



MY CLINIC

MY CLINIC Rules of Procedure

1. These Rules of Procedure apply to all clients of the MY CLINIC medical facility (hereinafter referred to as MC).
2. Every client is obliged to register with the MC reception immediately upon arrival at the medical facility.
3. Upon arrival, the new client will be asked to present his/her insurance card, to prove his/her identity, to fill in the Registration Form and to report other data in connection with the provision of health care services.
4. The MC staff guarantees complete trust, confidentiality and protection of all client data obtained.
5. The client may determine persons who have the right to information about his/her health condition and may view his/her medical records. The client has the right to the presence of close persons in the course of provision of health care services if their presence does not disrupt the provision of health care services.
6. The client has the right to considerate professional medical care provided by qualified personnel.
7. The doctor's duty is to immediately and clearly inform the client about his/her health condition, its severity, intended treatment solutions and possible risks that may occur.
8. When using health care services, the client is obliged to truthfully inform the doctor about all facts and not to conceal any information.
9. The client has the right to refuse treatment with regard to the risk and to choose a provider authorized to provide health care services that meet his/her health needs and has the right to request consulting services from another provider or health care professional.
10. The client is obliged to behave respectfully in the medical facility, to act with dignity with the MC staff, to respect their instructions and to be considerate to other visitors of the medical facility.
11. The MC may reject a client who has voluntarily selected this medical facility if the acceptance of the client would exceed the tolerable workload or its acceptance is hindered by operational reasons, staffing or technical and material equipment of the medical facility.
12. The MC may terminate the client's care if it demonstrably transfers the client to the care of another provider with his/her consent or the reasons for the provision of health care services cease to exist.
13. The MC may also terminate the client's care if it seriously restricts the rights of other patients, he/she intentionally and systematically does not follow the proposed individual treatment procedure, if he/she has consented to the provision of health care services, or does not follow the Rules of Procedure and his/her behaviour is not caused by his/her health status.
14. Smoking, alcohol and drug use are prohibited in the entire medical facility. The MC is entitled to refuse entry to the medical facility to a client who is under the influence of alcohol or other drugs, even if he/she has booked the appointment.
15. It is forbidden to bring weapons, explosive or flammable substances into the medical facility.
16. In case of fire or other emergency, the client must follow the instructions of MC staff. Emergency exits are visibly marked.
17. The client is obliged to look after his/her belongings. The MC is not liable for items stored in places that are not reserved for storage.
18. Children may only be examined if accompanied by a parent or other authorized person. The medical facility is not responsible for the supervision of children.



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19. If the client has a sensory/physical disability and uses a dog with special training (i.e. guide or assistance dog), he/she has the right, with regard to his/her current state of health, to be accompanied by his/her dog and have the dog present during a visit to the medical facility. The presence of a dog must not restrict the provision of health care services or restrict the rights of other patients.
20. The client is obliged to behave in such a way that he/she does not disturb other clients, does not endanger himself or others and does not cause any damage to the property or equipment of the medical facility.
21. The client is obliged to observe all hygienic-epidemiological measures, which he/she will be acquainted with by MC staff or which result from valid anti-epidemiological measures (e.g. the obligation to wear a mask, etc.).
22. The client who suffers from symptoms of an infectious disease or a fever is obliged to inform MC staff immediately after entering the medical facility and follow their instructions. Depending on the circumstances, the client may be re-scheduled for another date if his/her health condition allows it.
23. Clients may be allowed to park their cars in the building of a medical facility reserved for MC clients, if the current capacity of parking spaces allows so. Clients - drivers are obliged to behave cautiously, to keep a safe distance between vehicles and not to block other drivers. Parking is allowed only for the duration of the visit to the medical facility. After the end of the visit to the medical facility, the client is obliged to immediately leave the parking space.
24. Office hours, as well as other relevant information, are available on the MC website www.myclinic.cz.
25. These Rules of Procedure are valid as of 1. February 2021.