment by the personal due to the nature of their illness come to the consultation room.
 - b. The duration of treatment of any of the previous patients is prolonged by the severity or complications of another of his diseases.
 - c. Technical failures, such as power failure, water, computer technology etc.
 - d. Other unpredictable situations.

5. In the situations stated above, we ask all waiting patients for understanding and tolerance.
6. Patients can reserve a time for the examination by phone, e-mail, via the website www.mojeambulance.cz, and use online reservation system (here the patient chooses only the preferred time, it is necessary to wait for confirmation of the date by a healthcare facility), or in person at the ambulance reception. Personal reservations and telephone reservations are only possible during business hours.
7. It is necessary that the patient with a booked reservation, who is unable to attend the examination, excuses in advance and does not block the reserved time for other patients.

EXAMINATION PROCEDURE

1. Upon entering the reception, the patient is always obliged to present a health insurance card.
2. The doctor usually performs the examination in the consulting room, where patients enter after the invitation of a nurse or doctor. Some examinations (eg blood pressure test, taking of samples, dressings, etc.) can be performed by a nurse in a nurse's office.
3. We do not require the written consent of the patient for any medical service provided by a healthcare facility, except as expressly determined by law.
4. Proof of temporary incapacity to work (hereinafter referred to as sick leave) is issued by a doctor on the basis of a medical condition, not at the patient's request.
5. If the patient does not show up for the scheduled check-up at the time of the sick leave without prior excuse, sick leave will be terminated within the given deadline.

EXTRAORDINARY EPIDEMIOLOGICAL SITUATIONS

1. The patient is always obliged to follow the instructions of the staff.
2. The patient is always obliged to consult his / her health condition with a nurse or doctor in advance by phone / e-mail.
3. When visiting a healthcare facility, it is necessary to mind the spacing (2 meters) at the reception.
4. Access to the healthcare facility is allowed only with covered mouth and nose.
5. The patient enters the healthcare facility accompanied by a maximum of 1 person (with regard to his health condition).

DOCTOR'S VISIT AT THE PATIENT'S RESIDENCE

1. A registered patient can request a visit of the doctor at his / her place of residence by telephone, e-mail or in person during the office hours. The doctor may make the visit at a time agreed with the medical staff in advance.
2. The visit is paid by public health insurance if the patient's state of health does not allow him to be transported to the healthcare facility and back. Otherwise, the visit is paid by the patient.
3. If at least slightly possible, it should be in the patient's interest to be examined in the healthcare facility rather than at home, as other auxiliary examination methods are available in the healthcare facility. On the contrary, doctor can only take basic examination aids with himself when visiting the patient.

NOTIFICATION OF CHANGES

1. The registered patient is obliged to report to the healthcare facility all important changes concerning personal data (name, residence, telephone, e-mail, etc.) and insurance (type and change of insurance company) as soon as possible. Changes can be reported by phone, e-mail or in person during office hours.
2. The patient is obliged to inform the healthcare facility about the planned operation, and therefore the need to perform a preoperative examination. He should preferably report this fact as soon as he gets to know the date of his operation. Only then will the medical staff have enough time to plan all the necessary preoperative examinations. Changes can be reported by phone, e-mail or in person during the office hours.

MEDICAL DOCUMENTATION

1. The patient's medical records managed by the doctor are the property of the doctor. Only the patient or his legal representatives can look into it and make abstracts and copies from it, but the documentation cannot be taken outside of the healthcare facility. Copies must be obtained by the patient directly in the healthcare facility for a fee according to the valid price list.
2. If the patient re-registers with another general practitioner, the healthcare facility creates and sends an abstract from the medical documentation to the new registering physician after his request. The abstract contains all the data needed to provide other health services to the patient.

CONSEQUENCES OF INTERNAL RULES VIOLATION

1. The healthcare facility may terminate providing health services to a patient who seriously restricts the rights of other patients, intentionally and systematically does not follow the proposed treatment procedure or does not follow the internal rules (§48 para. 2 of the Health Services Act No. 372/2011 Coll.)
2. In case of termination of care due to a violation of the internal rules, the patient will receive a written notification stating the reasons justifying this step, in accordance with § 48 paragraph 5 of the same regulation.

REFUSAL TO ADMIT A PATIENT TO PROVISION OF HEALTHCARE (Section 48 of Act No. 372/2011 Coll.)

1. The provider of the patient's choice may refuse to admit him to provision of healthcare if:
 - a. the admission of the patient would exceed the tolerable workload or his admission would be hindered by operational reasons, staffing or technical and material equipment of the healthcare facility; Exceeding the tolerable workload means a situation where providing health services for this patient would reduce the level of quality and safety of health services provided to patients already admitted,
 - b. the distance of the patient's place of residence would not allow to perform the visiting service in the case of providing health services in the field of general practice medicine,
 - c. the patient is not insured by health insurance company with which the provider has a contract pursuant to the Public Health Insurance Act; this law does not apply to insured persons from other states of the European Union, the European Economic Area, the Swiss Confederation, or from states with which the Czech Republic has a social security contract, including, to the extent necessary, health care entitlements.
2. The provider may terminate care of the patient if:
 - a. demonstrably transfers the patient with his consent to the care of another provider,
 - b. the reasons for providing the health services cease to exist; this does not apply in the case of a registering provider; the regulation § 47 para. 2 is not affected,
 - c. the patient expresses his disagreement with the provision of all health services,
 - d. the patient seriously restricts the rights of other patients, intentionally and systematically does not follow the proposed individual treatment procedure, or consents to the provision of health services, but does not follow the internal rules and his behavior is not caused by a medical condition at the same time,
 - e. the patient ceased to co-operate necessarily with the continued provision of health services; this does not apply if the non-cooperation is related to the patient's state of health; the termination of care must not cause an immediate endanger of life or serious damage to the patient's health.
3. The provider must not refuse to admit a patient to care according to paragraph 1 or to terminate patient care according to paragraph 2 letter d) or e), regarding a patient in the need of urgent care, in case of childbirth or in case of health services which are necessary from the point of view of protection of public or occupational health, as well as emergency situations or the performance of protective treatment ordered by court, unless ordained by another law in a different way.
4. Furthermore, the provider must not refuse to admit a patient to care according to paragraph 1 if the patient:
 - a. in which the provision of health care by the Prison Service was interrupted due to the termination or interruption of detention, imprisonment or placement in a pre-trial detention institution, if it is a matter of ensuring continuity in the provision of health services commenced during the execution of a custodial sentence or imprisonment or placement in a pre-trial detention institution; The Prison Service in which healthcare facility the health services were provided to the patient, if the Prison Service is not aware of the provider who will further take the patient into care, shall provide this patient with information pursuant to § 45 para. 2 lett. g),
 - b. in the execution of a pre-trial detention, execution of a custodial sentence or placed in an institution for the performance of security detention, in the case of health services not provided by the Prison Service, that is after prior agreement with the Prison Service; this shall not apply in the case of reasons for the provision of health services pursuant to paragraph 3.
5. The reasons of refusal to admit a patient to care under paragraph 1 or to terminate care under paragraph 2 shall be assessed by the provider. Regarding the refusal of patient's admission to care pursuant to paragraph 1 or the termination of care pursuant to paragraph 2 letter d) and e) or the refusal to provide health services pursuant to § 50 para. 2, the provider shall issue a written report to the patient stating the reason for the refusal or termination.