

Olomoucká 470/86, Předměstí, 746 01 Opava

## PATIENT'S RIGHTS

In accordance with Act No. 372/2011 Coll., valid and effective from 1 April 2012

- 1) Healthcare services may be provided to the patient only upon his/her free and informed consent, unless otherwise stipulated by law.
- 2) Patient has a right to get healthcare services with due and professional diligence.
- 3) When receiving the healthcare services the patient has also a right
  - a) to get respect, decent treatment, consideration and privacy during health services provision in compliance with a nature of such services;
  - b) to choose a healthcare provider authorized to render services corresponding to the patient's needs, and to choose a healthcare facility, unless otherwise specified in this Act or by any other legal regulations;
  - c) to ask other healthcare provider and/or healthcare professional for consulting services other than the attending one; except for cases of urgent care and also service of custody, imprisonment or detention;
  - d) to become familiarized with the Internal Rules of the in the inpatient department or one-day clinic (hereinafter only "Internal Rules");
  - e) and a right:
    1. to enjoy a permanent presence of a statutory representative or a person appointed by the statutory representative, a foster parent or any other person appointed to care of the patient by the court or other body, if the patient is a minor;
    2. to enjoy a permanent presence of a statutory representative or a person appointed by the statutory representative, if the patient is deprived of legal capacity or his/her legal capacity is limited so that the patient is not able to assess the provision of healthcare services and/or consequences thereof (hereinafter only "patient deprived of legal capacity");
    3. to enjoy a presence of a kin or a person appointed by the patient in compliance with other legal regulations and the Internal Rules, provided such a presence doesn't disturb or interfere with the healthcare services; the foregoing doesn't apply to the cases of service of custody, imprisonment or detention; and Section 47 subsection 1 par. b) is not affected thereby;
  - f) to be informed in advance about the price for the provided healthcare services not reimbursed or only partially reimbursed from the public health insurance and about a method of payment, if possible with regard to his/her state of health;
  - g) to know names and surnames of healthcare professionals, other experts and specialists directly participating in treatment and provision of healthcare services and also of students under practical training who attend the health care or perform activities which form a part of their tuition;

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- h) to refuse attendance of the people who don't directly participate in treatment and provision of health care and students and/or visiting students who serve their practical training;
  - i) to accept visitors in the inpatient department or one-day clinic with regard to his /her state of health and in compliance with the Internal Rules so as to not violate other patients' rights, unless otherwise specified in this Act or by any other legal regulations;
  - j) to accept spiritual care and support from clergymen, churches and religious denominations registered in the Czech Republic or from people commissioned to serve the spiritual activity (hereinafter only "clergymen") in accordance with the Internal Rules and in a way that would not violate other patients' rights and with respect to his/her state of health, unless otherwise specified by other legal regulation; a clergyman visit cannot be denied if the patient's life is put in danger or health is seriously damaged, unless otherwise specified by other legal regulation;
  - k) to get healthcare services in the least limiting environments ensuring quality and safety.
- 4) The patient who is deprived of legal capacity or who is a minor may require that the person appointed in accordance with Article 3 par. e) is not allowed to be present at the healthcare services if the patient states such a person abuses or maltreats him/her. In this case the personnel must proceed in accordance with Section 35 subsection 5.