

Patient Rights

Dear patients,

Our legal regulations, namely the Act No. 372/2011 Sb. on the medical services, oblige us to make you acquainted with your rights. The patient rights are available at the staff of the individual departments, and they hang on the walls in the individual departments of IHBT:

1. Medical services can be provided to the patient only upon his/her free and informed consent, unless the respective legal regulations stipulate otherwise,
2. The patient has a right to receive medical services on the appropriate professional level, to receive the medical services in an environment that is as little limiting as possible while the quality and safety of the provided medical services is ensured,
3. The patient has a right to choose the provider authorized to provide the medical services corresponding to the medical needs of the patient, as well as the healthcare facility, unless this Act or other legal regulations stipulate otherwise,
4. The patient has a right to request consultancy from another provider or eventually another healthcare worker than the one providing the medical services to him; this does not apply to the provision of emergency care or to persons held in custody, imprisoned or in detention,
5. The patient has a right to be informed in advance about the price of the medical services provided that are not settled or that are only partially settled from the public health insurance and the means of the settlement thereof, if his/her health status allows for that,
6. The patient has a right to receive considerate medical care provided with understanding by qualified workers, s/he has a right to respect, to dignified treatment, to discretion and respect for privacy in the provision of the medical services in accordance with the character of the medical services provided; the analyses of his/her situation, consultancy regarding the examination and treatment are private and must be carried out with discretion. The patient must agree with the presence of persons not involved in the treatment, even in the teaching hospitals, if s/he did not choose these persons himself/herself,
7. The patient has a right to know the name of the doctor and other healthcare workers attending him and persons preparing for the medical profession at the provider, persons present when the medical services are provided, or eventually persons carrying out activities forming a part of the tuition; s/he has a right to ask for privacy and services adequate to the institution's possibilities,
8. The patient has a right to refuse the presence of persons not directly involved in the provision of the medical care and of persons preparing for the medical profession,
9. The patient has a right to meet the members of his/her family or friends every day, to receive visitors in the healthcare facility with inpatient or day care, with respect to his/her health status and in accordance with the internal rules and in a way not violating the rights of the other patients, unless this Act or other legal regulations stipulate otherwise; the limitation of this type of visits (the so called continual visits) can only be realized for serious reasons,
10. The patient has a right to enjoy continuous presence of his/her statutory representative, or a person appointed as the statutory representative, a foster parent, or a person authorized to take care of the patient based on the resolution of a court or another authority if s/he is underage; to enjoy continuous presence of his/her statutory representative, or a person appointed as the statutory representative if s/he has been deprived of legal capacity or if s/he has limited legal capacity to such extent that s/he is not able to judge the provision of the medical services or the consequences thereof (hereinafter referred to as the "patient deprived of legal capacity"); to enjoy continuous presence of a close person or a person determined by the patient in accordance with other legal regulations and internal rules, in case the presence of such persons above does not disturb the provision of the medical services; this does not apply to persons held in custody, imprisoned or in detention,
11. The patient has a right to receive information about his/her health state,

12. The patient has a right to receive information about the right to pain treatment,
13. The patient has a right to receive information about the right to participate in the decision making regarding the provision of the medical care,
14. The patient has a right to receive data from his/her doctor, necessary for his/her informed consent prior to each diagnostic and therapeutic procedure. Except for the cases of acute threat, the patient should be duly informed about the eventual risks related to the mentioned procedure. If there are more alternative procedures or if the patient requires information about alternative treatments, s/he has a right to receive such information. S/he is also entitled to know the names of the persons involved in them,
15. The patient has a right to refuse treatment, within the scope determined by law, and at the same time, s/he has a right to be informed about the medical consequences of his/her decision,
16. The patient has a right to expect all the reports and records relating to his/her treatment to be considered as private. It is necessary to ensure that the protection of information regarding the patient even in case of computer processing,
17. The patient has a right to expect that the hospital must satisfy the patient's request for the provision of care within the scope corresponding to the character of the disease, adequately to its possibilities. If necessary, the patient can be transferred to another treatment institute, or s/he can be transported to such institute after being presented with full reasoning and information regarding the necessity of this transfer and other alternatives that exist. The institution admitting the patient must approve the transfer first,
18. The patient has a right to expect his/her treatment to be conducted with adequate continuity. S/he has a right to know in advance what doctors are available, during which working hours and at what place. After leaving the hospital, he has a right to expect that the hospital determines the way the doctor shall proceed and how the treatment shall continue,
19. The patient has a right to receive detailed explanation which s/he understands in case the doctor chose a non-standard procedure or an experiment. A written informed consent of the patient is a condition necessary for the initiation of any research, both non-therapeutic and therapeutic. The patient can withdraw from the experiment at any time, even without giving reasons, after having been informed about the eventual health consequences of such decision,
20. While hospitalized in an inpatient facility or treated in a day care facility, the patient has a right to receive support from the priests belonging to churches and religious associations registered in the Czech Republic or from persons appointed to carry out clerical activities (hereinafter referred to as "priests") in accordance with the internal regulations and in a way not violating the rights of the other patients and with respect to his/her health state, unless another legal regulation stipulates otherwise; the visit of the priest must not be refused in situations when his/her life is at risk or in case possible severe health detriment, unless another legal regulation stipulates otherwise,
21. Towards the end of his/her life, the patient has a right to receive sensitive care of all the healthcare workers who must respect his/her wishes, unless these are in violation of the valid laws,
22. The patient has a right and obligation to know and to abide by the valid regulations of the healthcare institution where s/he is treated (the so called hospital regulations). The patient has a right to check his/her bill and to require the statement of reasons regarding the items on the bill, regardless of who is paying the bill,
23. If the patient is a person deprived of legal capacity or underage, s/he may refuse the presence of his/her statutory representative of a person appointed as statutory representative, a foster parent, or another person authorized to take care of the patient based on the resolution of a court or another authority, if s/he claims this person manhandles him/her or abuses or neglects him/her in any way.

The healthcare team of IHBT