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Internal Rules of the Olomouc University Hospital

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Welcome to the Olomouc University Hospital (hereinafter referred to as the "OUH"). Thank you for the trust you expressed by entrusting yourself to our care.

General information

All employees of the OUH are committed to providing you with high-quality healthcare in a considerate manner and with respect. You can help us achieve this, too, especially by having a positive approach to your treatment and observing these Internal Rules that are obligatory for all our patients.

You will participate in making a decision on the manner of your treatment, its course, duration and results in a considerable way. We will keep you informed as regards your health condition, individual treatment plan and the course of your treatment.

We guarantee that all your personal data is confidential and protected. Information on your health condition may only be provided to you and the persons you appoint by your attending physician. With regard to the fact that medical workers are obliged to maintain confidentiality concerning your personal data specify in your Informed Consent to Hospitalization names of the persons that may be informed of your health condition and that may look into your medical documentation. In the event that your health condition gets worse and you are not able to express your consent to or disagreement with the care provided, specify the person who will be authorized to give his/her consent instead of you. If you do not wish that anybody else expresses his/her consent to or disagreement with providing healthcare services instead of you, it is necessary to mention this, too.

Prior to outpatient treatment or before being admitted for hospitalization, please present the card of your health insurance provider, give your doctor and attending staff any requested medical documents, such as your laboratory results, preoperative examination report, or recommendation for admission, and your certificate of incapacity for work if already issued. Patients are obliged to pay to the hospital the price of the health care services not being settled or being only partly settled from the public health insurance or from other resources that were provided to them on the basis of their consent. Private payers will be provided with health care on the basis of an agreement having been concluded in advance. In such an event pay the costs of the care in cash at the designated places of the OUH according to the bill issued to you.

University Hospital Olomouc is an educational workplace to provide qualification and further education of the physicians and non-medical healthcare professionals. These students, possibly their pedagogical supervision, are a part of the medical team that will take care of you. You have the right to know not only the name, possibly names, and surnames of healthcare professionals and other specialists directly involved in provision of the medical services, but also of persons preparing for their medical profession at the University Hospital Olomouc, who are present at provision of the medical services, possibly perform activities that are a part of the education course.

You have the right to refuse the presence of persons, who are not directly involved in provision of the medical services and who are preparing for their medical profession of a healthcare professional. Upon admission or at any time during hospitalisation, provide information about this to a healthcare professional who will record this into the "Informed Consent with Hospitalisation" form.

You have the right to the presence of a close person or a person you have appointed in compliance with the Local Rules of the particular ward provided their presence does not disturb provision of health care services. A patient divested of legal capacity or a child patient has the right to continuous presence of his/her legal representative during his/her stay in the OUH taking into consideration the Local Rules of the particular ward.

A patient suffering from a sensory or physical handicap who uses a specially trained dog is allowed to have the dog with him/her in the OUH in the event that this will not violate the rights of the other patients and provided the patient himself/herself arranges for the common care of the dog (food, walking the dog, etc.) through another person. Presence of a dog shall be approved of by the senior doctor of the ward or by the



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attending physician based on the operating conditions of the ward. Presence of an assistance dog may be rejected in some wards for the reasons of hygiene. Thank you that you understand that.

Admission

When you are admitted to an inpatient ward, an identification bracelet will be fastened on your wrist to enhance safety and ensure unambiguous identification before all procedures and operations; the bracelet will be removed after your hospitalization in the OUH is terminated. In addition, the attending staff will instruct you on the ward hospitalization rules, including the regimen and hygiene rules. You will have a summary of the information available at all times during your hospitalization in the Local Rules of the ward. Please bring in items for your personal use and hygiene (toiletries, towel, slippers, dressing gown). You can use your own clothes by agreement with the attending staff.

Valuables

Please do not bring jewellery, large sums of money, bankbooks, valuable and expensive items to hospital. If you have such items with you, we recommend you to store them in the central safe of hospital. Storage information may be obtained from the attending staff. You will receive a confirmation of depositing all your valuables. Upon presenting this confirmation after being discharged from hospital, your valuables will be returned to you. You may require that the hospital compensate for any loss of your valuables only if you have deposited them in this manner as the hospital cannot be held liable for loss of money or valuables kept in a different manner.

Drugs

Inform your physician of all the drugs that you are using at present. If you bring your own medicines to the hospital, hand them over to nursing staff when you arrive at the ward. You will get a list of the medicines. Patients at inpatient wards may not take any medicines they have brought with them (except as approved by the attending physician and entered into their records). The drugs that you have brought from home will be given back to you before leaving the hospital.

Information

Your attending physician will give you information on your disease and necessary treatment procedures. You have the right to be given complete, comprehensible and exhaustive information and to learn about all available examination and treatment options. If anything is not clear to you, you can ask your attending physician or the head of the ward.

In the Olomouc University Hospital there is a team of medical-social workers, who you can contact through the ward senior nurse. At your request, they will provide you with necessary socio-legal information and help you deal with your social problems, especially with those that have occurred in relation to your disease. They will arrange for home nursing care and propose other suitable forms of subsequent care for those patients who are not able to take care of themselves or with help of their family after coming back home from hospital for the reason of their health condition.

The OUH will be helpful to you in a serious life situation, e.g. if you become a victim of a crime. The medical staff will provide you with contact details which you can use to ask for professional help and ask about conditions under which you are entitled to being provided with professional assistance free of charge.

For more information visit:

<http://portal.justice.cz/Justice2/MS/ms.aspx?o=23&j=33&k=6115&d=330753>

Pain

If you suffer from pain, inform your attending physician. Your information will not only contribute to determination of your disease diagnosis, but it will also influence relevant treatment and make it possible for the physician to mitigate or remove the pain.

Therapeutic nutrition and meals

Patients' meals and diet are determined by their physician. It is in our common interest that you follow your dietary recommendations to help with the progress of your treatment.

Tell the nurse in charge or your attending physician about anything you may wish concerning your board. You can eat your own (brought-in) meals according to your diet in consultation with nursing staff or a doctor under the following conditions:



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- Ready meals must be eaten immediately.
- OUH staff do not wash patients' private dishes; please ensure that your dishes are taken away immediately.
- If necessary, patients may use a special fridge for keeping food. This food shall always be marked with your name and the best-before date. The hospital shall not take responsibility for possible theft, quality or best-before date of ready meals or stored food brought to patients beyond their diet determined by a doctor.

On-site conduct

To increase safety, it is prohibited to bring in weapons, ammunition and hazardous substances and keep such items at the hospital. If you have a weapon with you, it is absolutely necessary that you inform the medical staff of this fact. The staff will ensure that it is kept in a legal manner in cooperation with the Police of the Czech Republic.

It is forbidden to consume alcoholic drinks and addictive and intoxicating substances when staying at the hospital. Smoking is forbidden on all hospital premises. If you are addicted to tobacco, we can help you at our Tobacco Addiction Treatment Centre at the Department of Pulmonary Diseases and Tuberculosis, http://www.fnol.cz/klinika-plicnich-nemoci-a-tuberkulozy_18.html#centrova-pece

Use of cell phones and electrical devices

The use of cell phones during hospitalisation is allowed with several limitations. The cell phone has to be switched off before each examination and treatment, as well as before physician's rounds. It is also forbidden to use cell phones in the vicinity of electronic medical devices. Turn off the cell phone or set it to a mode that does not disturb other patients around noon and during night. Other personal electrical equipment may only be used with a consent of the attending staff.

Rules for making records

It is forbidden to take any photographs, sound recordings or video recordings in all areas of hospital without a consent of the authorised manager and without a consent of persons who are about to be photographed, recorded or filmed. Should you have doubts about the possibility to make records, ask your physician or other healthcare professional whether and to what extent you may make a record. Exceptions include obstetric premises or situations where records are made or photographs are taken with relatives who are hospitalised.

Internet connection

You can use wireless internet connection – Wi-Fi – named Public, which is available at most of OUH medical facilities.

Pastoral care

The range of services provided to you by the OUH includes hospital chaplains. If you are interested in the services of a hospital chaplain, detailed information leaflets including hospital chaplains' contact information are available in all wards. You can also ask your nursing staff, who will be glad to arrange a visit by a hospital chaplain for you. There is a hospital chapel on the ground floor of the "blue building" block, where Masses are held and the sacrament of Penance can be celebrated every Sunday.

Visitors

Recommended visiting hours are specified daily, depending on the ward's operations as per its Local Rules and depending on your condition. The presence of our loved ones will depend on the operating conditions of each department, which you will be informed of by your nursing staff. We ask that your visitors not disturb ward operations and other patients.

The director of the hospital may ban visits to the hospital temporarily for the reasons of hygiene or an epidemic.

Premium care

While staying in the OUH you may ask for a pay room with above-standard facilities, which represents a single-bed room with a TV set and a fridge. The fee for this room is determined by the price list of the provided services and may be different in individual wards according to the type of the room equipment. The staff in individual wards will inform you of the price for the pay rooms, which shall be fully settled by the patient.



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The capacity of premium care rooms at our hospital is limited; it is necessary to arrange this service with your attending physician or the nurse in charge.

Hospital also provides a number of other above-standard services not reimbursed by health insurance companies, e.g. in the field of aesthetic medicine. You may find the price list of selected services on the web site www.fnol.cz.

Discharge

The physician will inform you of the date of your discharge from the hospital in advance so that you can arrange for transportation home on time. Before discharging you, your attending physician will inform you of further treatment steps and give you a preliminary or final discharge report.

If you do not understand some information given to you before your discharge, use your right and ask the physician who is discharging you about it immediately. Inform your general practitioner of your return from hospital within three days following your discharge. Only thus you can make sure that your treatment will be continuous.

You can only be discharged prematurely from hospital care at your own request and upon drawing up a written declaration of hospitalization refusal ("negative discharge").

Negative discharge is not possible in the event you suffer from e.g. an infectious disease or from a different disease that may seriously threaten your health condition or your environment and in the event obligatory treatment is determined by law. If you wilfully leave the hospital in the above-mentioned cases, we are obliged to inform your close persons (if such information is available) as well as competent authorities – the Police of the Czech Republic or the Regional Hygiene Office. Negative discharge cannot be applied in case of children or if your health condition requires performance of an urgent treatment intervention necessary to save your life.

If you wilfully leave the hospital in spite of all the recommendations given to you and unless you are in danger of your life, your hospitalization will be terminated.

Rules of conduct

Keep all the hospital premises clean and in order, leave all the equipment and facilities as clean as you wish them to be. Please, take care to air the rooms. Treat hospital equipment and inventory with care.

Please respect the rules of considerate behaviour and refrain from making grossly offensive or vulgar verbal statements when communicating with healthcare professionals and other staff of the healthcare facility. FNOL staff have the right to comply with these principles. If these rules are not followed, the health care provider may, in accordance with the Health Services Act, terminate the patient's care, provided that the offensive behaviour is not caused by a medical condition and the termination of care does not endanger the patient's life or seriously damage the patient's health. If the care is terminated for the above reasons, the health care provider will record this fact together with the specific reasons in the patient's medical records. At the same time, we point out that grossly offensive or vulgar expressions may, depending on the circumstances of the case, complete the objective elements of one of the misdemeanors or even constitute a criminal offence, and may be reported to the relevant state authorities for investigation.

Do not tamper with water, light and signalling installations, including distribution lines of medicinal gases. Use standard indicated routes and areas when moving around the hospital.

Respect the fact that waste is sorted, throw it out only to the bins that are intended and marked for that.

For your own protection against healthcare-associated infections, maintain good personal hygiene and observe recommendations from medical staff, especially as regards hand hygiene.

In the event of a fire or another extraordinary event, please notify the staff and then observe instructions given by OUH personnel.

In addition to your rights specified in the Code, you also have certain obligations that you must respect pursuant to Act No. 372/2011 Sb., on health services.

In the OUH there is an ombudsman, who, besides others, monitors patient satisfaction with provision of health care in the hospital and who is available to you for dealing with your suggestions, observations or complaints.

Have an active approach to the treatment, be interested in your health and trust the abilities of our doctors and other medical workers as a precondition of successful treatment is close cooperation between you and the medical staff.



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If you do not respect the rules included in these Internal Rules and the Local Rules of individual wards, your hospitalization may be terminated and you may be discharged prematurely pursuant to Act No. 372/2011 Sb.

We wish you to recover soon and we believe you will be satisfied with the care and other services provided to you.

prof. MUDr. Roman Havlík, Ph.D.
OUH Director

Update to Annex of 8 April 2022