

## Internal Rules

These internal rules were formulated in accordance with Act No. 372/2011 Coll., on Healthcare Services and Conditions for the Provision Thereof (hereinafter referred to as the “Healthcare Services Act”) and Act No. 373/2011 Coll., on Specific Healthcare Services, as amended (hereinafter referred to as the “Specific Healthcare Services Act”).

1. Upon entering a healthcare facility, every client is obligated to report to the reception of Canadian Medical (hereinafter referred to as “CM”).
2. After entering, the client will be called upon to present an identity document, to fill out forms and to provide other data that can, due to its nature, contribute to the improvement of services.
3. Every client is obligated to provide information on changes of contact information (address, telephone number, e-mail address) and change of health insurer without delay.
4. The parents of minor children or other close persons will be called upon to provide written consent to treatment.
5. CM personnel will inform the client about the method of paying the costs of the healthcare services provided to the client on the basis of his/her consent and that are not covered in full or in part by health insurance.
6. The client is obligated to pay to the provider the price of provided services according to the valid pricelist immediately following the examination or, as the case may be, according to the payment-due date set forth on the invoice, if such services are not covered by public health insurance and, furthermore, the client may be asked for payment of a deposit on the provided services. Refusal to render such payments is in conflict with the internal rules of the facility and constitutes grounds for termination of provision of services to the client.
7. CM personnel shall guarantee the maximum level of trust, confidentiality and protection of all acquired personal data of the client.
8. The client can designate persons who have the right to information about his/her health condition and can view his/her medical documentation. The right to have close persons present during the provision of healthcare services arises on the part of client.
9. In order to protect the health of the client and the staff during the COVID-19 epidemic, the presence of close person is recommended only in necessary cases (e.g. to accompany children, minors or persons with limited self-sufficiency).
10. The client has the right to considerate, professional healthcare provided by qualified workers.
11. When using healthcare services, the client is obligated to truthfully inform his/her doctor about all facts and to not conceal any information.
12. The client is obligated to treat CM personnel with dignity, to behave in a courteous manner and to respect the instructions of CM personnel.
13. The doctor is obligated to inform the client in a comprehensible and timely manner about his/her health condition and the seriousness thereof, and about intended courses of treatment and the possible risks that may arise.
14. The doctor shall issue a document on temporary incapacity to work on the basis of a determination of the patient’s health condition, not at the patient’s request.
15. Healthcare personnel have the right to not provide healthcare services in the event that the provision of such services could lead to the direct endangerment of life or to serious endangerment of health.
16. CM is authorised to terminate membership by means of a written withdrawal notice with a notice period of one month from the date when such notice was delivered to the client if the client significantly misuses or overuses the system of care provision through excessive or unnecessary visits and requests for provision of medical care and/ or in the case when a serious breach of trust occurs in the relationship between the client and his/her attending CM healthcare personnel. This provision does not in any case relate to situations when medical care in such scope is recommended and indicated by CM healthcare personnel due to the client’s health condition or to cases when the provider of healthcare services is obligated to provide medical care on the basis of legal regulations.
17. The provider of healthcare services can reject a client who voluntarily chose the facility due to serious technical, safety or personnel reasons or in the case that reduction of the quality of services or endangerment of the client may occur.
18. The provider of healthcare services can terminate the client’s care in the event that the provider has demonstrably transferred the client, with his/her consent, to another provider or if the reasons for provision of healthcare services have ceased to exist.
19. Smoking, consumption of alcohol and drugs and carrying of weapons are prohibited throughout the healthcare facility.
20. In the event of a fire or other form of endangerment, the client shall comply with the personnel’s instructions. Emergency exits are visibly marked.
21. The provider of healthcare services is not responsible for clients’ unattended personal belongings; during the treatment period, it is possible to keep such belongings in the doctor’s office.
22. The provider of healthcare services is not responsible for looking after minor children.
23. If the client has a mental/physical disorder and uses a guide or assistance dog, such client has the right, with respect to his/her current health condition, to the accompaniment and presence of such dog in the course of visiting a healthcare facility
24. The client is obligated to behave in such a manner as to not disturb other clients, not endanger himself/herself or other clients and not cause any damage to the property or equipment of the healthcare facility.
25. Photography and video recording is prohibited in all areas of the healthcare facility without the consent of CM and persons who may be recorded or photographed.
26. At the request of the CM staff, the patient and their accompaniment must wear respiratory protection, if necessary according to the current epidemiological situation.
27. In the event that the client is unable to arrive for the scheduled appointment with the doctor, he/she is obligated to notify the Provider of such fact no later than 24 hours before the start of the examination. Otherwise, the Provider shall be authorised to demand from the client payment of the costs associated with the non-use of the doctor’s capacity. This obligation also relates to examinations at medical facilities cooperating with the Provider.
28. The office hours and other basic information are available on the CM website at [www.canadian.cz](http://www.canadian.cz)