

<b>RIGHTS AND OBLIGATIONS OF PATIENTS</b>		PP 1
	<b>MULTIDISCIPLINARY HOSPITAL – INDEPENDENT AND PUBLIC HEALTH CARE INSTITUTION IN NOWA SÓL</b>	I-51
		Edition: 04
		Valid from: 01.09.2023

**By using or asking for health care services, in accordance / pursuant to the Act of 6 November 2008 on Patient Rights and the Patient Ombudsman (Journal of Laws of the Republic of Poland of 2023, item 1545 with later changes), the patient has certain rights, which are described in legal acts.**

**1.** As a patient you have the right to health care services. This right is realized by: research and medical advice, diagnostic tests, ambulatory and hospital treatment.

You have the right to use health care services:

- which are provided immediately, because of danger to your life or health,
- which are provided with especially care in accordance with professional and sanitary conditions,
- that correspond to the current state of medical knowledge,
- which are provided in accordance with a transparent and objective procedure based on medical criteria for the specification of the order in which they are received,
- for which persons, practising a medical profession are guided by principles of professional ethics.

You have the right to request, that the medical doctor, providing health care services consult another medical doctor or convene a council and/or that the nurse, providing health care services consult another nurse or midwife.

**2.** As a patient you have the right to get information. Patients, including minors over 16 years of age, have the right:

- to get accessible information about their state of health, the diagnosis, the proposed and possible diagnostic and therapeutic methods, the foreseeable consequences of their application or omission, about the results and the forecast of the treatment, the patient's rights and the health precaution programs.
- to request that medical professionals do not provide the patient with any information in this regard.

A person authorized by the patient has also a right to get information.

After receiving information described above, you have the right to present your opinion to the medical professional in terms of the information you received.

You have the right to receive early enough information, about the doctor's intention to withdraw from the treatment and about the possibility to obtain the treatment from another doctor or health care provider.

**3.** You, your representative of the act or your actual guardian, have the right to report adverse reactions of a medical product to persons, practising a medical profession, to the President of the Registration Level for Medical Products, Medical Devices and Biocidal Products or to an responsible for Placing the medical product on the market (in accordance to the Pharmaceutical Law of 2019, items 499 and 399).

**4.** As a patient you have the right, that all persons who practise a medical profession, including those who provide health care services to you, keep all information related with you confidential.

In order to exercise the right for confidentiality of information, persons practising a medical profession are obligated to keep all patient-related information, in particular the state of your health, confidential. These obligations do not apply if:

- it is described by provisions of separate laws/acts,
- the secrecy may endanger the life or health of the patient or other person,
- the patient or his/her legal representative agrees to the disclosure of confidentiality,
- there is a need to provide necessary information, related to the provision of health care services to other participating medical professional in the provision of these services.

The duty of confidentiality can be disclosed only by extent necessary.

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Persons practicing a medical profession are bound by confidentiality even after the patient's death, unless the agreement to disclosure is given by a close relative.

As a result of the consent of a close relative, the exemption from secrecy does not apply if the disclosure of the secrecy is opposed by another close relative or by the patient during his/her lifetime. If there is a dispute about the disclosure of the duty of confidentiality or the extent of its disclosure, the court has to decide in non-contentious proceedings.

**5.** The patient has the right to consent health services or to refuse them. A patient, including a minor over 16 years of age, has the right to consent an examination or other health services, whereby:

- such consent can be given after having been fully informed of his or her state of health and methods of treatments,
- in the case of surgery or/and high-risk diagnostic tests, such consent shall be given in written form,
- after being fully informed about his or her state of health and methods of treatment, the patient has the right to refuse the consent to an examination or other health services.

In case of minor patients, totally incapacitated or unable to give aware consent, the right to give consent, in situations specified in the legislation, has to be exercised by the participation of a statutory representative or, in the absence of such a representative, in relation to the examination, of the actual guardian.

The rules of examination or other health services provided by a doctor, a paramedic and/or a nurse of the system, in case of disagreement or objection, are determined by appropriate regulations.

**6.** The patient has the right for respect for his or her intimacy and dignity, in particular when providing health care, including:

- pain treatment and the monitoring of its effectiveness,
- the presence of a close relative during the provision of health care services,
- the agreement to the participation of other persons than those, who are providing health services during the provision of health services.

The patient's right for respect his or her intimacy and dignity also includes the hospital's obligation to ensure that the patient has the right to die in peace and dignity.

In the case of probability of an epidemiological risk or/and for the sake of the patients health safety, a person, who is a medical professional and is providing health services to a patient, can refuse the presence of a close relative during the health services.

The patient has the right to have access to medical records of his or her health and the health services provided to him or her

**7.** The patient has the right to have access to medical records of his or her health and the health services provided to him or her. The healthcare provider has to make medical records available to the patient, his legal representative or a person authorised by the patient. After the patient's death, the medical records are made available to the person authorised by the patient during his or her lifetime or to the person who was his or her legal representative at the time of death. In the case of a dispute between relatives for access to the medical records, the access is granted by the court.

Medical records are made available, by review, by making an extract, copy or printout.

**8.** The patient or his legal representative has the right to object to the opinion or ruling issued by the medical doctor, if the opinion or ruling affects the patient's rights or obligations arising from the law.

An objection has to be lodged to the Medical Committee attached to the Patient Ombudsman, through the Patient Ombudsman, within 30 days from the date of the opinion or ruling of the medical doctor adjudicating on the patient's condition.

**9.** The patient has the right to respect for his private and family life, including:

- contacting other persons in person, by telephone or by correspondence, including refusal to contact those persons,



- supplementary nursing care, which means in particular:
  - a) care that does not consist of the provision of health services, including care provided to a minor patient or a patient with a significant degree of disability, and to a patient in pregnancy, childbirth or postpartum conditions,
  - b) the right to stay with a minor patient or a legal representative or actual guardian with a severe degree of disability.

As a rule, the patient shall bear the costs of exercising the right to additional care, except for cases specified in the provisions of the law.

**10.** The patient has the right to pastoral care. In the situation of deterioration of health or life threatening situation, the Hospital is obliged to enable the patient to contact the clergyman of his confession.

**11.** During the hospitalization the patient has the right to keep valuables in the hospital depository.

The provisions of the Act of 6 November 2008 on Patient's Rights and Patient Ombudsman (i.e. Journal of Laws 2023, item 1545), of which this Charter constitutes an extract, are available to every patient in the departments of WS SP ZOZ in Nowa Sól.

The Director of the Hospital or a medical doctor authorised by him may restrict the exercise of patients' rights in the cases specified in the regulations.

If a patient's rights have been infringed, he has the right to complain/apply to the:

- Director of the Hospital,
- Founding Authority – Nowosolski County,
- Social Council of the Hospital,
- Regional Medical Chamber of the Voivodship Lebus,
- Regional Chamber of Nurses and Midwives of the Voivodeship Lebus,
- Branch of the National Health Fund of the Voivodeship Lebus based in Zielona Góra
- Complaints and Applications Office,
- Patient's Ombudsman.

In case of ethical problems patients should contact the Ethics Team at WS SPZOZ in Nowa Sól.

### **The patient's obligations**

- 1.** The patient undergoing treatment in the Hospital in Nowa Sól is obliged to follow the individual recommendations of medical doctors and nurses with regard to the applied diagnostics, therapy and care.
- 2.** The patient is obliged to inform the attending physician/medical doctor about the drugs taken regularly, not related to the disease that is the cause of hospitalization. Taking these drugs during your stay in the hospital requires medical approval.
- 3.** The patient is not allowed to undergo any procedures without a doctor's order.
- 4.** The patient is obliged to give a full medical or nursing interview during the medical or nursing history and true information about his or her health. The Hospital in Nowa Sól is not responsible for damages resulting from concealing or giving false information of the health of the person being hospitalized.
- 5.** The patient is obliged to cooperate with the medical staff of the hospital in order to achieve the purpose of treatment
- 6.** The patient is obliged to take care of his own health and participate in health prevention.
- 7.** The patient is obliged to stay in the ward at certain times of the day, in particular during: medical visitations, treatment and care procedures, during meals.
- 8.** The patient should respect the hours of eating. A bedridden patient eats a meal in bed. If necessary, this is done with the help of medical personnel.



9. The patient should agree with the attending doctor or nurse on duty on the consumption of food and beverages other than those administered in the hospital.
10. A patient is not allowed to give other patients meals or drinks brought from outside the hospital.
11. The patient is obliged to observe the prohibition of independent use of hospital cranes intended for official use.
12. In case of negative verification of insurance entitlements, the patient is obliged to submit a declaration of entitlement to health care services financed from public funds or in case of lack of entitlement to submit a declaration of commitment to cover the costs of the hospitalization.
13. A patient staying in the hospital in Nowa Sól cannot use medical care of other health care institutions. The exception is if the use of such care is ordered by a medical doctor employed in the Hospital.
14. The patient is obliged to be silent and to behave in a way that does not disturb the peace of other patients and medical staff.
15. The patient is obliged to behave culturally to other patients and medical staff.
16. It is forbidden to gamble, smoke, drink alcohol and use drugs on hospital premises.
17. The patient is obliged to observe fire safety rules.
18. It is not allowed to change the bed without the consent of the nurse or lie down on the bed in shoes and clothing.
19. The patient is obliged to observe personal hygiene and keep the rooms, where he's staying clean.
20. Pacjent chodzący powinien wykonywać zabiegi higieniczne w łazienkach.
21. It is advisable for the patient to receive visitors according to the rules defined in the hospital's regulations or/and visiting regulations
22. The patient is obliged to respect the property owned by the hospital and is not allowed to manipulate the medical, electrical or ventilation devices. The Patient is responsible for hospital items given to him/her during the hospitalization.
23. The patient is obliged to compensate for damage to hospital property if it is caused by his/her own fault.
24. The patient or other persons during their stay in the hospital are not allowed to take photos and video recordings of other patients and in case of the hospital employees, without their consent they are not allowed to distribute these pictures or recordings.
25. The use of mobile phones by patients can not disturb the peace of other patients and medical staff. Due to the presence of medical equipment and the possibility of disturbances the hospital in Nowa Sól is allowed to designate zones and rooms where there is a total ban on mobile phones.
26. The patient is obliged to observe night-time silence from 10pm to 6.00am.
27. **The Hospital is not responsible for valuables and money retained by the patient that have not been deposited.**

Opracował: Zespół ds. Praw Pacjenta