PATIENT RIGHTS AND RESPONSIBILITIES

Healthcare Provider

SPINEZIO s.r.o.

Company ID (IČO): 07206241

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This document informs you about your rights and responsibilities while receiving healthcare services.

You have the right to familiarize yourself with it and refer to it at any time.

1 PATIENT RIGHTS

Under Czech Act No. 372/2011 Coll., on Health Services, every patient has the following rights:

a) Right to Healthcare Provided at an Appropriate Professional Standard

You have the right to receive healthcare that complies with current medical knowledge, follows accepted professional standards, and is provided by qualified healthcare professionals.

b) Right to Respect, Dignity and Privacy

You have the right to:

- be treated with dignity and respect,
- receive considerate and courteous care,
- have your privacy protected during examinations and treatment,
- receive healthcare in a manner that respects your personality and human dignity.

c) Right to Information About Your Health

You have the right to receive clear and understandable information regarding:

- your health condition,
- the proposed treatment,
- expected benefits and possible risks,
- available alternatives,
- recommended lifestyle measures and restrictions.

You may ask additional questions at any time and receive understandable answers.
You also have the right to designate persons who may receive information about your health.

d) Right to Refuse Treatment

You may refuse a proposed healthcare service or a specific therapeutic procedure unless otherwise provided by law.
Healthcare professionals will explain the possible consequences of your decision.

e) Right to Protection of Personal Data and Confidentiality

Your health information is confidential.
Healthcare professionals are legally bound by professional confidentiality and process your personal data in accordance with applicable legal regulations, including the GDPR.

f) Right to Access Medical Records

You have the right to:

- inspect your medical records,
- obtain copies or extracts,
- authorize another person to access your medical documentation or receive information about your health.

g) Right to Know the Identity of Healthcare Professionals

You have the right to know the name and professional qualification of every healthcare professional involved in your treatment.

h) Right to Submit a Complaint

If you believe your rights have been violated or you are dissatisfied with the provided healthcare, you have the right to submit a complaint concerning:

- the provision of healthcare services,
- the conduct of healthcare professionals,
- other circumstances related to the healthcare provided.

2 PATIENT RESPONSIBILITIES

Patients are expected to cooperate in the provision of healthcare.

a) Provide Accurate Information

Please provide truthful and complete information regarding:

- your current health condition,
- previous illnesses,
- medications you are taking,
- allergies,
- changes in your health,
- any other information relevant to your treatment.

b) Follow the Agreed Treatment Plan

If you agree to the proposed treatment, you are expected to:

- follow medical recommendations,
- comply with the agreed therapeutic plan,
- actively cooperate during treatment and rehabilitation.

c) Follow the Provider's Internal Rules

Patients are required to comply with the organizational and operational rules of the clinic, provided they are consistent with applicable law.

d) Behave Respectfully

Patients are expected to:

- behave courteously toward healthcare professionals,
- respect other patients,
- avoid aggressive, abusive or inappropriate conduct.

e) Keep Scheduled Appointments

Please arrive on time for scheduled appointments.
If you cannot attend, kindly inform the clinic as early as possible so that your appointment may be offered to another patient.

Thank you for respecting your rights and responsibilities.

Your active cooperation significantly contributes to successful treatment and high-quality care for all patients.

This information is based on Czech Act No. 372/2011 Coll., on Health Services, as amended.