



# KLINIČKI BOLNIČKI CENTAR SESTRE MILOSRDNICE

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## EXTRACT FROM HOUSEHOLD RULES SESTRE MILOSRDNICE UNIVERSITY HOSPITAL CENTER Provisions concerning patients/visitors

### GENERAL PROVISIONS:

The Ordinance on the House Rules (hereinafter: the Ordinance) prescribes the behavior of employees, patients, users and visitors in the hospital premises and in the circle of the Sestre milosrdnice University Hospital Center (hereinafter: Sestre milosrdnice UHC).

The provisions of this Ordinance are binding on Sestre milosrdnice UHC, patients and visitors.

Employees of the Sestre milosrdnice UHC as well as visitors are obliged to adhere to discipline and cultural interpersonal behavior. Patients must themselves, through their behavior and mutual respect, contribute to a more comfortable stay at the Hospital. Patients are required to comply with and comply with regulations and orders relating to the safety of persons and property at the Hospital.

**Smoking is prohibited in all hospital areas and in the Sestre milosrdnice UHC circle.**

### ADMISSION OF PATIENTS TO SESTRE MILOSRDNICE UHC:

Admission of patients to Sestre milosrdnice UHC is performed every working day in accordance with the prescribed working hours of certain activities. Admission of patients is done depending on the available places in a certain ward, and in emergencies with vital indications independent of the vacancies.

Upon arrival for treatment, the patient should submit to a health care professional: a valid referral from a selected doctor or physician from another hospital for hospital treatment, a health card, a supplementary health insurance card, an identity card or other identification document with a picture, findings of laboratory and X-ray and other examinations performed, documentation of your last hospitalization or specialist examination (if possessed). In an emergency, patients are admitted without a referral.

Patients are admitted in the order that they have reported their arrival to a competent nurse, with priority being given to beneficiaries who are ordered within a specified time. Emergencies must be addressed immediately and without delay.

## **PATIENT REVIEW AND HOSPITAL TREATMENT:**

No one without the permission of a doctor may enter the office while he or she is being examined. During the examination of the patient in the doctor's office, all necessary medical activities are performed to determine the diagnosis; the patient is referred for further examinations and consultations, prescribed treatment, and given the necessary instructions for treatment.

Inpatient units admit patients to hospital treatment as a rule, on the basis of a valid hospital referral.

When arriving for hospital treatment, you are not allowed to carry valuables or large amounts of money with you. All patients admitted for hospital treatment, documents, money and other values are required to hand over to their relatives.

Sestre milosrdnice University Hospital Center is not responsible for the outstanding money, valuables and documents.

## **RIGHTS AND OBLIGATIONS OF PATIENTS:**

By staying at Sestre milosrdnice UHC patients exercise the following rights:

- The right to co-decision and the right to be informed,
- The right to accept or reject an individual diagnostic / or therapeutic procedure,
- Refusal to receive the notification,
- The protection of patients, who are incapable of giving their consent,
- The protection of the patient undergoing scientific research,
- Interventions on the human genome,
- The right to confidentiality,
- The right of access to medical records,
- The right to voluntarily leave the healthcare institution,
- The right to maintain personal contacts,
- The right to compensation,
- The right to privacy
- The right to practice religious observance.

In order to exercise the right to co-decision and the right to be informed, a patient being treated at Sestre milosrdnice UHC has the right to be: informed about the state of health, the necessary examinations to be performed, the treatment options and risks, with the possible dates for the examination and procedure. Every patient at the Sestre milosrdnice UHC has the right to seek a second expert opinion on their medical condition, with a written and signed statement to refuse to receive information about the nature of their medical condition and the expected outcome of medical procedures and measures. The patient cannot waive the right to be informed in cases where he or she must be aware of the nature of his illness so as not to endanger the health of other people (primarily infectious diseases).

In order to exercise the Right to Accept or Reject a Diagnostic or Therapeutic Procedure, a patient being treated at Sestre milosrdnice UHC: has the right to be aware of all the risks that a particular procedure brings and to make a decision on the acceptance or rejection of a specific diagnostic or therapeutic procedure, except in the case of urgent

medical intervention whose failure to do so would endanger the life and health of the patient or cause permanent damage to his health. By signing the Consent Form, the patient accepts a particular diagnostic or therapeutic procedure.

Patients are specifically prohibited from:

- Use and participation in games of chance for money,
- Going outside the Sestre milosrdnice UHC circle in hospital clothing without the approval of the unit chief,
- Retaining or crossing the circle of the Sestre milosrdnice UHC circle,
- Damage to buildings, inventory, equipment and appliances,
- Bringing animals (except in the case of guide dogs or animals for therapeutic purposes) to the Sestre milosrdnice UHC circle, building or individual premises,
- Holding and carrying weapons and other things that could endanger the health and lives of people or property,
- Singing, playing other than for therapeutic purposes, and any other disturbance of the peace,
- Giving rewards, money and other values to health and other professionals,
- Arbitrary departure to other patient rooms and wards, work rooms and other rooms,
- Bringing and consuming alcoholic beverages,
- Receiving food from outside, unless authorized by a competent doctor,
- Throwing any objects or waste materials out the window or balcony,
- Bringing more visitors to the hospital room that may disturb or disturb another patient,
- Damage and pollution of green spaces and plantations,
- Bringing and using electric heaters, cookers for preparing food or tea, coffee and other beverages in the hospital room.

### **HOSPITAL (for patients):**

- Patients generally stay in patient rooms.
- Patients can stay and stay in other rooms such as: living room, hallway, park, etc., but only during the time allowed by house rules.
- Only when called upon or accompanied by a healthcare professional can the patient enter the medical work rooms (operating room, laboratory, ambulance, kitchenette, etc.).
- Patients may, on their own or if necessary, be accompanied by a healthcare professional and, as necessary, stay in other rooms only for diagnostic and therapeutic procedures.
- It is the right and duty of every patient to report, in his or her own and in the interests of other patients, the head (unit), nurse, on-call physician or other health care professional of any violation of the home order, damage, malfunction, malfunction of the device, apparatus and any other danger to life and health, patients and staff.
- Patients are prohibited from organizing any kind of rally, event, protest or the like.
- Patients are prohibited from causing disorder, fighting, quarreling, as well as other acts that disturb law and order, under threat of discharge from UHC.
- Patients are required to adhere strictly to fire safety measures, and are required to report any possible fire hazard as well as the occurrence of a fire.
- In the case of large-scale fires, patients are obliged to consistently execute the orders of the staff who manage the firefighting action.
- Patients are forbidden from using their own electrical appliances, except for hair and hair dryers, TVs or radios, because of the risk of electric shock.
- Patients are prohibited from touching and operating gas installations and appliances. In

particular, patients are prohibited from manipulating medical gases.

### **SCHEDULE OF PATIENT ACTIVITIES:**

As a rule, all patients wake up at 6.00 am. From the moment of awakening to the visit of the doctor (visit), patients must complete the morning toilet (shaving, washing, bathing, combing, etc.). Patients are obliged to take care to keep them neat and clean.

The afternoon break is from 2pm to 4pm. Rest is mandatory for all patients. After the afternoon break and doctor's visits, as well as after dinner, mobile patients are allowed to go to the living room

From 9pm to 6am the following day is a nightly rest. If special reasons so require, the head (unit) of the unit may determine the start of the night's rest at 10 pm.

Visits are in line with the work of individual clinics and institutes. Visits to patients in hospital inpatient units are generally permitted:

- On weekdays and Saturdays from 4 pm to 5 pm and 5 pm,
- Sundays and holidays from 2pm to 4pm.

The visitor is obliged, at the request of the concierge staff, to show his identity card (identification) and the luggage he / she brings in, that is, from the Sestre milosrdnice UHC. Visitors are obliged to adhere to the regulations on safety, order, peace, cleanliness, hygiene, throughout their visit or stay in the inpatient unit, in order to minimize disruption of the work and stay of patients in the Hospital by their presence. In this regard, visitors are obliged to follow orders and instructions given to them by health and other professionals.

### **PATIENT RELEASE:**

Discharge from hospital treatment is decided by the head (head) of the unit of activity, or doctor on duty. The patient (referred) for further treatment at another health care facility will be provided by the head (head) of the unit of activity, if necessary, with transportation and, if necessary, escort.

### **OTHER:**

If a patient wishes to leave the Sestre milosrdnice UHC arbitrarily, he or she must sign a written statement or make an oral statement before two witnesses who then sign a statement of the patient's intention to leave the Sestre milosrdnice UHC arbitrarily.

Persons undergoing treatment at the Sestre milosrdnice UHC who are unable to meet their religious needs in the Church of the Sacred Heart of Jesus in the Sestre milosrdnice UHC circle, or have other confessions, may, at their request, or at the request of relatives (if they cannot decide for themselves), allow visits by a priest or religious official to perform a religious rite.

With the permission of the head (unit manager) of the unit, unless otherwise opposed by other patients in the room, the patient can use his or her radio or TV. It is forbidden to listen to radio and TV shows during the time designated for rest and sleep. The provisions of

this article do not apply to radios and devices that can be listened to through special headphones.

In special circumstances, the patient is enabled, with the permission of the competent doctor, to make telephone contact with the family at the expense of the Sestre milosrdnice UHC.

During the stay at the Hospital, the patient is obliged to follow the instructions of the medical staff in order to recover and heal faster. For the duration of treatment, the patient is obliged to cooperate with healthcare professionals for successful treatment, depending on the level of awareness and health status.

For the purpose of making a statement of disposal of his property or for the purpose of drafting another important legal act, with the prior approval of the head (unit manager) of the unit, the patient may call a lawyer or a notary public.

Patients can use ATM services during their hospital stay and be supplied at outlets located in the Sestre milosrdnice UHC premises.

Serious violations of the provisions of this Rulebook or repeated minor injuries may be the reason for denying the patient the right to stay in the Hospital, as decided by the Head of Unit.

DIRECTOR OF THE SESTRE MILOSRDNICE UHC