PATIENTS' RIGHTS AND DUTIES AT THE GENERAL UNIVERSITY HOSPITAL IN PRAGUE (THEREINAFTER "HOSPITAL")

Welcome to the General University Hospital in Prague. We appreciate your confidence and your free decision to choose our Hospital out of the range of health care providers. Let us inform you about the rights and duties connected with the provided health care.

PATIENTS' RIGHTS

Patients have the right to receive health care at the due professional level, which means health service based on the rules of science and recognized best practice guidelines, while respecting a patient's individuality, specific circumstances and objective possibilities. In exceptional cases, the said right can be suspended or limited. These exceptions are provided by law in Act # 372/20011 Coll., i.e. the Health Service Act (thereinafter "Law"), and/or other legal regulations.

While receiving health care, a patient is also entitled:

a) to be treated with regard, dignity and consideration, with respect for their privacy, considering the nature of the health care provided;
b) to choose a provider authorized to provide health care appropriate to the patient's needs of care, and a health care facility;
c) to require consulting services from another provider or health professional than that providing the care of them; this will not apply in care of emergency care;
d) to require a report of the provided health care;
e) to be thoroughly informed about the internal rules of the Hospital;
f) to continuous presence of the Guardian or a person designated by the Guardian, a fostering person or another person put in charge of the care of the patient by decision of a court or other relevant authority, if the patient is a minor;
g) to continuous presence of the Guardian or a person designated by the Guardian, if the patient is a person with legal capacity limited to such an extent that he/she is not able to judge on the health care provided and/or on its effects;
h) to presence of a close person or a person designated by the patient, if this is in accordance with legal regulations and the internal rules, and if the presence of such person(s) will not interfere with operation of the health service or if it is not excluded according to a legal regulation;
i) to request, if he/she is a person with legal capacity limited to such an extent that he/she is not able to judge on the health care provided and/or on its effects or a minor, that the person stipulated by the Act (namely a legally acceptable representative or a person designated by the legally acceptable representative, foster parent, guardian) is not present during the health care if the patient alleges he/she has been maltreated or otherwise abused or neglected by them;
j) to be informed in advance about the price of the provided health services that are not covered (or not fully covered) by the public health insurance and about the way of payment, unless his/her health state excludes that;
k) to know the full name or names of the health professionals and other special staff directly involved in providing the health services, including any persons trained for a health profession by the provider who may be present while the health services are provided or who perform activities that are part of their training;
l) to refuse presence of persons who are not directly involved in providing the health services, including persons trained for a health profession;
m) to get visitors in the Hospital, considering own state of health and in accordance with the internal regulations, and in such a way that does not infringe the other patients' rights;
n) to receive pastoral care and spiritual support from clergy of the churches and religious organizations registered in the Czech Republic and/or from a person in charge to perform religious duties and ceremonies (thereinafter "priest") in accordance with the internal regulations, and in such a way that does not infringe the other patients' rights, as well as in view of the patient's state of health; the visit of a priest cannot be denied to the patient in danger to life or at immediate risk of serious health damage;
o) to be provided health care in a setting that minimizes limitations as possible, and at a high standard of quality and safety of the health care provided.

Patients with sense impairment or severe difficulty in communication due to health reasons have the right to communicate about any matters connected with the provided health care in such a way that is intelligible to them and using the means they choose themselves, including those based on interpreting by another person.

Patients with sense or body impairment who use a specially trained dog (a guide dog or assistance dog) have the right, considering their state of health, to be accompanied by the dog and have it in the Hospital, in a way stipulated by internal regulations so that will not infringe other patients' rights.

Patients who do not understand Czech language will commission translation for themselves on their own and at their own expense in case of planned health care.

Patient Information:

Aproved on: 19. 1. 2024 prof. MUDr. David Feltl, Ph.D., MBA

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A health professional is obliged to inform patients, in an intelligible way and to the sufficient extent, about the state of their health, and about the proposed individual course of treatment including all its changes (thereinafter "information about state of health"), as well as about other health care and other social services available to improve their state of health, and to allow the patients or the person assigned by them to ask additional questions concerning their state of health and the proposed course of treatment, which must be answered intelligibly.

Patients can renounce the claim to being informed about their state of health or assign the person who should be informed. The record of renouncing the information about the state of health or of assigning another person to be informed is part of the patient's health record file; this record will be signed by the patient and a health professional. The renouncement of the claim to being informed shall not be taken into consideration if it involves information that the patient suffers from an infectious disease or any other disease that can cause the patient to endanger other people's health or life.

Health services are provided subject to consent. A patient can refuse to give his/her consent to health care unless it is a case when health care can be provided without a consent. Therefore, patients will be repeatedly given information about their state of health to such an extent and in such a way that will clearly say that avoiding the health care may seriously damage their health or endanger their life. If a patient still refuses to give the consent, he/she shall make a written statement of it (a letter of liability). Patients can also withdraw their consent to health care. Such a withdrawal will be void if the respective health care procedure has already begun and its interruption may cause a serious damage to health or danger to the patient's life.

A patient has the right to inspect his/her medical records and make excerptions or copies at the presence of a health professional assigned by the Hospital within 30 days following the delivery of the patient's request in writing, unless it interferes with the health services provided.

A patient can, when admitted to health care, assign the person(s) who are allowed to be informed about his/her state of health, and at the same time he/she can decide whether the latter will be allowed to inspect his/her health record file or other records pertaining to his/her state of health and make excerptions or copies, and whether – in a case when the patient is unable to give or refuse the consent to health care procedures and these procedures are not those that can be performed without the consent – they can give or deny this consent to health care. A patient can assign the said person(s) or pronounce the prohibition on providing information to a person at any moment after admission to health care, or to withdraw the prohibition on providing information about his/her state of health at any moment. The record of the patient's statement is part of his/her health record file; this record will be signed by the patient and a health professional. This record shall also include the patient's statement on the way the information of his/her state of health can be provided.

A patient can – in case he/she may be in such poor health that would not allow him/her to express the consent or refusal to health care procedures and/or the way of their performance – give or refuse such a consent in advance (thereinafter "a prior expressed wish"). Its form and technicalities are provided by law.

A patient that feels to be a victim of a criminal offence and is given health care immediately after the offence has been committed can address legal entities registered as providers of assistance to victims of crime at the website of the Ministry of Justice at http://www.pmscr.cz for professional advice and assistance.

The aim of all staff of the Hospital is ensuring the quality of the care as well as other services. Possible discontent can be expressed through direct contact with the principal of the particular unit, the Hospital's ombudsman or through a complaint – see www.vfn.cz.

PATIENTS' DUTIES

When given health care, patients are obliged:

a) to observe the suggested individual regimen of therapy if they have expressed their consent to being given health care;
b) to observe the internal regulations of the particular health care facility;
c) to cover the Hospital's costs of the care provided with their consent and are not covered or are only partly covered by public health insurance or other resources;
d) to give the attending health care staff true information about their previous health, including information about any infectious diseases, health care given by any other providers, use of any medicinal preparations including use of addictive drugs, and other facts relevant to providing health services;
e) to abstain from alcohol and/or other addictive substances when in hospital, and – if ordered by the attending doctor in substantiated cases – to undergo investigation to ascertain whether they are under the influence of alcohol and/or other addictive substances or not;
f) to provide a proof of their identity (e.g. ID card); when a patient fails to prove his/her identity, the Hospital can deny health care unless the case is urgent.

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