

Filing Complaints at the Institute of Hematology and Blood Transfusion (hereinafter referred to as IHBT)

Dear Patients,

If you have any comments or concerns regarding the healthcare provided at IHBT's departments, please contact the head of the department, charge nurse, head nurse, senior physician, head of the division, or, if necessary, the hospital ombudsman, who will discuss your concerns with you on site.

You may also submit your complaint in writing or electronically. In such cases, the head of the relevant department, or head of the division will respond to your complaint in writing or electronically within 30 days at the latest. If this period is justifiably extended, you will be informed of the extension in writing or electronically.

The complaint must include the complainant's identification details: first name, surname, address, and, where applicable, an email address or other contact details.

Anonymous complaints will not be investigated.

Complaints may be submitted to:
Institute of Hematology and Blood Transfusion
Director's Office
U Nemocnice 2094/1
128 00 Prague 2

Or via email: info@uhkt.cz or ombudsman@uhkt.cz.

In urgent cases, the hospital ombudsman may be contacted by telephone at +420 733 739 079.

The hospital ombudsman is Mgr. Michal Sýkora, Ph.D.

This procedure also applies to the handling of complaints submitted by persons authorized under Section 93 (1) (b), (c), (d) of Act No. 372/2011 Coll., on Health Services (i.e. the patient's legal representative, a person close to the patient, if the patient is unable to file the complaint due to their health condition or if the patient has died, or a person authorized by the patient)