



### The Patient's Rights

#### The patient has the right

- to be informed about his or her health status, suggested individual medical treatment, all its changes or other alternatives, their advantages or disadvantages. The patient has the right to waive his right to be informed about his or her health status or select a person to whom information should be given.
- to the provision of medical services at an appropriate professional level. The appropriate professional level is understood as a provision of medical services according to the rules of science and recognized medical practice with respect to the patient's individuality, specific conditions and real capabilities;
- for respect, treatment with dignity, considerate behaviour, privacy whilst receiving medical services according to its nature;
- to be introduced to the Internal Rules of Hospital Strakonice;
- to be informed in advance about the price of health services not covered or partially covered by the public health insurance and the method of payment, if his/her health permits it;
- to receive visitors in Hospital Strakonice in accordance with the health status and also internal rules of Hospital. The visit should not disturb the rights of the other patients. Usual time for visitors: 14,00 - 17,00 every day;
- to access the medical records related to him/her and take statements or copies. This can be done only with the presence of a Hospital Strakonice employee and under the condition that the provision of medical services will not be disturbed. To take a statement or a copy of the law provides for a period of 30 days from the receipt of the request. The patient may, on admission to hospital (or at any time thereafter), identify persons who may be informed of his condition, which may determine whether these persons may inspect the medical records kept on him or other records relating to his state of health, and whether they can take extracts or copies of these documents. The patient may, on admission to hospital (or at any time thereafter), prohibit the giving of information about his state of health to any person. The patient has the right to determine the extent to which information on his/her health is to be given to the designated persons and has the right to disclose how they can be provided with the information (e.g. orally, in writing, etc.).
- to identify persons who may express agreement or disagreement with the provision of health services for him, if such patient in view of their health status will not be able to do so himself/herself and not be a health service that can be provided without consent;
- for appropriate explanation of all planned procedures. The procedure will not be performed if the patient does not agree. The patient has the right to withdraw subsequently his or her consent once it has been given until the procedure starts;
- to consult (second opinion) with another health care provider or health care professional without having to worry about a drop of quality of provided health care;
- to request the presence of a relative or a person designated for this purpose by him or her during the provision of health services, provided it shall not collide with the provision of health services and does not mean any epidemiologic or safety risk;
- has the right to privacy by all performed medical operations;
- right to be protected against confusion of medicaments or any medical operations – all hospital employees are obliged to verify the patient's identity prior medicine administration or prior medical operations;
- to be provided with spiritual services and rituals when there are no restraints for the hospital operation or care for other patients caused by that;
- to express his or her approval or disapproval with medical treatment in a written statement in advance, in the event he or she will not be able to provide it later due to his or her health condition. Details are set out in Act 372/2011 Coll.





### The patient is entitled

- to know the names of all persons contributing to the medical treatment. Presence of persons that do not contribute to the medical treatment (students and trainees) has to be previously agreed by the patient;
- to be protected against hospital infections – all hospital staff has to perform proper hand hygiene before starting any manipulation with the patient;
- to get diagnosis in time as well as treatment of any pain;
- to be treated in the way to respect his/her cultural differences, customs and spiritual needs while treated or while dealing with their relatives or close persons;
- to be notified of the plan to be moved to another ward, another hospital or medical institution;
- to anticipate a reasonable continuous treatment.

The patient or the patient's relatives or persons close to them have the right to express their disagreement or complaints against the treatment.

The patient without knowledge of the Czech language is entitled to be provided with an interpreter at the expense of the patient.

### The Patient's Obligations

During the provision of medical services the patient **is obliged**:

- to comply with an individual treatment process, if the provision of health services is agreed;
- to follow the internal rules of the medical department of Hospital Strakonice;
- to pay Hospital Strakonice the price for provided health services not covered or partially covered by public health insurance or other sources that were provided with his/her consent;
- to truthfully inform your health care professional about the current development of his/her state of health of, including information on infectious diseases, health services provided by other providers, the use of medicinal products, including substance abuse, and other facts essential to the provision of health services;
- not to drink alcohol during hospitalization or other addictive substances, and there shall be at the discretion of the attending physician, in justified cases, an examination in order to establish whether or not he/she is under the influence of alcohol or other addictive substances;
- if the patient refuses to show his/her identity card, Hospital Strakonice may refuse to provide health services, unless the patient cannot, where it is necessary to provide emergency care;
- to keep clean beds, rooms, toilets, etc. ;
- to mark your food, if you put it in fridge (name, date) ;
- to keep your valuable objects (money, gold,...) in depository of hospital;
- to hand over your clothes to staff;
- to keep night rest (22.00-6.00).

Parking is possible only in marked parking places, price 30Kč/per day (hospitalized patients).

If you destroy or damage property of the hospital, you must pay for it.

During the provision of medical services **is prohibited**:

- to lock up the doors of patients room and toilets,
- to have private TV and radio without permission of member of staff,
- to use your cell-phone in areas where it is prohibited,
- take your pets to indoor areas of hospital,
- to wash and drying laundry,
- to enter in office rooms (e.g. nursing room, consulting room) without member of staff,
- to prohibited to have and drink alcohol in hospital area,
- having guns, explosive devices and others dangerous things in hospital.

In the event of a dispute, the Internal Rules in the Czech language are decisive.

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