



moje@mbulance

praktický lékař pro dospělé

INTERNAL RULES



BASIC PROVISIONS

1. These Internal Rules regulate the rights and obligations of patients in the provision of healthcare services by MOJE AMBULANCE a.s. (hereinafter referred to as the Provider), in accordance with Act No. 372/2011 Coll., Healthcare Services, as amended.
2. The Internal Rules are binding for all patients and persons moving around the premises of the clinic.
3. Every patient has the right to receive healthcare services of a professional standard, with courtesy, consideration, and respect, while maintaining their dignity and privacy.

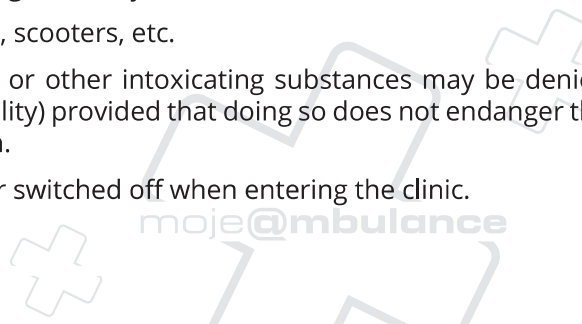
PATIENT RIGHTS

In particular, the patient has the right to:

1. Choose their healthcare service provider.
2. Information about their medical condition, proposed treatment including risks and alternative solutions.
3. Expression of agreement or disagreement:
 - with the provision of health services, unless otherwise provided by law, especially in cases of urgent care or in the case of an obligation related to the protection of public health (reporting of infectious diseases),
 - with the presence of persons preparing for the medical profession (medical students, doctors in training).
4. Looking into your medical records.
5. Protection of privacy, dignity and personal data.
6. To file a complaint in accordance with the law: e-mail napistenam@mojeambulance.cz or Whistleblowing – a channel available on the website of MOJE AMBULANCE a.s.

PATIENT OBLIGATIONS

1. The patient is obliged to:
 - a) Comply with the proposed individual treatment and diagnostic procedure, if he or she has given his or her consent to it and has not withdrawn this consent,
 - b) Provide true, complete and up-to-date information about their health, including information on medications or addictive substances being used;
 - c) Follow the instructions of healthcare professionals,
 - d) Behave towards healthcare professionals and other patients and their companions in accordance with the principles of civil coexistence and good manners (arrogant or aggressive behaviour is especially inadmissible),
 - e) Not to damage or steal the Provider's property,
 - f) Present a valid health insurance card or a valid identity card during each visit to the clinic,
 - g) Arrive for an examination at the agreed date or apologize in time,
 - h) Report changes to personal data and health insurance companies,
 - i) Protect your personal belongings – the provider bears no responsibility in the event of their loss or theft,
 - j) Respect the Provider's organizational and operational rules.
2. It is prohibited on the premises of the clinic to:
 - a) smoke, use of alcohol or other addictive substances,
 - b) bring weapons, ammunition, explosives or other dangerous objects or substances,
 - c) enter with animals (except assistance dogs), bicycles, scooters, etc.
3. A patient who shows signs of having consumed alcohol or other intoxicating substances may be denied medical care (or may be asked to leave the healthcare facility) provided that doing so does not endanger the patient's life or cause serious harm to the patient's health.
4. Patients are obliged to have their mobile phone muted or switched off when entering the clinic.

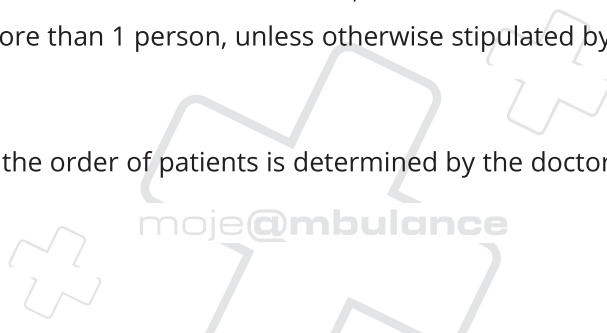


PATIENTS MAKING AN AUDIO OR VIDEO RECORDINGS

1. Patients may make an audio or video recording of the course of the provision of healthcare services if such recording is reasonable and necessary to protect their rights or legitimate interests.
2. Recording must not unreasonably interfere with the rights and legitimate interests of other persons, in particular:
 - a) The right to protect the person of healthcare workers,
 - b) The right to privacy and protection of the personal data of other patients,
 - c) The right to the dignified and undisturbed provision of healthcare services.
3. Making recordings is not permitted:
 - a) When acute, urgent or resuscitation care is being provided,
 - b) In areas where other patients are present, if their likeness, personal expressions, or information about their medical condition could be captured,
 - c) In situations where recording could impair the safety of persons, the smooth operation of the clinic or the performance of professional healthcare activities,
 - d) In a manner that would be contrary to data protection legislation.
4. A healthcare professional or other authorized employee is entitled to request the termination of recording if:
 - a) the recording is contrary to these internal rules or legal regulations,
 - b) there is a disproportionate interference with the rights of others,
 - c) the proper course of the provision of healthcare services is disrupted.
5. Recording for the purpose of publication, dissemination or otherwise making available to third parties is only possible with the consent of all persons concerned, unless there is another legal exception.
6. The clinic is not responsible for the processing of personal data carried out by the patient in connection with the recording.
7. In the provision of healthcare services, the protection of the privacy and personal data of other patients takes precedence over recording.

ORGANIZING THE PROVISION OF CARE

1. Healthcare services in full are provided mainly to registered patients.
2. Registration with a general practitioner:
 - a) A client 18 years and older (or 15 years and older with the consent of a legal guardian) may apply for registration at the clinic, provided that more than three months have passed since they were registered with another general practitioner and the client has valid health insurance,
 - b) The clinic decides on whether or not to enroll the client.
3. Office hours:
 - a) Indicated at the entrance to the clinic, on the provider's website and in the My Ambulance application (including changes),
 - b) Divided into different times for treating patients, scheduling examinations and doing administrative tasks,
 - c) In the case of an acute illness, prior consultation by phone, e-mail or via the application is always required, and always using only one of the communication channels mentioned above (repeated or simultaneous use of multiple communication channels will not be given priority).
 - d) The last scheduled patient will be seen 30 minutes before the end of office hours,
 - e) A patient may enter the clinic accompanied by no more than 1 person, unless otherwise stipulated by law.
4. Appointment for an examination:
 - a) Patients are booked for an examination in advance; the order of patients is determined by the doctor with regard to their health condition,



- b) The openings for individual examinations are limited – when making an appointment, make your request as specific as possible,
 - c) Appointments can be adjusted with regard to acute cases or unforeseen circumstances – in this case, we ask patients for understanding and tolerance,
 - d) Repeated failure by a patient to come to a scheduled appointment without prior notice may result in changes to the way that patient is scheduled in the future (in particular, by imposing time restrictions),
 - e) We recommend pregnancy examinations after the 21st week of pregnancy,
 - f) Home visits are provided only by prior arrangement and are covered by public health insurance only if the patient's medical condition prevents them from visiting the clinic.
- 5. A patient who does not speak or understand Czech is obliged to notify the medical staff of this fact and to arrange for an interpreter at his or her own expense.
 - 6. Patients may enter the nurses' station only after being called in by a healthcare professional.
 - 7. Certificate of Temporary Incapacity for Work (DPN):
 - a) Issued by a doctor on the basis of the findings of the current state of health, not at the request of the patient,
 - b) If a patient fails to show up for a scheduled follow-up appointment during the DPN period without prior notice, or if the patient cannot be reached by phone or does not respond to a phone call, the DPN will be terminated due to a violation of the treatment regimen.
 - 8. When entering the clinic with a viral or infectious illness, you must cover your mouth and nose.
 - 9. Procedures that are not covered by public health insurance are charged according to the provider's current price list. The price list of procedures is available at the reception, in the office, on the website of MOJE AMBULANCE a.s., and in the My Ambulance application.

MEDICAL RECORDS

- 1. Medical records are kept by the provider, are the property of the provider and are stored in accordance with applicable legal regulations.
- 2. A patient, guardian, or person authorized by the patient has the right, upon written request, to inspect the medical records and obtain extracts or copies thereof in the presence of a physician or nurse on station – the first copy of the medical records is free of charge; each additional copy is subject to a fee in accordance with the provider's current price list.
- 3. In the case of re-registration with another general practitioner, the provider will prepare and send an extract from the medical records to the new registering physician based on his or her request. The extract contains all the necessary information to ensure the continuity of the health care being provided.

REFUSAL OF CARE OR TERMINATION OF CARE

- 1. The provider may refuse or terminate patient care only for the reasons set out in Section 48 of Act No. 372/2011 Coll.
- 2. Care must not be terminated if this would result in immediate danger to the life of the patient or serious harm to the patient's health.
- 3. The provider will issue a written justification to the patient for the refusal to provide care or to terminate care.

FINAL PROVISIONS

- 1. Violation of these internal rules may be a reason for termination of the provision of healthcare services in accordance with applicable legal regulations.
- 2. These internal rules are published on the premises of the clinic and on the provider's website.
- 3. These internal rules go into force on 1 April 2026.

