

Internal Rules

of the Masaryk Memorial Cancer Institute

Rights and obligations

of patients and others in the

provision of medical services

Dear Sir, Madam

The efforts of the employees of the Masaryk Memorial Cancer Institute (MOÚ) ensure that patients have the best possible medical care. A precondition for successful treatment is a quiet and friendly environment, which you can contribute to by your actions and behavior. Therefore, it is essential that, in addition to the obligations set out in the "Rights and obligations of patients and others in the provision of medical services", you also abide by the conditions set out in these Internal Rules of MOÚ. These concern not only patients themselves, but their visitors, the persons accompanying patients for the purpose of providing medical services, as well as other persons at MOÚ in connection with the provision of medical services to patients (clergy, interpreters, etc.).

In the event you do not follow the Internal Rules of MOÚ, it is authorized to terminate your care under the conditions provided by law.

We therefore ask you to show active interest in your treatment and with trust in the ability and expertise of our doctors, paramedical staff and other professionals. We believe that you will be satisfied with the medical care provided. Thank you for your willingness, discipline and cooperation.

I

Patient admission for hospitalization

Prior to admission to the hospital, please present your insurance card and identification (ID card or driver's license or passport).

For admission for hospitalization and throughout the course of it, you must keep your personal belongings in the assigned closet in your room. The staff nurse or orderly will give you bedclothes and explain everything you need to know. You can also use your own bedclothes provided you guarantee the regular change of it.

You have the right to a clean bed. But you also have the obligation to keep the bed clean. The change of personal and house bedclothes and linen is performed as required, but at least once a week.

Give cash in amounts greater than 1000 CZK and other valuable items to the cashier of MOÚ, who will confirm receiving them and keep them in the safe free of charge for the duration of your hospitalization. In the event you keep money or other valuables in your room, we cannot guarantee that they will not be stolen.

In order to ensure the safe provision of medical services, please turn in any medicine that you bring with you to MOÚ to the attending nurse at admission. Your medicine will be marked and stored in a locked cabinet on your ward and be returned to you upon your discharge from MOÚ .

It is forbidden to bring any weapon or other items to MOÚ that may endanger life and health. In the event you have a weapon on your person, please inform the attending nurse at admission, who will work with the Police Force of the Czech Republic to have it safely stored.

II

Stay of the patient at MOÚ

Your doctor, health care workers and other professionals will take care of you during your hospitalization at MOÚ. Follow their instructions in order to ensure successful treatment.

Each patient hospitalized at MOÚ is identified with a wristband. This wristband contains your name, last name, date of birth, a barcode containing your birth certificate number and medical record number to increase safety and ensure clear identification prior to all procedures and undertakings. Please wear this wristband throughout your entire stay at MOÚ.

Once you are in your bed, our staff will show you how to use the equipment to summon medical personnel.

If there are any difficulties during hospitalization, first contact your doctor or the staff nurse of the ward where you are hospitalized. You may discuss serious matters with the ward chief, head nurse, deputy director for preventive care, deputy director for the paramedical staff, possibly with the director of MOÚ as well. You can also enter your suggestions in relation to MOÚ in the "Wishes and Complaints Book", which is located in the patients' lounge of every ward, or you can include them in a satisfaction form, which is available upon request in every ward. You furthermore have the right to lodge a complaint against any procedure of MOÚ concerning the provision of medical services or in relation to them in accordance with the Medical Services Act. More information about the procedure for lodging a complaint under the Medical Services Act can be found on the website of MOÚ in the For Patients section. You can consult the Patient Council (phone 543134314, email: pacientskarada@mou.cz) with your suggestions on how to improve the environment or provision of services at MOÚ.

Be on time for your examinations and treatments so as not to disrupt the smooth operation of the ward and treatment regimen. Follow the instructions of the medical staff of MOÚ and do not stray far from the ward at times when you have examinations or treatments planned.

Your doctor will manage your **diet and nutrition** in cooperation with the nutritionist. Follow the dietary guidelines to ensure the positive course of your treatment. Receiving food from visitors or other persons is permitted only within the limits prescribed by your doctor.

Meals are served:
Breakfast: 7:00–8:00
Lunch: 11:30–12:30
Dinner: 17:00–18:00

A morning snack is served with breakfast and afternoon snack with lunch.

You can keep any food brought to you and marked with your name and surname (approved by your doctor or staff nurse) in the communal refrigerator on the ward. Consume them before they expire. Health care workers carry out regular checks on the food kept in the refrigerator. If any food is found expired or in unsuitable quality, they will notify you and discard the food. The hospital assumes no responsibility for any theft.

No leftovers may remain in the rooms. Do not put food on the windowsill and do not feed any birds, which will foul the windows and sills, or other animals (especially cats).

You will be usually **woken up at 6:30** in the morning unless specified otherwise due to treatment or operational reasons.

A quiet and peaceful environment is good for your treatment as well as for the treatment of other patients of MOÚ. Ensure therefore that you, your visitors and people accompanying you, as well as other people present at MOÚ avoid noisy behavior. Any people violating this rule will not be permitted access to MOÚ within the extent permissible by law.

Peaceful and undisturbed sleep brings with it relief, relaxation and refreshment, and it contributes to the treatment process. Observe night hours between **22:00 and 6:00** and if necessary, use a night light.

Maintain the cleanliness of rooms, hallways, stairwells, in bathrooms, and in other areas of MOÚ. Respect the sorting of waste.

It is strictly forbidden to throw anything out of the windows, on to the lawns and in other areas of MOÚ.

It is forbidden to throw scraps of food, dressings or sanitary napkins into toilets. Put these objects in the designated waste containers.

It is forbidden to use your own electrical appliances with the exception of appliances for personal hygiene (e.g. electric razor, hairdryer) and consumer electronics (e.g. charges for mobile phones, laptops). If you have good reasons for using your own electrical appliances, please seek permission to use them from the OHS officer (phone 543 134 246).

For operational reasons, we ask you to respect the ban on using mobile phones in the event that an employee of MOÚ asks you to, and in areas where the ban on using mobile phones is marked.

It is **forbidden** to enter and move about on the premises of MOÚ under the influence of alcohol or other narcotic substances. It is also forbidden to bring these substances to MOÚ and use them at MOÚ. The only case where the use of these substances is permitted is when they form part of providing medical care (e.g. anesthetics or analgesics).

Smoking and the use of electronic cigarettes at MOÚ is **forbidden** with the exception of the areas reserved for smoking. The areas reserved for smoking are: the small terrace with a connecting bridge between Švejd and Masaryk Halls, and the space reserved at the connecting corridor between Werner and Bakeš Halls (open from 6:00 to 20:00). If you would like to quit your tobacco habit, MOÚ recommends you visit our center for quitting smoking, which is located on the ground floor of Masaryk Hall. Please note that violating any of these prohibitions may result in the termination of your care at MOÚ.

No animals are allowed at MOÚ with the exception of a guide or assistance dog belonging to a patient with sensory or physical disabilities. The patient has the right to have such a dog with him or her at MOÚ and is obliged to ensure the care of this dog (walking, eating, clean up, etc.). In connection with the presence of the dog, the patient is also obliged to ensure the safety of other patients and staff. The dog is not allowed to be present in the Anesthesiology and Intensive Care Ward of MOÚ, in wards for operating disciplines, and in those departments of MOÚ where the presence of a dog would be in conflict with the law or hygiene standards.

Having flowers and other plants is not allowed in the Operations and Anesthesiology-Resuscitation Departments.

During your hospital stay, you can visit:

- Pharmacy
- Oncology Information Center, which is located on the third floor of Švejd Hall and includes access to a computer with internet,
- Art workshop and relaxation lounge, which is located on the ground floor of Masaryk Hall,
- Gallery on the second floor of Švejd Halls,
- Chapel in Švejd and Masaryk Hall,
- Snack bars in Masaryk and Švejd Halls (food and drink can only be consumed within the limits prescribed by your doctor)
- Newsagent with flowers, newspapers, books and magazines on the first floor of Švejd Hall.
- Hairdresser's on the ground floor of Švejd Hall
- Cultural event at the Žlutý kopec (Yellow Hill) Gallery (2nd floor of Švejd Hall)

During your hospital stay, you can use:

- the Internet free of charge through the MOÚ Wi-Fi network
- radio and television sets in the rooms and lounges (handle them with care)
- Automated bank teller in Švejd Hall

III

Visits, giving out information about the medical condition of the patient

Visits are allowed at MOÚ **daily from 14:00 to 20:00**. Visits are possible outside these designated hours after consultation with the head doctor of the ward. These visiting hours do not apply for the Anesthesiology and Intensive Care Ward, where visits are permitted only for immediate family members and their length is adapted to the health and condition of the patient at the discretion of the doctor.

Visits may be restricted or prohibited in the event of an adverse epidemiological situation.

Patients, their visitors, persons accompanying them, and other people present at MOÚ are obliged to conduct themselves in such manner so as no damage to the property of MOÚ or injury to other patients occurs.

Unless prohibited by the patient, the doctor will personally give the people designated by the patient **information about the medical condition** of the patient either during the afternoon or by prior arrangement. In order to protect the privacy of our patients, information about the medical condition of any patient is given over the phone only in the event the doctor is able to safely verify the identity of the person on the phone.

IV

Presence of other persons in the provision of medical services

With the exceptions given below, the provision of medical services for **minors** allows the continuous presence of a legal guardian, person designated by the legal guardian, foster parent or other person in whose care the patient has been entrusted at the discretion of the court or other authority.

In the provision of medical services for **persons whose legal capacity is limited**, and who likewise are not fit to assess the provision of medical services, or the consequences of providing them, a legal guardian, or person designated by the legal guardian, may be continuously present with the exceptions given below.

With the permission of the patient's doctor, the legal guardian, or person designated by the guardian, may use the guest rooms of each inpatient ward outside visiting hours.

If operating conditions permit, the legal guardian, or person designated by the guardian, is allowed to stay, with the doctor's consent, with the patient in his or her room. However, if the patient shares a room with other patients, the stay of the legal guardian, or person designated by the guardian, is possible only with the consent of these hospitalized patients. The stay of the legal guardian, or person designated by the guardian, is not possible, however, if the law determines otherwise or in cases where the stay disrupts the provision of Medical Services.

Somebody close to the patient, or another person designated by the patient, can also be present in the provision of medical services with the exceptions given below.

The aforementioned people, however, may not be present in the provision of medical services in the event the law, including hygiene standards (surgical and operating theaters, etc.), or the nature of the medical services provided (radiation treatment, examinations using ionizing radiation, etc.) disallows it, or when the doctor excludes the presence of these people because of possible disruptions in the provision of medical services.

The above authorizations, with the exception of the stay of a legal guardian or person designated by the guardian together with a hospitalized patient whose legal capacity is restricted, shall not apply to people in custody, imprisoned or under preventive detention.

V

Rules for transporting patients covered by public health insurance

Transporting patients is a service paid for by public health insurance in the Czech Republic:

- to a contracted health care provider,
- from a contracted health care provider to the place of permanent residence or to the place of residence or to a facility providing social services,
- between contracted providers of medical services;
- as part of the medical services of the contracted provider,

and only then if the patient's condition does not allow transport in a conventional manner (i.e. mass transit, personal transport, etc.) without the use of medical transport services.

The doctor shall decide whether the medical condition allows the conventional means of transport or not (the social situation of the patient or a particular traffic situation, etc., are not taken into account).

Health insurance pays for transportation to the nearest provider who is able to provide the required medical care. Should the patient freely choose a distant provider of medical services, the health insurance company will only pay for transportation to the nearest provider and the remainder must be paid by the patient (paid directly to the provider of the medical transport service).

The above rules apply to transporting patients in a private vehicle driven by another person (to obtain reimbursement for travel expenses, the doctor must confirm the form Reimbursement for travel expenses using a private vehicle).

The health insurer will not pay for transport in a private vehicle driven by the patient.

VI **Spiritual care, spiritual support**

You can visit the Catholic services regularly held in the chapel of Masaryk Hall if your medical condition permits it.

In the event you need spiritual care or support, please ask the staff nurse in your ward, who will arrange for you, if the operating conditions of MOÚ permit it, a visit from the hospital chaplain or pastor's assistant.

If you wish to have spiritual care administered by a specific member of the clergy (e.g. your parish pastor), please contact him yourself or with the help of your loved ones. Do inform the staff nurse on your ward, however, that you have done this and indicate the arrival time of the cleric. If the operating conditions at MOÚ permit, the visit from your cleric will be allowed.

VII **Passes, hospital discharge and release from care**

If your hospitalization is of a long-term nature, you can be given a pass based on an evaluation of your medical condition and **released for home care.** We ask you to observe the prescribed time of return.

Upon releasing you from care, your doctor will issue a preliminary release report. Your doctor will send your release report within ten days after your release to your general practitioner. If necessary, you will receive medicine or medical resources (therapeutic or orthopedic aids, etc.) upon your release from care to use for the absolute time necessary, perhaps also prescriptions or certificates to pick up this medicine or medical resources. You can pick up the medicine or medical resources at the MOÚ. Pharmacy. At your release, you will be given an **appointment card**, which you will submit during each subsequent visit to MOÚ. Follow the printed instructions on the other card you received during your treatment.

As part of your release from care at MOÚ:

- return any bedclothes borrowed from the institute, together with other borrowed items, to the nursing staff,
if you have money or other valuables in the safe at MOÚ, pick them up by presenting the slip you were given when you handed them over for safekeeping, during the operating hours of the

cash desk, i.e. on weekdays from 10:00 – 12:00 and 13:00 – 14:00. In exceptional cases, valuables handed over for safekeeping may be picked up outside these times after prior agreement with the cashier (tel. 543 134 205)

Rights and obligations of patients and others in the provision of medical services

Rights of patients and other persons in the provision of medical services

1. Patients at the Masaryk Memorial Cancer Institute (MOÚ) have the right to receive professional medical services to the extent available at MOÚ. Patients have the right to have these medical services carried out with understanding by qualified personnel. Medical services especially means the provision of health care by health care professionals and other activities carried out by professionals if these activities are carried out in direct relation to providing medical care.
2. Patients have the right to the provision of medical services in the least restrictive environment while the quality and safety of the medical services provided are ensured.
3. Patients have the right to be respected, treated with dignity, courtesy and to the respect for privacy in the provision of medical services in accordance with the nature of the medical services provided. Analyses of their diseases, consultations on examinations, and treatment are confidential matters and must be conducted discreetly.
4. Patients have the right to expect that these medical services will be provided with reasonable continuity. They have the right to know in advance which doctors are available to them, during what patient hours and in what location. After being discharged from MOÚ, they have the right to expect MOÚ to propose the next step in the provision of medical services.
5. Unless provided otherwise by law, patients have the right to decide freely about the provision of medical services. For this purpose, they have the right to obtain the necessary information from their doctor, especially about the cause and origin of their disease, if they are known, further the stage and expected development of it, and the purpose, nature, expected benefits, potential consequences and risks of the proposed medical services, including individual medical procedures, other possibilities for the provision of medical services, their suitability, benefits and risks for the patient.
6. Patients have the right to a detailed and understandable explanation even if, with their doctor's agreement, they participate in any research or nonstandard procedure. A written, freely informed consent is required before any research with the patient's participation begins. Patients may withdraw from the research at any time, even without cause.
7. Unless provided otherwise by law, patients have the right to revoke their consent to the provision of medical services.
8. Under the conditions prescribed by law, patients have the right to express their consent or refusal with the provision of medical services and the means for providing them for the case of being in such medical condition where they are not able to express their consent or refusal in advance (previously expressed wishes).
9. Patients have the right to a copy of their consent to the provision of medical services and the consent to hospitalization.
10. Patients have the right to information about their medical condition and about the proposed individual treatment (including in particular diagnosis, treatment proposal, including therapeutic and recuperative care and recommendations for the further provision of medical services, treatment regimen) and all their changes.
11. Patients have the right to ask additional questions related to their medical condition and proposed medical services, which must be clearly answered.
12. Patients have the right to information about other medical services and other social services available that can improve their health, especially the possibility of recuperation.

13. Patients have the right to waive the transmission of information about their medical condition and the proposed individual treatment and all its changes, or to designate a person to be given this information. Under the conditions prescribed by law, patients also have the right to prohibit the transmission of information about their medical condition.
14. Patients have the right to inspect, obtain extracts or copies from their medical records kept at MOÚ, within the times and under the conditions prescribed by law. Patients are also entitled to designate the persons who shall have the right to inspect and obtain extracts or copies from the medical records of patients kept at MOÚ.
15. Patients have the right to expect that all information related to their treatment is considered confidential. The protection of information about the patient must be ensured in the event they are electronically processed.
16. Patients have the right and obligation to become familiar with the Internal Rules of MOÚ and to follow them.
17. Patients have the right to request consultation from a medical facility other than the one providing them medical services. Such consultation, however, is not covered by public health insurance, so the patient who requests it must pay for it. This right does not apply especially to the provision of emergency care.
18. Patients have the right to the presence of a close relative or person designated by the patient, unless prohibited by law, and in accordance with the Internal Rules of MOÚ, and if their presence does not disrupt the provision of medical services.
19. A child patient or other patient whose legal capacity is limited has the right to have their legal guardian, or person designated by the legal guardian, i.e. foster parent or other person in whose care they are entrusted, continuously present, unless prohibited by law, and in accordance with the Internal Rules of MOÚ, and if their presence does not disrupt the provision of medical services.
20. A child patient or other patient whose legal capacity is limited may request that the person in the preceding paragraph not be present in the provision of medical services if they notify the attending doctor that this person mistreats or otherwise abuses and neglects them.
21. Patients in custody, imprisoned or under preventive detention have the right to have medical services provided with a member of the Prison Service present, and then in view only, out of earshot, with the exception of cases where the life, health or safety of the health care worker or other professional or property is endangered, in which case the member of the Prison Service is authorized to be present when the medical service is administered, including being within earshot.
22. Patients with sensory disabilities or severe communication problems caused by a medical condition have the right in communications related to the provision of medical services to communicate in a manner clear and understandable to them, which they alone choose, including methods that require interpretation by another person. In the case of persons in custody, imprisoned or under preventive detention, the Prison Service of the Czech Republic shall appoint the interpreter.
23. Patients with sensory or physical disabilities who use specially trained dogs (guide dog or assistance dog) have the right, in view of their current medical condition and if not prohibited by law, to be accompanied by this dog and have it present at MOÚ in the manner stipulated by the Internal Rules of MOÚ so that the rights of other patients are not infringed. This right does not apply to persons in custody, imprisoned or under preventive detention.
24. Patients have the right to be informed in advance about the price of medical services that are not covered or are only partially covered by public health insurance and the method for paying for them if their medical condition permits it.

25. Patients have the right to know the name, perhaps names, and surname of the health care workers and other professionals directly involved in the provision of medical services and the persons performing internships for the medical profession at MOÚ, who are present during the provision of medical services or are engaged in activities that are part of their studies.
26. Patients have the right to object to the presence of people who are not directly involved in the provision of medical services and those in training for the medical profession.
27. Unless prohibited by law, patients have the right to receive visitors, taking their medical condition into account and in accordance with the Internal Rules of MOÚ and in a manner which does not infringe the rights of other patients.
28. Unless prohibited by law, patients have the right to receive spiritual care and support from religious churches and religious communities registered in the Czech Republic or from persons involved in religious activities, in accordance with the Internal Rules of MOÚ, and in a manner which does not infringe the rights of other patients, and taking their medical condition into account.
29. Patients have the right to lodge a complaint against the procedure of MOÚ in the provision of medical services or against the activities associated with these medical services.
30. Patients have the right to check the bill for the medical care they received, and to request an explanation for each item regardless of who pays the bill.
31. If it is potentially beneficial for the patient, he or she can be transferred, with their consent, to the care of another health care provider.
32. Patients whose medical condition makes them unable to do without the assistance of another person have the right to be discharged from inpatient care after obtaining the prior, timely notification of the person who will provide this care.
33. Patients at the end of life have the right to the empathy of all employees of MOÚ.

Obligations of patients and others in the provision of medical services

1. Patients and the legal guardians of patients shall abide by these Internal Rules of MOÚ.
2. Patients who have given their consent to the provision of medical services are obliged to follow the proposed individual treatment procedure (i.e. treatment regimen).
3. In the event patients were given medical services not paid or only partially paid by public health insurance or from other funds, they or their legal guardians are obligated to pay MOÚ the cost of the medical services provided.
4. Patients or their legal guardians are required to truthfully inform their health care worker about the historical development of the patient's medical condition, including information about any infectious diseases of the patient, about medical services received by the patient from other providers, about the use of drugs by the patient, including substance abuse, and other facts essential for the provision of medical services.
5. Patients and their legal guardians are required not to drink alcohol during hospitalization or use other addictive substances, and they are subject to an examination being performed, at their doctor's discretion for justified cases, to determine whether or not they are under the influence of alcohol or other addictive substances.
6. If a patient is represented by a legal guardian (children patients, patients with limited legal capacity), that person is obliged to create the conditions for fulfilling the obligations of the patient referred to in paragraphs 1, 2 and 5.
7. The obligations referred to in paragraphs 2 and 4 apply, as appropriate, to the legal guardian of the patient in the event that patient is hospitalized.
8. The patient, legal guardian of the patient, person designated by the patient, close relative of the patient or person from the same household are required to prove their identity with an identity card (in the case of a foreigner, then with a passport or other proof of identity) if requested by a health care professional, other professional, or another employee authorized by MOÚ.
9. The patient understands and shall inform the following persons that any person who exercises the right to information about the medical condition of the patient, and a person who intends to visit a hospitalized patient, has the obligation to prove their identity with an identity card (in the case of a foreigner, a passport or other proof of identity).
10. Patients understand and shall inform their close ones (in particular a direct relative, sibling and spouse, partner or other person in a family or similar relationship shall be considered a close one if an injury suffered by one of them affects the other as if that person had suffered the injury as well) that if a health care worker has doubts whether the person is a close one, that person shall certify his or her status with an affidavit stating their contact details and identity card number.
11. Patients and their legal guardians are aware that if they refuse to prove their identities, MOÚ may refuse to provide medical services unless the patient requires emergency care.
12. Patients and their legal guardians are aware that if another person referred to in the previous paragraphs refuses to prove his or her identity, MOÚ may refuse to provide this person with any requested assistance or to prohibit them from visiting the hospitalized patient. This does not apply if the patient confirms the identity of the person. MOÚ will inform the hospitalized patient about the refusal to allow the visit immediately or immediately when the medical condition of the patient allows it.