



Patient Rights and Obligations

I. Patient Rights

- Health services may only be provided to patients with their free and informed consent, unless the law stipulates otherwise. Patients may withdraw their consent to the provision of health services.
- Patients have a right to the provision of health services at the appropriate professional level.
- Patients have a right to receive respect, dignified treatment, courtesy and respect for their privacy during the provision of health services in line with the nature of the health services provided.
- Patients have a right to choose the provider authorised to provide the health services corresponding to the health needs of the patients.
- Patients have a right to request consultation services from another provider or a healthcare professional different than the one providing health services.
- Patients have a right and an obligation to know the hospital's Internal Rules.
- Patients with limited legal capacity in that they are incapable of assessing the provision of health services, or the consequences of such provision, have a right to the permanent presence of a legal representative/guardian or a person designated by the legal representative.
- Patients have a right to the presence of a close relative or a person designated by them, in accordance with other laws and the hospital's Internal Rules, as long as their presence does not disrupt the provision of health services.
- Patients have a right to be informed in advance of the price of the health services provided that are not covered by or partially covered by public health insurance and the way they are to be reimbursed, should their health allow it.
- Patients have a right to know the name(s) and surname(s) of the healthcare professionals and other professionals participating directly in the provision of health services, as well as people preparing for medical professions who are present during the provision of health services, or carrying out activities that are part of their training.
- Patients have a right to refuse the presence of people who are not participating directly in the provision of health services and people preparing for medical professions.
- Patients have a right to receive visitors at the healthcare facility, with regard to their health and in accordance with the hospital's Internal Rules, and in a way that does not infringe upon the rights of other patients.
- Patients have a right to early diagnosis and the treatment of pain.
- Patients have a right to the provision of health services in the least restrictive environment, while ensuring the quality and safety of the health services provided.



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- Patients with limited legal capacity may request that anyone who they declare to have abused or otherwise mistreated or neglected them should not be present during the provision of health services.
- Patients with sensory impairment or severe communication difficulties with a medical cause have a right, when communicating about the provision of health services, to communicate in a way that is understandable to them and using a form of communication that they themselves select, including a method based on interpretation by another person.
- Patients have a right to interpreting with respect to a foreign language, except Slovak, for communication related to the provision of health services.
- Patients with sensory or physical disabilities who use an assistance dog have a right with regard to their current health to have the dog accompany them and be present with them in accordance with the hospital's Internal Rules, and in a way that does not infringe upon the rights of other patients.
- Patients have a right to view medical documentation in the presence of an authorised employee, as well as to get excerpts or copies of medical documentation about themselves.
- Patients have a right to be informed in an understandable way and to a sufficient degree about their health and the proposed individual method of treatment and all treatment options.
- Patients have a right to ask additional questions relating to their health and the proposed health services, which must be answered clearly.
- Patients may waive the submission of information about their health or designate to whom it should be given.
- Patients may designate which people may be informed about their health when they are admitted into care, whether these people may view medical documentation about them or other records relating to their health, get excerpts or copies of these documents, and whether they may give consent or refuse consent to the provision of health services if the patient is unable to give consent with regard to their health. Patients may designate people or forbid the provision of information to anyone at any time after being admitted into care, and may also withdraw the designation or ban on the provision of information about their health at any time.
- Patients may give prior consent or refusal of consent (a previously expressed wish) should they reach a point where their health means they are unable to give or refuse consent to the provision of health services and the way in which they are provided.
- Patients have a right to receive pastoral care and support from churches and religious organisations registered in the Czech Republic or from people authorised to perform religious activities in accordance with the hospital's Internal Rules in a way that does not infringe upon the rights of other patients, and with regard to their



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health; a religious visit cannot be refused for patients where life is endangered or they are seriously injured.

II. Patient Obligations

- Patients are obliged to comply with the proposed individual treatment procedure if they have consented to the provision of health services.
- Patients are obliged to adhere to the hospital's Internal Rules.
- Patients are obliged to pay to the provider the price of the health services not covered by or partially covered by public health insurance.
- Patients are obliged to truthfully inform the healthcare professional about their medical history, including information about infectious and communicable diseases, health services provided by other providers, the use of medicinal products, including the use of addictive substances, and other facts essential for the provision of health services.
- Patients are obliged to refrain from using alcohol or other addictive substances during hospitalisation, and at the discretion of the treating doctor, to undergo an examination to determine whether or not they are under the influence of alcohol or other addictive substances.
- Patients, their legal representatives, people designated by them, their close relatives, or people who share a home with them are obliged to prove their identity by means of an identity card or other personal document, if asked by the provider or medical professional used by the provider to provide patients with health services. People exercising a right to information about a patient's health under this act or other legislation, and people intending to visit a hospitalised patient who are not among those people listed in the first sentence are also obliged to show an identity card or other personal document. Foreigners shall prove their identity with a passport or other identity document. If a healthcare professional has any doubts as to whether a person is a close relative, the close relative shall issue an affidavit in this respect, in which they shall give their contact information and identity card number; the affidavit is included in the medical documentation. In the case of the refusal to show identification, medical professionals do not have to allow a visit with a hospitalised patient who cannot consent to such visit.

Act No. 372/2011, on Health Services and Conditions for the Provision Thereof, as revised and amended.

Compiled by: Pardubice Regional Hospital Quality Control Department

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