

CHARTER OF PATIENT'S RIGHTS AND RESPONSIBILITIES

§ 1

Charter of Patient's Rights and Responsibilities is regulated in particular by:

1. Constitution of Polish Republic of 2nd April 1997 (Journal of Laws of 1997 no. 78 item 483 with later amendments),
2. Act of 6th November 2008 concerning patient's rights and Patients' Rights Advocate (i.e. Journal of Laws of 2012 item 159)
3. Act of 15 April 2011 concerning medical activity (Journal of Laws of z 2011 No 112, item. 654 z with later amendments).

Catalogue of patient's rights

§ 2

The catalogue of patient's rights include:

1. Patient's right for medical services.
2. Right for information.
3. Patient's right for secrecy of information connected with them.
4. Patient's right to agree for receiving medical services.
5. Patient's right to be treated in a manner that respects their privacy and dignity.
6. Patient's right for medical documentation.
7. Patient's right to object the decision or opinion of physician.
8. Patient's right to be treated in a manner that respects their private and family life.
9. Patient's right for pastoral care.
10. Patient's right to keep their precious belongings in a deposit.

Patient's right for medical services

§ 3

1. The patient is entitled to medical services in conformity with current medical knowledge.
2. In case of emergency the patient has the right to receive medical services immediately.
3. The patient has the right to receive medical services performed with due care and in conditions in conformity with professional and sanitary requirements. While performing medical services people in medical profession follow rules of professional ethics specified by proper local bodies of medical professions.

Patient's right for information

§ 4

1. The patient has right to be informed about their health condition.
2. The patient or its statutory representative have right to receive from a physician understandable information about health condition of the patient, about diagnosis, suggested and possible diagnostic and therapeutic methods, possible to foresee results of using or not using them, about results of treatment and possible treatment effects.
3. The patient has right to be informed about type and scope of medical services offered by the facility supplying medical services including prophylactic health programs financed with public means realized by this facility.

Patient's right for secrecy of information connected with them

§ 5

1. The patient has right for keeping secret all information connected with them and obtained as a result of performing medical profession by people performing such medical professions, including people supplying medical services to the patient.
2. The secrecy concerns supplied medical services and information connected with them. Nevertheless hiding certain data concerning the patient can cause in some cases threat for the patient themselves, and that is why the secrecy can be statutory revealed when:
 - 1) keeping secrecy can constitute danger for health and life of the patient or health and life of other people,
 - 2) the patient or their statutory representative agree for revealing the secrecy,
 - 3) it is needed to transfer necessary information concerning the patient and connected with supplied medical services to other people performing medical profession participating in supplying such services.

Patient's right to agree for receiving medical services

§ 6

The patient has right to agree for receiving particular medical services or to reject such medical services.

Patient's right to have be treated in a manner that respects their privacy and dignity

§ 7

1. The patient has right to be treated in a manner that respects their privacy and dignity in particular during the period of receiving medical services.
2. A person close to the patient can be present during medical procedures receiving by the patient.
3. A person of medical profession supplying medical services to the patient can refuse their permission to accept the presence of person close to the patient during medical procedures in case the other person constitute an epidemiological threat or because of health safety of the patient. Such rejection is recorded in medical documentation.

Patient's right for medical documentation

§ 8

1. The patient has right to access medical documentation concerning his medical condition and supplied medical services.
2. The data included into medical documentation are protected.
3. The institution supplying medical services makes medical documentation available to the patient or to its statutory representative or to the person authorised by the patient.
4. After patient's death a person authorised by the patient is entitled to review their medical documentation.
5. Fees for making medical documentation available are specified by Organizational Rules and Regulations of medical institution REHAMED-CENTER Sp. z o.o. with the seat in Tajęcina.

Patient's right to object the decision or opinion of physician

§ 9

1. The patient or their statutory representative can object the opinion or decision of a physician in case the decision or opinion influences rights or obligations of the patient pursuant to legal regulations.
2. The objection is to be submitted to the committee of Physicians attached to Patients' Rights Advocate through Patients' Rights Advocate within the period of 30 days from the day of issuing the opinion or decision by the physician issuing the decision concerning patient's health condition.
3. The objection requires justification including legal regulations resulting in rights and obligations presented in item 1.

Patient's right to be treated in a manner that respects their private and family life

§ 10

The patient staying in medical facility performing medical services such as stationary 24 hour medical services as understood by regulations concerning medical services is entitled to personal, telephone or mail contact with other people.

Patient's right for pastoral care

§ 11

1. The patient staying in medical facility performing medical services such as stationary 24 hour medical services, as understood by regulations concerning medical services, is entitled to pastoral care.
2. In case of deterioration of medical condition or life threat the patient is entitled to contact with clergy of their own denomination.

Patient's right to keep their precious belongings in a deposit

§ 12

The patient staying in medical facility performing medical services such as stationary 24 hour medical services as understood by regulations concerning medical services is entitled to keeping their personal belongings in a deposit. The costs of the realization of such right are borne by the patient.

Patient's right to of get help form Patients' Rights Advocate

§ 13

1. Each patient is entitled to get help from Patients' Rights Advocate, who is the central body of government administration proper in cases of patient's rights protection.
2. The Advocate can accept the case referred to them and independently carry explanatory procedures, can refer the case to another institution or reject it.

Patient's duties

§ 14

1. The patient is obliged to follow:
 - 1) biding legal regulations and rules of REHAMED-CENTER Sp. z o.o.,
 - 2) daily timetable prepared by Medical Rehabilitation Institution,

- 3) personal hygiene according to the level of their efficiency,
 - 4) medical recommendations, recommendations of physiotherapists, nurses and other medical staff participating in treatment process,
 - 5) social conduct standards, respecting dignity and privacy of other patients,
 - 6) absolute prohibition of smoking, drinking alcohol and using drugs in REHAMED-CENTER Sp. z o.o.,
 - 7) rules of respecting property of REHAMED-CENTER Sp. z o.o., including paying for damages caused by the patient.
 - 8) prohibition of independent operation of apparatus and medical devices being the property of REHAMED-CENTER Sp. z o.o.
2. The patient cannot take any other medicines and take any other medical procedures than those recommended by a physician, a physiotherapist or a nurse.
 3. The patient is responsible for valuable objects, clothes, money, documents not left in the deposit.

Procedure of submitting complaints and requests

§ 15

The Chairman of REHAMED-CENTER Sp. z o.o. with the seat in Tajęcina is available to deal with complaints and requests of patients on Mondays from 2 p.m. until 3 p.m. room 5 in the seat of this medical institution in 36-002 Tajęcina 66a.

§ 16

1. Complains can concern in particular:
 - 1) violation of patients' rights as far as medical care services are concerned;
 - 2) long or bureaucratic dealing with patients' matters;
 - 3) neglecting or improper performance of tasks by staff of REHAMED-CENTER Sp. z o.o.,
2. The application can deal in particular with:
 - 1) organizational improvement,
 - 2) better work efficiency and fraud prevention,
 - 3) matters connected with better satisfaction of patients' needs of REHAMED-CENTER Sp. z o.o.

§ 17

The patient whose right for health protection is according to him not satisfied can submit a complaint to other institutions:

1. Patients' Rights Advocate, Aleja Zjednoczenia 25, 01-829 Warszawa, Infoline of Advocate: [800190590](tel:800190590),
2. Advocate of Professional Responsibility of Chamber of Physicians - www.nil.org.pl,
3. Advocate of Professional Responsibility of district Chamber of Nurses and Midwives – www.izbapiel.org.pl,
- 4 Office of General Inspector of Personal Data Protection, ul. Stawki 2, 00-193 Warszawa, tel./fax: (22) 860 70 86