

INTERNAL REGULATIONS OF THE CLINICAL DIVISION OF THE INSTITUTE OF HEMATOLOGY AND BLOOD TRANSFUSION

Dear Madam or Sir,

We would like to welcome you to the Institute of Hematology and Blood Transfusion (hereinafter referred to as the „IHBT“). Thank you for the trust you have placed in us by entrusting yourself to our care. The primary purpose and responsibility of our staff is to provide you with a high-quality, professional medical care in a conscientious, compassionate, and considerate manner.

Your positive attitude towards your treatment, cooperation with our staff, and compliance with the rules set out in these Internal Regulations can also contribute to achieving this purpose and maintaining or achieving your health. These Internal Regulations **are binding on all patients of the IHBT, as well as on their accompanying persons and visitors.**

These Internal Regulations are issued in accordance with Act No. 372/2011 Coll., on Health Services and the Conditions of Their Provisions (hereinafter referred to as the „Health Services Act“), primarily for the purpose of informing persons of their rights and obligations while on the IHBT premises and in connection with the provisions of healthcare services to patients by the IHBT.

These Internal Regulations are available on www.uhkt.cz/ihbt or <https://www.uhkt.cz/patients/practical-information>

Table of contents:

I. Patient	2
A. Information on the Patient's Health Status	3
B. Patient with Limited Legal Capacity	4
C. Procedure for Filing Complaints.....	4
II. Patient Admission	4
A. Outpatient care.....	4
B. Hospitalization	5
C. Daily Routine	6
III. Transfer of the Patient.....	6
IV. Discharge of the Patient	7
Short-Term Leave from the Ward	8
V. Visitors.....	8
VI. Room Facilities	9
VII. Valuables and Personal Belongings.....	9
VIII. Food.....	9
IX. Use of Personal Electronic Appliances	10
X. Related Documents	10

I. Patient

1. The patient, accompanying persons, and visitors are required to familiarize themselves with these Internal Regulations and comply with them. They are also required to follow the instructions given by IHBT staff in connection with the provision of healthcare services, provided that such instructions are issued in accordance with these Internal Regulations and applicable laws and regulations.
2. A clear summary of patient's rights and obligations is available on the IHBT website and upon request from IHBT staff in the individual departments.
3. The patient has the right to be treated with respect and dignity, to be treated with consideration, and to have their privacy respected during the provision of healthcare services, in accordance with the nature of the healthcare services provided. At the IHBT, assessments of the patient's health status and consultations are conducted in a discreet and confidential manner.
4. The patient has the right to choose a healthcare provider and a healthcare facility, except where the provision of emergency care is required. As a rule, the patient may request a consultation from another healthcare provider or, where appropriate, from another healthcare professional other than the one providing the healthcare services to the patient.
5. The patient has the right to know the names of their attending physician and other healthcare professionals providing care to them (i.e. those directly involved in the provision of healthcare services), as well as the names of persons undergoing training with the healthcare provider to qualify for a healthcare profession who are present during the provision of healthcare services or who perform activities that form part of their training. The patient has the right to refuse the presence of such persons undergoing training to qualify for a healthcare profession.
6. The patient is required to comply with the proposed treatment if they have consented to the provision of healthcare services. The patient is also required to comply with the hygiene and epidemiological measures applicable in the individual departments. This obligation also applies to accompanying persons and visitors.
7. The patient may receive visitors in the inpatient or day-care departments, taking into account their health condition, in accordance with these Internal Regulations and in a manner that does not infringe upon the rights of other patients.
8. **Healthcare services may only be provided to the patient with their free and informed consent, unless otherwise provided by the applicable legislation.** The patient has the right to receive from their healthcare provider the information necessary to make an informed decision, prior to the commencement of each subsequent diagnostic or therapeutic procedure, as to whether they consent to such procedure, except in cases requiring emergency care, all within the scope stipulated by applicable legislation.
9. The patient has the right to receive a detailed explanation in terms that they can understand, including, among other things, situations where the physician has decided to adopt a non-standard approach. The patient may participate in any research project or clinical trial only on the basis of their appropriate informed consent. As a rule, the patient may withdraw from participation in a research project or clinical trial at any time without giving a reason. The patient must, however, be informed of any potential health consequences of such decision.
10. The patient has the right to receive spiritual care and support in an inpatient or day-care department from clergy of churches and religious societies registered in the Czech Republic, or from persons authorized to perform pastoral activities, in accordance with these Internal Regu-

lations and in a manner that does not infringe upon the rights of other patients, and taking into account the patient's health condition, unless otherwise provided by applicable legislation.

11. A patient at the end of their life has the right to a compassionate and sensitive care from all healthcare professionals, who must respect the patient's wishes, provided that such wishes are not contrary to applicable laws and regulations, the healthcare provider's Internal Regulations, or the rights of other patients.
12. **Smoking is prohibited throughout the IHBT healthcare facility and the entire IHBT premises, including the use of electronic cigarettes and heated tobacco products. The consumption of alcohol or other addictive substances is also prohibited.**
13. The carrying of weapons of any category, as defined by Act No. 90/2024 Coll., on Firearms and Ammunition, is strictly prohibited throughout the IHBT premises. This prohibition also applies to objects that could be used as weapons (such as baseball bats, batons, etc.) and to replicas or imitation weapons. This does not apply to personal hygiene items intended for the patient's personal use (e.g. nail files, scissors etc.).
14. Patients, their accompanying persons and visitors, as well as any other persons present on the IHBT premises, are not permitted to make audio, photographic, video, or audiovisual recordings of third parties (including other patients, healthcare professionals etc.) without the explicit consent of the persons concerned, unless there is a legal basis for making such recordings without their consent.

A. Information on the Patient's Health Status

1. The patient has the right to be informed about their health condition and the right to determine who may or may not be provided with information concerning their health condition.
2. The patient has the right to confidentiality regarding information about their health condition and the healthcare services provided to them.
3. The patient has the right to be informed in advance of the cost of the healthcare services that are not covered, or are only partially covered, by public health insurance, as well as of the method of payment, provided that the patient's health condition permits this.
4. Upon admission for care, the patient is entitled to designate persons who may be informed about their health condition and to determine whether such persons may access their medical records and make extracts or copies of them, and whether they may give or withhold consent to the provision of healthcare services in cases where, due to their condition, the patient is unable to give consent to the provision of such services (except for healthcare services that may be provided without consent). At the same time, the patient may prohibit the provision of information to certain persons or to anyone, or designate persons who may not give or withhold consent to the provision of healthcare services in cases where, due to their condition, the patient is unable to give consent to the provision of such services (except for healthcare services that may be provided without consent). A record of this decision shall be entered into the patient's medical records and signed by both the patient and a healthcare professional.
5. If the patient requests that information about their health condition is provided by telephone, the patient shall agree with an employee of IHBT on a password to be used for telephone communication in such cases. The password shall be recorded in the patient's medical records. Thereafter, information about the patient shall only be provided by telephone upon disclosure of the agreed password. The patient is responsible for ensuring that the agreed password is not disclosed to anyone outside the group of persons who are authorized to receive information about their health condition. IHBT shall not be liable if information is disclosed to a person to

whom, according to patient's wishes, it should not have been disclosed, provided that such person identifies themselves during the telephone communication using the agreed password. If the patient request a change of password in person at the IHBT (or otherwise provides clear proof of their identity), the password may be changed.

B. Patient with Limited Legal Capacity

1. A patient with limited legal capacity has the right to continuous presence of their guardian, or, where applicable, a person designated by the guardian, in accordance with the Internal Regulations of the IHBT, provided that the presence of such persons does not interfere with the provision of healthcare services.
2. A patient with limited legal capacity may request that their legal representative, guardian, or, where applicable, a person designated by the legal representative, foster parent, or another person to whose care the patient has been entrusted by a court or other authority, is not present during the provision of healthcare services, if the patient states that such person is abusing, mistreating, or otherwise neglecting them.
3. The presence of an accompanying person may, in particular cases, be restricted or excluded at the instruction of the IHBT employee, in particular if their presence interferes with the provision of healthcare services, poses a risk to the health of the patient or other patients, or infringes upon the privacy of other patients. In certain departments, the presence of an accompanying person may also be restricted due to capacity restraints or due to the staffing, material, technical, structural, or spatial conditions of the department, or in consideration of the current epidemiological situation.
4. In the event of non-compliance with the Internal Regulations or any instruction given by the IHBT employee, or in the event of an interference with the provision of healthcare services, the IHBT employee is entitled to order the accompanying person or visitor causing the disruption to leave the room in which healthcare services are being provided and to prohibit their further participation in the provision of healthcare services. If the accompanying person fails to comply with the instruction, the healthcare professional is entitled to call upon an IHBT orderly, security personnel, or, if necessary, the Police of the Czech Republic for assistance in resolving the situation. The decisive consideration in such cases shall be the protection of the life and health of patient and, where applicable, IHBT staff.

C. Procedure for Filing Complaints

1. Any complaints relating the healthcare services provided at IHBT should be submitted to the senior staff of the IHBT Clinical Division (head nurse, senior nurse, head physician, or head of the division), or directly to the IHBT management (info@uhkt.cz) or the hospital ombudsman (ombudsman@uhkt.cz), either in person or by post. For further information, please see [Hospital Ombudsman - information](#).
2. The handling of complaints and the complaints procedure pursuant to Section 93 of the Act on Health Services are governed by the applicable legislation.

II. Patient Admission

A. Outpatient care

1. **The opening hours of the outpatient clinic and day-care unit are Monday to Friday from 7:00 a.m. to 4:00 p.m.** (the day care unit is open on weekends and public holidays from 9:00 a.m. to 1:00 p.m.).

2. The patient attends the IHBT outpatient clinic following an appointment made by a physician or for a consultation examination upon referral from an external physician. The patient reports to the outpatient clinic reception desk, where they are informed about the subsequent course of their examination and treatment.
3. Upon admission to care of the IHBT, the patient is examined by a physician. Based on the examination results, the physician determines recommendations for further care, the date of the patient's next outpatient follow-up appointment, or whether hospital admission is required.
4. If the patient's health condition or the prescribed treatment requires so, the patient may also be scheduled outside the outpatient's clinic regular opening hours. In such cases, the patient should report to a nurse on the inpatient ward, who will arrange for the patient to be seen by the physician on duty.
5. Upon an emergency admission to the ward, the patient is handed over to a nurse, who continues to monitor and ensure the patient's vital functions.

B. Hospitalization

1. The patient presents to the IHBT outpatient clinic or the nursing station of the given ward based on a prior arrangement (outpatient follow-up appointment, telephone call, or written notification).
2. Upon admission to hospital, the patient will be provided with an identification wristband, which contributes to their safety during their stay at the IHBT. The wristband is also used for proper patient identification before each administration of medicinal and transfusion products, before the collection of biological samples, and before any invasive procedure.
3. Upon admission, the patient is examined by a physician, who determines the treatment plan and explains it to the patient in an appropriate and comprehensible manner. The patient is then required to comply with the treatment plan. If necessary for the provision of the relevant healthcare services, the patient shall also complete the appropriate informed consent form and give consent to the provision of healthcare services by signing it. The admitting nurse will familiarize the patient with the IHBT Internal Regulations, allow the patient to store their personal belongings, and provide information on the safekeeping of valuables.
4. The patient, or their legal representative or other authorized person, is obliged to provide the attending healthcare professional with truthful and complete information regarding the development of the patient's health condition to date, any illnesses from which the patient suffers, including information on healthcare services provided to the patient by other healthcare providers, the use of medicinal products and addictive substances, and any infectious diseases, as well as any other information relevant to the provision of the respective healthcare services. Upon request by a healthcare professional, the patient's accompanying person or visitor is also required to provide truthful information on their current health status. Furthermore, the patient is obliged not to use any medicinal products without the consent of the attending physician, including medicinal products prescribed to the patient by, for example, their general practitioner, unless such use has been approved by the attending physician.
5. If the patient brings any medicinal products or dietary supplements with them, they are obliged to inform the healthcare staff and not to use such products without the consent of the attending physician. With the patient's consent, such medicinal products and dietary supplements may be placed in safekeeping and returned to the patient upon discharge.
6. The patient is prohibited from consuming alcohol or using any other addictive substances dur-

ing hospitalization and, where justified, is obliged, upon the decision of the attending physician, to undergo an examination to determine whether they are under the influence of alcohol or other addictive substances. In the event of the violation of the ban on smoking in the room, compensation may also be claimed for any damage resulting from reduced efficiency of the HEPA filter in the air-condition, as well as damage to the paintwork on the walls and to the furnishings of the room.

C. Daily Routine

1. The patient is obliged to comply with the daily routine prescribed by the attending physician.
2. When leaving the room (e.g. for an examination), the patient must wear a face mask in accordance with the instructions of the healthcare staff. Patients subject to enhanced infection-control precautions must additionally wear a gown and gloves.
3. The patients daily schedule during hospitalization is governed by the routine of the respective department and the instructions of the attending physician. In addition, clinical departments have established hygiene regulations, which must be followed [Hygiene Guidelines for Inpatient Wards of the Clinical Division of IHBT](#).
4. During hospitalization and while moving around the IHBT premises, patients, their accompanying persons and visitors are required to comply with the applicable laws and generally accepted standards of social conduct, with regard to the privacy and rights of other patients, their medical conditions, and any associated symptoms or signs.
5. At the IHBT, the patients are required to maintain cleanliness and order.
6. **Quiet hours are daily from 10:00 p.m. to 6:00 a.m.**

III. Transfer of the Patient

During hospitalization, the patient may be transferred to another department within IHBT or to another healthcare or social care facility due to a change in their health condition, social reasons, or at the patient's own request/ request of their legal representative (or another authorized person).

The patient, a close person, or the legal representative is always duly informed by the attending physician, sufficiently in advance, of any planned transfer and the reasons for it.

1. Basic Criteria for Transfer to Another Healthcare Facility:

- IHBT is unable to provide the necessary treatment or diagnostic care;
- The hematological condition has been ruled out as the cause of the patient's symptoms, and the patient requires other specialized inpatient care;
- The hematological condition is stable and does not currently require hospitalization, however, there is another reason why the patient requires inpatient care;
- The hematological condition is not currently stable, but the patient requires acute inpatient care at another specialized department (e.g. an anesthesiology and intensive care unit);
- The hematological condition is currently not amenable to treatment by any method available, and the patient requires palliative or social care;
- Capacity reasons, e.g. the closure of an inpatient ward for technical reasons, where the patient cannot be accommodated in another inpatient ward at the IHBT;
- The patient requests a transfer, and the requested healthcare facility agrees to accept the patient.

2. Basic Criteria for Transfer to a Long-Term Care Facility:

- A patient without adequate social support who requires continuous care and assistance, including the administration of medication that they would not be able to manage themselves;
- A patient requiring continuous care and assistance, or permanent supervision, which cannot be provided by persons close to the patient;
- A patient for whom, due to the advanced stage of the disease, no effective treatment can be offered and whose condition requires placement in a facility providing appropriate social care.

IV. Discharge of the Patient

1. The patient's discharge or referral for further care at another specialized facility or in a home-care setting depends on their health condition and need for further care. The patient is duly informed by the attending physician, sufficiently in advance, of the planned discharge. If the patient does not agree to the discharge, they should inform the attending physician of the reason for their disagreement.
2. The patient may be discharged prematurely, even if the attending physician has not recommended or does not agree with the discharge, if the patient insists on being discharged, subject to the conditions set out by applicable legislation.
3. If a patient who has been informed about their health condition, or who has waived their right to receive such information pursuant to §32 (1) of Health Services Act, refuses to consent to the provision of healthcare services, unless the healthcare services may be provided without the patient's consent, the patient shall be informed of their health condition to such an extent and in such a manner as to make it clear that failure to provide the healthcare services may seriously harm their health or endanger their life. If the patient continues to refuse to give consent, they shall make a written statement to that effect (refusal of treatment form).
4. The healthcare provider is entitled to terminate the provision of care to a patient under the conditions set out by applicable legislation, particularly where the patient seriously infringes upon the rights of other patients, intentionally and repeatedly fail to comply with the proposed individualized treatment plan, ceases to provide the cooperation necessary for the provision of healthcare services, and/or fails to comply with the Internal Regulations, provided that such behavior or lack of cooperation is not caused by the patient's health condition. The termination of care must not result in an immediate threat to the patient's life or serious harm to their health.
5. A patient may not be discharged from the hospital under certain circumstances (even against medical advice), for example, if they pose an immediate and serious threat to themselves or others and show signs of a mental disorder, suffer from such a disorder, or are under the influence of an addictive substance, where the threat cannot be averted by other means etc.
6. Upon discharge, the patient is always provided with a preliminary or final medical report.
7. On the day of discharge, the patient is provided with a medication schedule, including detailed instruction on the dosage and administration of the medications. The importance of taking the medications regularly is emphasized, and the patient is instructed that, if they are unable to take the medications, they must immediately contact IHBT so that prompt admission for inpatient care and administration of the medications by injection can be arranged.

Short-Term Leave from the Ward

Hospital leave

1. A hospital leave is defined as the patient's short-term leave from the ward, generally with the expectation of returning by 11:59 p.m. on the same day. Upon departure, the patient is provided with medication for the anticipated duration of the Hospital Leave. The conditions governing the Hospital Leave are determined primarily with regard to the patient's health status.
2. A form is used to record the patient's Hospital Leaves. The form includes the time of departure and the patient's signature confirming that the patient has been informed of the requirements applicable during the Hospital Leave.

Day Release

1. A Day Release is defined as the patient's short-term leave from the ward, generally for one or more days. Upon departure, the patient is provided with medication for the anticipated duration of the Day Release. The conditions governing the Day Release are determined with regard to the patient's health status.
2. A form is used to record the patient's Day Releases. The form includes the time of departure and the patient's signature confirming that the patient has been informed of the requirements applicable during the Day Release. Upon the patient's return, the time of return to the ward is recorded.

V. Visitors

1. Throughout their entire stay at the healthcare facility of the IHBT, visitors are required to comply with these Internal Regulations, and, where applicable, with instructions issued by the IHBT employees in accordance with these Internal Regulations. Entry to IHBT is prohibited to persons under the influence of alcohol or other addictive substances.
2. Before entering a patient's room, visitors are required to follow the instructions of the attending healthcare staff, including compliance with the hygiene procedures and precautions (the applicable hygiene procedures may change and are indicated by a color-coded notice on the room door).
3. A maximum of two visitors may enter a room subject to enhanced hygiene precaution.
4. Entry is prohibited to persons exhibiting symptoms of an infectious disease.
5. **The recommended visiting hours are daily from 2:00 p.m. to 6:00 p.m. Visits outside these hours must be arranged individually with the healthcare staff** to ensure that the care provided to other patients, as well as their privacy and peace and quiet, is not disrupted. Visits after 9:00 p.m. are not possible.
6. Information regarding the patient's health condition may be provided by the attending physician only with the patient's consent (unless otherwise provided by the applicable legislation) on weekdays, at best from 9:00 a.m. In the afternoon, at night, and during weekends, the physician on duty may provide information on the patient's health status to authorized persons. Information provided by telephone will be given by the physician only upon verification of the password designated for communication.
7. The presence of a visitor may, in individual cases, be restricted or prohibited by an instruction issued by an IHBT employee, in particular where the provision of healthcare services is disrupted, where the health of the patient or other patients is at risk, or where the privacy of other patients is compromised. In certain wards, visits may also be restricted due to capacity reasons or

with regard to the staffing, material, technical, structural, or spatial conditions of the respective ward, or due to the current epidemiological situation.

VI. Room Facilities

1. Rooms are generally equipped with:
 - A television (patients are required to set the volume at a level that does not disturb other patients);
 - A refrigerator (all food and beverages must be stored in the refrigerator, in multi-bed rooms, patients must label their food with their name. Food that has passed its use-by date or has spoiled will be disposed of);
 - A central air-conditioning system providing filtered air through HEPA filters (protection against pathogens from the external environment), with the temperature adjustable using the control panel mounted near the door;
 - Free Wi-Fi internet access;
 - A private bathroom (each room has its own bathroom);
2. Please note that the windows cannot be opened and the radiator valve must not be operated, in order to ensure the proper functioning of the central air-conditioning system with HEPA filters.

VII. Valuables and Personal Belongings

1. Patients will keep their ID card and health insurance card on them.
2. Patients may deposit larger amounts of cash or other valuables for safekeeping in the safe located in the respective IHBT ward.
3. Personal belongings should be stored at the bedside table, while clothing and luggage should be stored in the wardrobe in the patient's room or on the ward.
4. If the patient leaves the room (e.g. for a scheduled examination or Hospital Leave), the room will be locked up upon request.
5. The liability of the IHBT for items brought onto the premises, left unattended, or entrusted to the institution is governed by the applicable legislation.

VIII. Food

1. Patients will be instructed by a dietitian on measures concerning nutrition and fluid intake during their stay and subsequently at home.
2. If the patient is instructed to complete a food intake record, all food and beverages consumed on the respective day must be recorded. This information is used to accurately monitor energy intake and food balance.
3. The patient selects their lunch for each day from the menu provided by the dietitian. The main meal is served using a meal delivery system. i.e. it is prepared in the central kitchen and placed in transport containers under strict hygienic conditions.
4. Liquids must be kept in sealed containers and consumed within 24 hours of opening.
5. Food brought by visitors must be discussed with the dietitian, the attending nurse, the head nurse, or the physician and stored in the refrigerator. Hot meals brought by visitors are intended for immediate consumption and, for hygienic reasons, must not be stored or reheated.

6. If the patient experiences any problem with food intake (loss of appetite, vomiting, or oral cavity pain), they should inform the healthcare staff and the dietitian. After consultation with the patient, the dietitian will adjust the diet according to the patient's current condition.
7. In case of any doubt as to the suitability of particular foods, patient may consult the attending healthcare staff.

IX. Use of Personal Electronic Appliances

1. Patients are required to inform IHBT healthcare staff about the use of their own electrical appliances, with the exception of mobile phones, personal computers, and chargers. All such electrical appliances must be free of defects and in a condition that allows them to be used safely.
2. The patient is liable for any damage or harm caused by the operation and/or use of such appliances.

X. Related Documents

Overview of selected patient's rights and responsibilities - available in patient's rooms or at [Patients Rights](#)

Hygiene Regulations for the wards of the Clinical Section of the IHBT- available in patient's rooms or at [Hygiene Guidelines for Inpatient Wards of the Clinical Division of IHBT](#).

Information on the possibility of using an assistance dog- available from the head nurse of the respective ward.

List of currently used informed consent forms at the IHBT (including information on healthcare services subject to payment by the patient)- available from the head nurse of the respective ward.

[Recommended Items to Bring for Your Stay in the Inpatient Ward at IHBT](#)

[Recommended List of Items for Your Stay in the Hematology Intensive Care Unit at IHBT](#)

[Recommended List of Items to Bring for Admission to the TU/HeICU at IHBT for Hematopoietic](#)

Telephone contacts for clinical departments:

Inpatient Ward: 221 977 226, 221 977 298

Hematology Intensive Care Unit:
221 977 294, 221 977 330

Transplant Unit:
221 977 288, 221 977 229

We wish you a speedy recovery.

In Prague, on 24. 8. 2026

MUDr. Jan Vydra, Ph.D., Head of the Clinical section of the IHBT

Mgr. Lucie Vylitová, DiS., Deputy Director for Nursing Care