

Patient's rights in European medical center

DIGNITY AND RESPECT

You have a right

- To respectful and humane treatment by the staff of the medical center.
- To medical treatment regardless of race, language, gender, religious belief, ethnicity, nationality, physical disabilities, sexual orientation, philosophical convictions and social status.
- To medical treatment for children in accordance with their age and level of development. In case children are under 15 years old information about their treatment will be provided to their parents or caretakers. Children have a right to confidential environment and emotional support, which among other things, means minimal separation from their family, as long as the specificity of treatment allows that.
- To meet your family, friends and other visitors at the scheduled time, as long as the specificity of treatment allows that. Meanwhile, you can refuse visits.
- To your relatives' and/or acquaintances' presence at consultations.
- To priest visits and necessary conditions for religious practices in the in-patient department, as long as it does not interfere with internal rules of the medical center.
- To your special needs to be satisfied during your treatment whether of interpreter, religious demands on food or mobility assistance.
- To pain relief in all ways available to us.

CONFIDENTIALITY AND COMMUNICATION OF INFORMATION

You have a right

- To confidentiality regarding request of medical assistance, state of health, diagnosis and other data obtained during examination and treatment.
- To safe and secure storage of your medical records.
- To receive copies of your medical documents, records, recommendations in accordance with the rules of the medical center.
- To choose a doctor, to make decisions regarding your health condition, examination and treatment.

You can find more details about health care rights and responsibilities in the Consumer information folder on the first floor.

- To receive information regarding your rights and responsibilities, state of your health, methods of treatment and their alternatives, the likelihood of successful outcome of the treatment, possible complications and estimated duration of treatment.
- To be informed about possible risks before medical intervention.
- To appoint a representative who could be provided with your medical records and with the information on your health condition. In order to appoint the representative you need to specify him/ her in Patient Statement or to share with him/her your code word also specified in the Patient Statement, your full name and date of birth.
- To doctor's concilium conducted upon your request, to other specialists' consultations and to receive a second opinion with specialists from any other medical center.
- To be informed of the names of your treating doctors and other specialists responsible for your treatment.
- To be provided with the information on treatment in writing - we want you to know how to take care of yourself. Make sure that you or your caretaker have correctly understood all the recommendations. Should you have any questions, do not hesitate to ask. The prescribed medication should be taken strictly according to the recommendations. If you have any doubt in its safety you should immediately inform your doctor.
- To refuse the recommended treatment. However, in case you refuse the treatment or leave the medical center against the doctor's recommendations, you bear the responsibility for the possible consequences for your health. You will be informed about the possible consequences in advance.
- To receive the preliminary estimate of costs and to be informed of any changes in advance.

RIGHTS OF THE PATIENT'S FAMILY IN EUROPEAN MEDICAL CENTER

The patient's family has a right

- To receive detailed information concerning the patient's health, examination and treatment in case it is not prohibited by the patient (except in case of emergency).
- To psychological support if the patient is diagnosed with incurable disease or in case of the patient's death.
- To address all the questions, comments, complaints to the administration of the medical center, which will be immediately reviewed, and to receive the results of this review.

Patient's and his/ her family's responsibilities in European medical center

We kindly ask you to follow all the internal rules of our medical center.

PROVISION OF INFORMATION

We kindly ask you

- To provide accurate and complete information regarding your health status, infectious diseases, including your past medical history, hospitalizations, medications you used to take and other information that will help us to provide you with the most appropriate and safe treatment.
- To report any changes in your health status.
- To follow the requirements and prescriptions of the treating doctor.
- To inform us at once about changes in your personal and contact information (full name, address, phone number, e-mail, etc.).
- To try to inform us in advance if you are late for the appointment / procedure /examination.

RESPECT AND CARE

We kindly ask you

- To remember that there are other patients in the medical center that require rest and attention of the medical staff. Please respect the rights of others and be polite to our administrative staff, doctors, nurses and visitors.
- To remember that you are responsible for your behavior during the whole stay in the medical center. You are not allowed to threaten, to insult, to cause any harm to others or to obstruct the work of the medical center.
- To follow the rules established at the medical center and designed to ensure the safety of our patients (for example: visitation rules).
- To value the property of our medical center.
- To remember that it is prohibited to smoke in the medical center.
- Not to bring your own medications, except when they need to be shown to the treating doctor. In this case you should have a list of the medications you take so that the treating doctor and nurses could review it. Any medication that you bring will not be used for treatment in the medical center and will be handed over to your representatives.