

Rights and Obligations of Clients (Patients)

Pursuant to Act No. 372/2011 Coll., on Healthcare Services and the Conditions of Provision Thereof, you have the right:

- to provision of healthcare services at an appropriate professional level.
- to respect, dignified treatment, considerateness and respect for privacy in the provision of healthcare services.
- to choose a provider authorised to provide healthcare services that correspond to your needs, with exceptions specified by the law.
- to request consultation services from a different provider/ healthcare worker, with exceptions specified by the law.
- to be familiarised with the internal rules of the healthcare facility, which are visibly placed in common areas and are available to you.
- to the uninterrupted presence of a legal representative/ person designated by a representative, foster parent or other person appointed by a court, if the presence of such person does not disrupt the provision of healthcare services.
- to be informed in advance about the price of provided healthcare services that are not covered or are only partially covered by public health insurance and about the method of paying for such services.
- to know the names and surnames of healthcare workers, other professional workers and students/interns directly involved in the provision of your care.
- to refuse the presence of persons who are not directly involved in the provision of healthcare services and the presence of students and interns.
- to provision of healthcare services in the least restrictive environment possible with the assurance of quality and safety.
- if you have a mental/physical disorder and you use a guide or assistance dog, you have the right, with respect to your current health condition, to the accompaniment and presence of such dog with you in the course of visiting a healthcare facility.
- to communicate in a manner that is comprehensible for you and using means of communication that you select yourself, including methods based on interpreting performed by another person.

Any procedure in the area of healthcare can be performed only if you provide free and informed consent to such procedure. You can freely withdraw your consent at any time. This does not apply to situations where isolation, quarantine or mandatory treatment is required by the Act on Protection of Public Health.

You have the right to designate a person for provision of information about your health condition, including the scope of the provided information, and you have the right to prohibit the provision of information to certain persons. You have the right to provision of all information about your health condition, to refuse information about your health condition, to view medical documentation in the presence of a healthcare worker and the right to obtain extracts or copies of medical documentation. As a rule, your doctor will inform you of your health condition / the health condition of the person under guardianship and planned treatment.

Obligations

In connection with the provision of healthcare, you are obligated to comply with treatment regimen, act in accordance with the internal rules of the healthcare facility, pay the cost of services not covered by public health insurance, and truthfully inform the attending personnel about your health condition, previous treatment and other facts that are essential for the provision of healthcare.

In the course of visiting a healthcare facility, smoking and consumption of alcohol and drugs are prohibited.

In legitimate cases, you are obligated to undergo an examination for the purpose of determining that you are not under the influence of alcohol or other habit-forming substances.

