

# RULES FOR PATIENTS AND VISITORS

## ISCARE a.s.

These measures comply with Act No. 372/2011 Coll. *on the Provision of Health Services and the Conditions of Their Provision*, as amended. **The purpose of these measures is to ensure the operation of the medical facility and to acquaint all persons present on ISCARE premises with their rights and obligations.**

### Rules for patients and visitors on the inpatient ward

1. The Inpatient Ward provides therapeutic - preventive, diagnostic and nursing care.
2. The Inpatient Ward is divided on two floors with a total of 63 beds with 11 single and 26 double rooms. The price of a stay in an above-standard room is governed by the current ISCARE price list. Ward I (3rd floor) includes a recovery room with 11 fully monitored beds to provide immediate postoperative care.
3. The intensive care unit (ICU) is located on the 5th floor. This is a specialised ISCARE workplace, providing intensive medical care. The unit has 9 fully monitored beds equipped with the latest medical technology, including one bed with the option of barrier mode (single box bed).

#### 4. Daily routine on the ward:

<b>06:45 – 07:00</b>	change of nursing shift
<b>07:00 – 08:00</b>	<b>breakfast</b> / rounds by attending physician, morning hygiene, morning medication administration
07:30 – 12:00	consulting room appointments, admission and discharge of patients, preparation of patients for surgery according to the operating schedule, transport of patients to and from operating rooms, to examinations, admission of patients after surgery;
<b>12:00 – 13:00</b>	<b>lunch</b>
<b>12:00 – 18:30</b>	consulting room appointments, preparation of patients for surgery according to the operating schedule, transporting patients to and from operating rooms;
<b>17:00 – 17:30</b>	<b>dinner</b>
<b>18:00 – 19:00</b>	afternoon rounds by attending physician and nursing staff, change of nursing shift
<b>19:00 – 22:00</b>	scheduled medication administration, evening hygiene
<b>22:00 – 06:00</b>	quiet hours, scheduled medication administration

***The times shown are intended as a guide only - they may vary depending on operating conditions.***

#### 5. Internet connection

Wi-Fi connection within the clinic is free of charge. Network name: ISCARE\_GUEST, this network is not password protected.

#### 6. Department equipment

- **ALARM, SIGNALIZATION** – Each room is equipped with a separate bathroom and toilet. From all beds, showers and toilets, it is possible to call staff via alarm. At the bedside, the patient also has the opportunity to communicate with the nursing staff by telephone. You can call the staff by simply picking up the headphone, you do not need to dial any phone number, just wait for the staff to pick up at the department reception.

<b>Ř 07</b>	<b>ŘÁD</b> DOMÁCÍ ŘÁD ISCARE A.S.	Strana:	1/ 5
		Vydání:	4
		Počet příloh:	0
		Účinnost od:	20. 01. 2023

- HOSPITAL BED – Each bed in the room can be adjusted in the height of the entire bed, as well as under the head and legs separately. The bed can be manipulated with the help of the panel in the legs of the bed, and there is the possibility of manipulation on the panels situated on the barriers at the patient's head also. First use the green button in the middle of the panel and immediately after press a button which shows the direction you want to manipulate the bed. The bed is connected to the mains, therefore we ask all patients for careful handling. All beds have the option of length extension in the foot area.
- CRUTCH HOLDER – A crutch holder is attached to the legs of each bed at the orthopaedics ward. By simply squeezing the holder, the staff or patient can place the elbow or shoulder crutches.
- AIR CONDITIONING – The rooms do not have windows that can be opened, ventilation is through air exchange with air conditioning, which can cool and heat the room. The thermostat is located at the bathroom door. If you need to change the room temperature or ventilation, contact the staff, they will help you.
- FOILS ON WINDOWS – In the rooms facing the adjoining high-rise building, the privacy of patients is ensured by using window films placed at the appropriate height.

## 7. Information on the course of hospitalization

- FLUID AND FOOD AFTER RETURNING FROM THE OPERATING ROOM – After returning to the ward, the patient receives fluids (approximately after 1 hour) and then the first meal (after 2-3 hours) according to the doctor's order and current health status, until then we ask patients not to take their own drinks or food.
- FOOD - each patient has ordered a meal based on the doctor's order and patient's health condition. Please report any dietary restrictions. You will be provided with food.
- GETTING UP FROM BED - Immediately after the operation, the patient does not get up on his own, but calls the staff. In the case of getting up by its own, there is a risk of falling and possible injury to the patient. Always we ask all patients to call the staff who will be happy to help you when you get up for the first time after the surgery. Patients after endoprostheses can move on their own only with the approval of a physiotherapist, until then they always move only with the help of staff.
- ORTHOPEDIC AID - After orthopaedic surgery, it is probable that the patient will use one of the orthopaedic aids - shoulder crutches, elbow crutches, various orthoses. These aids can only be covered by public health insurance for a limited period. Therefore, we would like to ask you to cooperate with the staff and report any prescription of any orthopaedic device in the past two years. If you have an orthopaedic aid at home that you will need now, take it to the hospital with you.
- MEDICINES - Please pass on all medicines you take to the nursing staff, administration is only possible according to the doctor's order. In case of pain or any other problems, call the staff, you will be given analgesics according to the doctor's prescription.

## 8. Other important information

- **Patients hospitalised at the ISCARE must remain on the 3rd and 4th floors and are not permitted to move anywhere else in the building.**
- Information on the patient's state of health is provided by the attending physician (or physician on duty) to the persons listed by the patient in the *Record of Consent to the Provision of Information on the Patient's State of Health*
- After discharge, patients must leave their rooms within 30 minutes so that the room / bed can be prepared for new patients.
- **We recommend that patients do not bring any valuables or large amounts of cash to ISCARE.** Patients have the opportunity to place valuables and money into safekeeping on the Inpatient Ward. **ISCARE is not responsible for the valuables and money that patients keep with them.**
- Peace, quiet and undisturbed sleep is an essential part of the treatment, therefore, we try to provide rest regime to our clients, especially from 22:00 to 05:30. It is a matter of course to ensure peace and quiet in

<b>Ř 07</b>	ŘÁD DOMÁČÍ ŘÁD ISCARE A.S.	Strana:	2/ 5
		Vydání:	4
		Počet příloh:	0
		Účinnost od:	20. 01. 2023

patients in the postoperative state. Please respect other patients rest and switch your phone to silent mode. At the same time, be considerate when watching TV or making phone calls.

## Rules for visitors

- Clinic premises are open from 7:00 to 19:00 daily.**
- Visiting hours of the Inpatient Ward** are every day, at any time **from 15:00 to 18:00**. The Head of the Inpatient Ward and the Station Nurse, or their representative must approve exceptions.
- For visitors and patients, there is a visiting room, which is located on the 4th floor. We recommend using it due to the possible disturbance of the resting mode of co-patients.
- The management of the clinic may decide to limit or prohibit visits, according to the epidemiological situation.
- Visits by children under the age of 10 are not allowed for hygiene and psychological reasons; their level of maturity must be taken into account. The hospital environment can be risky and stressful for them. Thank you for your understanding.
- Each visit is obliged to inform the nursing staff at the nurse's ward about their arrival and about movement with the patient outside the clinic.
- Visits to the ICU, where patients are at greater risk of infection, are only permitted in exceptional cases after prior agreement with the attending physician.
- Apart from staff and hospitalised patients, it is strictly forbidden for anyone to sleepover or stay on any ward outside the visiting hours.
- It is necessary to follow the hygienic regulations of the clinic, especially not to put any objects on the patients' beds, do not bring flowers, alcohol, unreported medicaments or perishable food.
- Visitors are not permitted to handle with any technical equipment on the premises anywhere in the clinic.
- Smoking is strictly prohibited on the clinic's premises for safety and hygiene reasons.
- The staff reserves the right to limit the course of the visit for the purpose of proper performance of medical care.**

## Patient rights code of ethics

- Patients have the right to courteous and professional health care, provided in an understanding manner by qualified personnel.
- The patient has the right to know the name of his/her physician and other healthcare professionals participating in his/her treatment. He/she has the right to request privacy and services commensurate to the institute's capabilities, as well as the opportunity to have daily contact with members of his/her family and friends. Restricting this manner of (so-called continuous) visits is only possible for serious reasons.
- The patient has the right to obtain from his doctor all the information necessary to enable him/her to make an informed decision on whether to agree to any new diagnostic and therapeutic procedure before it is initiated. Except in cases of acute danger, the patient should be duly informed of the possible risks associated with that procedure.
- If there are multiple alternative procedures or if the patient asks for information on alternative treatments, he/she has the right to be informed of these alternatives. He/she also has the right to know the names of the people who will be participating in the procedure.
- To the extent permitted by law, the patient has the right to refuse treatment and should be informed in the same time of the health consequences of his decision.
- The patient has the right to maximum regard for his/her privacy and discomfort during outpatient and inpatient examinations, care and treatment in connection with the treatment programme. Analyses, consultations, examinations and treatment are confidential and must be carried out discreetly. The patient, even in teaching facilities, unless the patient has chosen these individuals him/herself, must approve the presence of individuals who are not directly involved in treatment.
- The patient has the right to expect that all reports and records concerning his treatment are treated as confidential. The protection of patient information must also be ensured in cases of computer processing.

<b>Ř 07</b>	<b>ŘÁD DOMÁCÍ ŘÁD ISCARE A.S.</b>	Strana:	3/ 5
		Vydání:	4
		Počet příloh:	0
		Účinnost od:	20. 01. 2023

8. The patient has the right to expect that the hospital must adequately comply with the patient's requests for care to the extent appropriate to the nature of the illness, as far as possible.  
Where necessary, patients may be transferred to another health care facility once they have been fully informed of the reasons for and necessity of the transfer and any other options that may be available. The institution to which a patient is being transferred must first approve the transfer.
9. Patients have the right to expect an appropriate level of continuity of treatment. They have the right to know beforehand which physicians they can call on and the times and place they are available. On discharge, they have the right to expect the hospital to establish a plan for follow-up care and to provide information on future treatment for their own practitioner.
10. Patients have the right to detailed and comprehensible explanations in the event their physician decides to follow any non-standard or experimental procedures. An informed consent form signed by the patient is required before any non-therapeutic or therapeutic research is undertaken. Patients may withdraw from clinical trials at any time and without providing a reason as long as they have been properly informed of any medical consequences of such a decision.
11. A patient who is nearing the end of his life has the right to the sensitive care of all healthcare professionals, who must respect his wishes, unless they are in conflict with applicable laws.
12. The patient has the right and obligation to know and follow the valid rules of the medical institution where he is being treated (so-called "RULES FOR PATIENTS AND VISITORS"). The patient will have the right to check his receipt and request a justification for his items, regardless of who pays the receipt.

## Obligations of all persons on the premises of ISCARE

### 1. The following conduct is prohibited on the premises of ISCARE:

- **smoking** (including electronic cigarettes)
- **the consumption of alcoholic beverages and other addictive substances**
- **open fire handling**
- **entering the centre's premises with weapons** (including knives, stun guns, defensive sprays and other dangerous items, i.e., fireworks, explosives, etc.)  
*If the staff finds the patient has a weapon, they will immediately inform him/her of the ban on bringing weapons to the hospital and ask him/her to leave ISCARE premises in order to hand the weapon over into the custody of an authorised person. In case that the patient does not obey this call or is unable to comply with the call, then the staff is entitled to call the Police of the Czech Republic.*
- entering service areas, including areas used for healthcare providing, without the consent of healthcare staff.
- entering areas marked as "No entry".
- manipulate the technical equipment and facilities of hospital rooms, examination rooms, etc., etc.
- entering the centre's premises with animals (with the exception of dogs with special training, i.e., assistance, guide, signal or therapeutic dogs)  
*Conditions for the presence of these animals are regulated by special regulations (Methodical guidelines, patient rights and informed consent.). More information is available from nursing staff.*
- carry out sales and charitable activities without the consent of ISCARE management.

### 2. Persons on the premises of ISCARE must:

- respect these *Rules for Patients and Visitors* and the instructions of healthcare staff;
- maintain cleanliness and order;
- respect measures in place to ensure hygiene, safety and fire protection – adhere to the measures in place, for example, the use of protective clothing, hand disinfectant, etc.;
- present a proof of identity at the entrance to the building; otherwise the patient/visitor will not be admitted to the premises of ISCARE

<b>Ř 07</b>	<b>ŘÁD</b> DOMÁČÍ ŘÁD ISCARE A.S.	Strana:	4/ 5
		Vydání:	4
		Počet příloh:	0
		Účinnost od:	20. 01. 2023

## Patient obligations

### 1. When receiving healthcare services, the patient must:

- follow these Rules for Patients and Visitors and the instructions of medical staff
- follow the proposed treatment programme (to which he/she has given his/her consent) as determined by the attending physician  
*Should a patient leave ISCARE of his/her own volition without being discharged by the attending doctor or without a written declaration of the refusal/ending of treatment (discharge against medical advice), ISCARE is obliged to inform the persons specified by the patient and, in the case of a risk to health, the Police of the Czech Republic.*
- undergo (in justified cases), at the discretion of the attending physician, an examination to establish whether or not he/she is under the influence of alcohol or other addictive substances
- truthfully inform nursing staff about the current state of their health, including information about infectious diseases, healthcare services provided by other providers, the use of medicinal products, including the use of addictive substances, and other facts essential to the provision of healthcare services.
- pay ISCARE the price of healthcare services not reimbursed or partially reimbursed by public health insurance or other sources provided to him/her with his/her consent. The patient has the right to be informed about the price of these services before they are provided.
- observe quiet hours at night (from 22:00 to 06:00), i.e., switch off your mobile phone or set it to a mode that will not disturb other patients during quiet hours
- respect the quiet hours (from 22:00 to 06:00), i.e. power off your cell phone or switch it to such a mode that it will not disturb other patients.
- **The use of a mobile telephone in the intensive care unit (ICU) is only permitted subject to agreement with the attending doctor. Mobile telephones may not be used in proximity to medical apparatus.**

### 2. ISCARE may terminate patient care if:

- the patient seriously limits the rights of other patients, intentionally and systematically fails to follow his/her proposed individual treatment programme, or does not follow ISCARE "Rules for Patients and Visitors" and his/her behaviour is not affected by his state of health.
- the patient does not provide the necessary co-operation for the further provision of health services (this does not apply if the ability to provide such co-operation is affected by the patient's state of health).

## Rights and obligations of minor patients/patients with limited authority/legal and lawful guardian

1. ISCARE will allow a legal representative or guardian, or a person authorised thereby (hereinafter "guardian") to stay with a hospitalised minor patient or a patient with limited legal capacity, if the operation of the ward allows it or the provision of healthcare services is not disrupted.
2. The head of the inpatient ward decides on the admission of an accompanying person of a minor patient with regard to the health and mental condition of the hospitalized minor patient and the operating conditions of the workplace.
3. **The lawful guardian or the legal guardian is responsible for the minor or a person with limited legal capacity.**

You can send us your suggestions and comments in person during hospitalization or via the "Satisfaction Questionnaire" form.

The patient or his relatives have the right to express their opinion, praise, comments or possible dissatisfaction with the course of providing care in writing (by e-mail) or orally (in person or by phone) through ISCARE secretariat ([info@iscare.cz](mailto:info@iscare.cz), phone: + 420 234 770 244).

Your comments and suggestions will help us improve the care of our patients.

<b>Ř 07</b>	<b>ŘÁD</b> DOMÁCÍ ŘÁD ISCARE A.S.	Strana:	5/ 5
		Vydání:	4
		Počet příloh:	0
		Účinnost od:	20. 01. 2023