Nové Město na Moravě Hospital,
publicly funded organization
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Organizational Directive No. 20/2023

Internal Rules of the Nové Město na Moravě Hospital, publicly funded organization.

Update No. 1

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I. INTRODUCTORY PROVISIONS

1. Purpose and scope

This organizational directive sets out the rules, rights and obligations of all persons who are in the Nové Město na Moravě Hospital, a contributory organization (hereinafter referred to as the "hospital") for the purpose of seeking, providing and securing health care for patients. This organizational directive therefore informs about the rights and obligations of the patient, the obligations of the health service provider (hospital) and the method of providing health services, as well as the rules of stay during hospitalization in the hospital. It is based on Act No. 372/2011 Coll., on health services and the conditions for their provision.

This organizational directive is binding

- **for all persons using the hospital's services and**
- **for all hospital employees.**

2. Responsibilities

The hospital director is responsible for:

- approval of the organizational directive and its amendments;

The Head of Legal, Quality Manager, Deputy Chief Medical Officer and Deputy Chief Nursing Officer are responsible for:

- updating the organizational guidelines according to legal regulations and the needs of the hospital;

The management staff is responsible for:

- ensuring that hospitalized patients are familiar with the hospital's internal regulations and other necessary information,
- for preparing and posting the daily routine of their department and familiarizing patients with it,
- for preparing an instruction for the head of the department to implement the following points:
  - unreimbursed and partially reimbursed services - overview and implementation of payment for them in the managed department;
  - implementation of the hospitalization of a patient with the presence of another person according to point 2.2 letter f), in particular a close person or a person designated by the patient, a legal representative, etc., and their presence during the provision of care in the managed department;
  - implementation of the hospitalization and treatment of a patient with a guide dog in the managed department.

3. Definitions of terms and abbreviations

see Article II. Chapter 1

4. Related legal regulations and other documents

- Act No. 372/2011 Coll., on health services and conditions for their provision, as amended (Act on Health Services)
- Act No. 108/2006 Coll., on social services, as amended
- Methodological instruction of the Ministry of Health of the Czech Republic on the presence of legal representatives and close persons with children when providing health services, ref. MZDR 17586/2023-1/OZP (Journal of the Ministry of Health of the Czech Republic No. 8/2023)

II. SECTION

Internal rules
Nové Město na Moravě Hospital, publicly funded organization

Dear Madam,
Dear Sir,

You come to us with the hope that we will help you eliminate your health problems. We value this trust. The team of healthcare professionals - doctors, nurses and other employees of our hospital will do their best to make your stay as pleasant as possible, but we cannot do this without your active cooperation.

The following text contains basic information that will help you to navigate your rights and obligations, as well as the rules of stay (hospitalization) in our hospital. These internal regulations are issued in accordance with Act No. 372/2011 Coll., on health services and conditions of their provision, according to which you as a patient are obliged to follow these internal regulations. These internal regulations are binding for all persons using the hospital's services.
If you have any questions, please do not hesitate to contact the healthcare professionals of the department where you are provided with health care.

JUDr. Věra Palečková, Director

1. Terms used

OUTPATIENT CARE – healthcare that does not require hospitalization of the patient or admission of the patient to bed
Price list of hospital services - Price list of services provided by the hospital, which *is available upon request from nurses and on the hospital website* https://www.nnm.cz/cenik-sluzeb
ONE-DAY CARE – patient's stay in bed for a period of less than 24 hours,
IN-BED CARE – healthcare that requires hospitalization of the patient, cannot be provided on an outpatient basis,
PANDEMIC GROUP COORDINATOR – hospital epidemiologist (head of the infectious diseases department)
HOSPITALIZATION – a period usually longer than 24 hours during which a patient admitted to bed is provided with in-bed care,
PATIENT – a natural person to whom health services are provided
PANDEMIC GROUP – a group of workers consisting of the hospital director and other hospital employees created for the purpose of coordinating all activities in the hospital during a pandemic influenza, SARS CoV-2 coronavirus pandemic, or other viral infections meeting the conditions of a pandemic.

PROVIDER of health services **-** a natural or legal person who is authorized to provide health services pursuant to Act No. 372/2011 Coll., on health services (hereinafter referred to as the "provider" or "hospital"),

HEALTH FACILITY - premises intended for the provision of health services,

INDIVIDUAL TREATMENT PROCEDURE - provision of health services **in a logical and temporal sequence to a specific patient**. It includes a diagnosis, a balance sheet, a treatment proposal and recommendations for further steps in the provision of health services. It also includes a treatment regimen,

NURSE = GENERAL NURSE (the term also includes a practical nurse, a pediatric nurse, a paramedic and a midwife).

FOUNDER – the founder of the hospital, which is the Vysočina Region

2. Rights and obligations of the patient and other persons

2.1 Obligations of the patient

When providing health services, you are obliged to:

a) **follow the individual treatment procedure** to which you have given your consent, as determined by your attending physician;
b) **follow these internal hospital regulations;**
c) **behave politely towards the doctor and other healthcare workers, follow their instructions; respect the order of patients in the outpatient clinic determined by the doctor;**
d) **pay the provider the price of unreimbursed or partially reimbursed services, regulatory or other fees;** if you do not have cash with you, you will sign an acknowledgement of debt and it is your obligation to pay this price subsequently (in cash, or by sending it to an account that will be communicated to you);
e) **truthfully inform the healthcare professional about the development of their health status** (the health status of the person being represented), including information about **infectious diseases**, health services provided by other providers, use of medicinal products or addictive substances, and other facts essential for the provision of health services;
f) **not to consume alcohol or other addictive substances during hospitalization and, based on the decision of the attending physician, to undergo** an examination in justified cases **in order to prove** whether or not you are under the influence of alcohol or other addictive substances;
g) the patient, the patient's legal representative or guardian, a person designated by the patient, a person close to the patient or a person from the same household are obliged under Section 41(3) of the Health Services Act to identify themselves with **an identity card** at the request of a healthcare professional. Other persons who intend to visit a hospitalized patient also have this obligation.

The obligations under letters d) and e) also belong to the patient's legal representative or guardian. The patient's legal representative or guardian is obliged to create conditions for the patient to fulfill the obligations under letters a), b) and f). The obligations under letters b), c), d) and f) also apply to the legal representative.

2. 2 Patient rights

Health services can only be provided with **your free and informed consent**, unless the Health Services Act and subsequent implementing legislation provide otherwise.
In connection with the health services provided, you have the following rights:

a) to the provision of health services at **an appropriate professional level**;

b) **to respect, dignified treatment, consideration and respect for privacy;**

c) **to choose a provider** authorized to provide health services and a health facility *(this does not apply, for example, to ordered isolation, quarantine or protective treatment)*;

d) **to request consultation services** from another provider or a health professional *(this does not apply if it concerns the provision of urgent care or to persons in custody, imprisonment or preventive detention or to a patient who is obliged to undergo a professional medical examination pursuant to the Act on the Protection of Health from the Harmful Effects of Addictive Substances)*;

e) **be familiar with the internal rules of the medical facility and the exceptions** relating to the given department (see the department's operating rules) **- *you will be informed by the admitting nurse or another designated nurse of the department;***

f) **to the presence of another person:**
   i. **MINOR PATIENT** – the right **to the continuous presence of a legal representative** *(or a person designated by the legal representative)*, foster parent or other person into whose care the patient was entrusted based on a court decision or other authority.
   ii. **PATIENT WITH LIMITED LIABILITY** – the right **to the continuous presence of a guardian/person** designated by the guardian.
   iii. **PATIENT** - the right **to the presence of a close person or a person designated by the patient**,

   in accordance with other legal regulations, these internal regulations, and if the presence of these persons does not disrupt the provision of health services;
   this does not apply to persons in custody, serving a prison sentence or in preventive detention. This right cannot be exercised by a patient who is obliged to undergo a professional medical examination under the Act on the Protection of Health from the Harmful Effects of Addictive Substances.

   Disruption of the provision of health services caused by the presence of persons under i. to iii. are considered to be situations in which these persons in any way disrupt or threaten the individual treatment procedure of a minor patient or other patients or otherwise make this procedure difficult (e.g. by acting on healthcare workers), show symptoms of infectious diseases, behave inappropriately, loudly, aggressively or otherwise violate this internal order and this is associated with a negative impact on the provision of health services.

   The presence of persons according to letters i. to iii. is not possible in operating rooms.
   In other hospital operations, including the Anesthesiology and Resuscitation Department, intensive care departments and day surgery, the continuous presence of persons according to letters i. and ii. and the presence of persons according to letter iii. may be limited, in

particular for hygienic and epidemiological reasons, further due to the presence of a risk for these persons or for reasons of capacity or space and conditions of equipment of individual healthcare workplaces.
Persons according to i. to iii. have the obligation to respect the rights and privacy of other patients.

The services provided related to the presence of the above-mentioned persons (in particular meals and a bed for the night) are charged according to the valid "Price List of Services", which is available upon request from nurses and on the hospital website https://www.nnm.cz/cenik-sluzeb (hereinafter referred to as the "Hospital Price List of Services").

g) **know the name and surname of healthcare workers and other professionals** directly involved in the provision of healthcare services and persons preparing to perform the healthcare profession at the provider;

h) **refuse the presence of persons not directly involved** in the provision of healthcare services and persons preparing to perform the profession of healthcare worker;
A patient who is obliged to undergo a professional medical examination under the Act on the Protection of Health from the Harmful Effects of Addictive Substances cannot refuse the presence of a member of the Police of the Czech Republic, a municipal police officer, who, at the request of the hospital, provides cooperation during this examination;

i) **receive visits within the framework** of inpatient or day care with regard to your health condition and in accordance with the internal rules and in a manner that does not violate the rights of other patients; for visiting rules, **see point 3.1. letter j);**
This right cannot be exercised by a patient who is obliged to undergo a professional medical examination under the Act on the Protection of Health from the Harmful Effects of Addictive Substances.

j) **receive spiritual care and spiritual support in inpatient or day care** from spiritual churches and religious societies registered in the Czech Republic or from persons authorized to perform spiritual activities in accordance with the internal regulations and in a manner that does not violate the rights of other patients, and with regard to their health status; You cannot be denied a visit from a spiritual leader in cases of threat to your life or serious damage to your health; ***Hospital spiritual leaders are available in the hospital, whose services you can use. Contacts are listed in Appendix No. 2 to these internal regulations, or a nurse working in the department will help you to arrange a contact;***
This right cannot be exercised by a patient who is obliged to undergo a professional medical examination under the Act on the Protection of Health from the Harmful Effects of Addictive Substances.

k) **to provide health services in the least restrictive environment possible while ensuring the quality and safety** of the health services provided; exceptions are cases of averting an immediate threat to the life, health, safety of you (the patient) or other persons, for the necessary period of time;

l) a patient who is a person with limited legal capacity or who is a minor may request that the person referred to in letter f) not be present during the provision of health services if he states that this is a person who is mistreating or otherwise abusing or neglecting him;

m) **PATIENT WITH SENSORY DISABILITIES or severe communication problems due to medical reasons -** communicate in a way that is understandable to you and by means of communication of your choice, including interpretation by a second person;
If possible, we recommend interpretation by a second person who comes with you. If this person should be present with you throughout the hospitalization, this must be agreed with your attending physician. The costs associated with such a stay will be charged according to the valid "Price List of Hospital Services";

FOREIGNER: We proceed similarly to point m). If possible, we prefer and allow interpretation by a second person who comes with the patient. If they are hospitalized as an escort, the service will be charged according to the valid "Hospital Service Price List".
In the emergency outpatient clinics, we provide interpretation in English and German by our own staff; in the event of unavailability of our own internal interpreter or a request for interpretation into another language, the hospital has a contract with an interpretation agency. Contact with the agency's interpreter will be ensured by medical staff (proceeding according to the RŘ Provisions on Interpreting Services – the service is charged and billed to the patient according to the agency's price list).

n) **PATIENT WITH A SENSORY OR PHYSICAL DISABILITY** - with regard to your current health condition, you have **the right to be accompanied and have a specially trained dog** with you in the healthcare facility, in a manner determined by the internal regulations and in such a way that the rights of other patients are not violated; a specially trained dog is understood exclusively as a guide or assistance dog (hereinafter referred to as the "dog"). This does not apply to persons in custody, serving a prison sentence or in protective detention.

The presence of a dog is not possible in operating rooms, anesthesia and resuscitation beds, intensive care and one-day surgical care. In the above cases, you are always accompanied by a healthcare professional within the medical facility, the presence of a dog is not necessary here. The presence of a dog in standard inpatient wards will be decided individually according to the current possibilities of the given department with your attending physician. The prerequisite is that you (the patient) or your family provide complete care for the dog, i.e., in particular, providing a bed, feeding and walking. The costs of the stay of any accompanying person will be charged according to the valid hospital "Price List of Hospital Services".

o) **to be informed about your health condition and the proposed individual treatment procedure, in a comprehensible manner and to a sufficient extent. At the same time, you have the right to ask additional questions related to your health condition and the proposed health services ("right to information");** ***Information as well as answers to your questions will be provided to you primarily by your treating physician or other authorized healthcare professional.***

MINOR PATIENT / PATIENT WITH LIMITED SELF-GOVERNANCE: the "right to information" belongs to **the legal representative/guardian and the patient; it is necessary** to take into account the intellectual and volitional maturity and the ability to understand the information provided.

p) **to view your medical records in the presence of an authorized healthcare professional, and to obtain extracts or copies of these medical records.**

The costs of obtaining an extract or copy of your medical records are charged according to the valid hospital "Price List of Hospital Services". There is no charge for obtaining the first extract or copy for the patient, legal representative or guardian of the patient.

q) **to be informed in advance about the price of the provided health services not reimbursed or partially reimbursed by public health insurance** and about the method of their reimbursement, if your health condition allows it.

2.3 Prohibition of bringing weapons, ammunition, explosives and other dangerous substances

The patient is prohibited from bringing any cold weapons (e.g. long-bladed knives), firearms and ammunition into the entire hospital premises, regardless of the fact that he is their authorized holder. The patient is also prohibited from bringing explosives or other dangerous objects into the entire hospital premises.

3. Hospitalization process

3.1 Admission to hospitalization and hospitalization rules

a) **Patient admission:**
- You are admitted to hospitalization on a planned basis on the recommendation of a general practitioner or specialist or as an emergency.
- The admitting nurse in the ward will attach an identification bracelet to your wrist, which will be removed at the end of the hospitalization, accompany you to your room, provide everything necessary for admission and put you to bed. She will familiarize you with the method of providing care and the daily regimen of the ward, answer questions about nursing care or hospital services.
- During the first day of your stay in the hospital, the doctor of the relevant ward will perform the admission to hospitalization, determine the daily regimen, dietary adjustment and individual treatment procedure, which she will familiarize you with.
- During your hospitalization, you will be cared for by a team of healthcare professionals led by a designated attending physician. The attending physician is a specific person assigned to the patient according to the decision of the head physician/head of the department, who will propose, coordinate and manage the individual treatment procedure and ensure and coordinate the provision of other necessary health services (e.g. complementary examinations, consultations of other specialties, etc.).
- The attending physician provides information about your health status to you and the persons designated by you.
- In the event of a longer hospitalization, it is possible to issue a pass to visit your home - it cannot be allowed 3 days after admission and 3 days before the end of hospitalization. **The**

pass will be processed individually, always after consultation with the attending physician.

- As a provider of day or inpatient care, the hospital is obliged to allow the legal representative or guardian, or a person authorized by them (hereinafter collectively referred to as the "guide") to stay with a hospitalized minor patient/patient with limited legal capacity, if the equipment of the given department allows it or the provision of health services is not disrupted or such stay is not excluded on the basis of another legal regulation. According to the operational reasons of the given department, the guide will be placed together with the minor patient/patient with limited legal capacity in a room or in a reserved room within the hospital.
    i. up to the age of 6, the stay of the legal guardian/person designated by him/her is covered by the health insurance company,
    ii. over the age of 6, the stay of the legal guardian/person designated by him/her is charged according to the valid "Price List of Hospital Services" information available from the ward nurse - the patient or his/her legal guardian pays,
    iii. the stay of the guardian/person designated by him/her is charged according to the valid "Price List of Hospital Services" information available from the ward nurse.

b) **Clothing, slippers:**
To store the patient's clothing during their stay in the hospital, we offer a wardrobe in the room, or another method of securing storage according to the capabilities of the given department. ***The details will be discussed with you by the receiving medical worker of the department.***
The lockers are not securely lockable, so do not put valuables in them.
Items of daily personal use can be stored in the table next to the bed.
Bring suitable slippers for hospitalization.

c) **Valuables:**
Do not bring valuables, large amounts of money, credit cards, weapons, or alcohol into the hospital. **If you bring valuables, they must be stored in a safe in the ward or in a safe at the hospital cash desk, if you cannot entrust them to relatives or your companion.** You will receive a written confirmation of the storage of valuables, against which the stored valuables will be returned to you upon discharge from the hospital.
The hospital is not responsible for the loss of items that are freely available and stored outside of designated places.

d) **Medication:**
During your hospital stay, all medications will be prescribed by your attending physician and administered by a nursing nurse. Before hospitalization, prepare a list of the medications you regularly take. Give this list to the doctor or nurse upon admission. If you brought medications from home, give them to the nurse on the ward. They will be returned to you upon discharge. During your hospital stay, do not use any medications that your attending physician does not know about, including those that you normally take at home (prescription or purchased). You will receive all medications from the nursing nurses at the times specified by the ward's schedule.

Failure to follow this instruction may result in serious health complications.

e) **Smoking, alcohol consumption:**
In all indoor areas of the hospital, **smoking, the use of electronic cigarettes (hereinafter**

referred to as "smoking") and the consumption of alcohol are prohibited. This prohibition applies to all persons, including relatives, accompanying patients, visitors, etc. In the event of a violation of this prohibition, any hospital employee is authorized to ask a person who does not comply with the smoking ban to stop this behavior or to leave the premises. This person is obliged to obey the call, otherwise there is the possibility of reporting the violation of the ban to the Municipal (City) Police or the Police of the Czech Republic. A person who violates the smoking ban is subject to a fine of CZK 5,000.
Smoking is permitted in the hospital only outside indoor areas, in directly designated places, which are listed in Appendix No. 3 of the internal regulations, are marked with a graphic sign "Smoking permitted" and equipped with an ashtray. It is the duty of all persons present in these areas to maintain order.

Repeated violations of the ban on smoking indoors and drinking alcohol during hospitalization can be considered a serious violation of the treatment regimen and may be a reason for interruption of medical care and early termination of hospitalization.

Smoking and alcohol consumption are generally considered risk factors for many diseases.

f) **Daily regimen:**
During your hospitalization, you will follow the daily regimen of the relevant department. Each nurse will provide you with information and its text is available in the relevant department.

The daily regimen is listed in Appendix No. 1 of the internal regulations. If the department has certain specifics, you will be introduced to them during your hospitalization.

g) **Diet:**
- The hospital kitchen, headed by the chef, prepares the meals.
- The nutritionist compiles the menu and, if necessary, a special diet according to the instructions of your attending physician.
- **Diet is an important factor in the treatment of your illness, so we recommend that you follow it.**
- Food is served in tablet form (each patient receives a whole lunch on a tray, marked with the specified diet) or in another suitable way.
- You are provided with a drinking regime during your hospitalization.
- Food brought by you or your loved ones can be stored in the refrigerator designated for this purpose in the ward (the nurse will mark it with your name and the date of storage). Nurses check the stored food, if they find that the shelf life has expired, they will notify the patient of this fact and may dispose of this food.
- The consumption of alcoholic beverages is prohibited in the hospital.

h) **Hygiene care:**
- The patient's bed is cleaned twice a day and as needed.
- Bed linen is changed when contaminated with biological material or soiling, but at least once a week and upon discharge, when the bed is completely disinfected.
- The patient's personal hygiene is performed daily or even during the day, as needed. The nurse is responsible for the personal hygiene of inpatients.

i) **Information about health status:**

- Information about health status is provided by the attending physician only to persons designated by the patient. The patient has the right to decide that information about his health status may not be disclosed to any persons. This decision will be fully respected.

j) **Visits:**

- Visiting hours in our hospital are standard from 2:00 p.m. to 5:00 p.m.
- Outside of these visiting hours, it is possible to visit the patient individually, after agreement with the attending physician and nurse.
- Visits to the pediatric ward are always reported to the nurse.
- In the anesthesia and resuscitation department, the intensive care unit and subsequent intensive care, visits are allowed, taking into account the nature of these operations, only with the use of assigned protective equipment, which is available for a fee before entering these departments in **marked machines**.
- The hospital director may decide to prohibit or restrict visits based on:
- a regulation (recommendation) of the founder or
- a decision of the hospital pandemic group or
- a recommendation of the hospital epidemiologist or
- a decision of the public health protection authority (KHS),
- within 24 hours of their issuance.
- A ban on visits or restrictions on individual departments can also be announced by the pandemic group coordinator after consultation with the head of the department concerned and the hospital director.
  Note: a ban on visits may also be declared by a direct decision of the Ministry of Health of the Czech Republic.
- The hospital director is authorized, based on the regulation (recommendation) of the founder or on the decision of the hospital pandemic group or on the recommendation of the hospital epidemiologist or on the decision of the public health protection authority (KHS), to establish rules for the use and wearing of respiratory protection equipment for persons entering the interior of the hospital.

k) **Nighttime quiet:**

- Nighttime quiet is set from 10:00 PM to 6:00 AM.
- In the pediatric ward from 8:00 PM to 6:00 AM.

Peace, quiet and undisturbed sleep are essential aids in treatment. Outside these specified hours, the patient may use the installed television for a fee; their own radio, laptop or tablet, with the consent of other patients in the room.
During nighttime quiet, turn off your mobile phone or set it to a mode that will not disturb other patients.
In the ARO and ICU, the use of a mobile phone is possible only after consultation with the attending physician. We would like to point out that mobile phones must not be used near medical equipment.

Please respect the privacy of patients and healthcare personnel in accordance with applicable legislation. Making any video and audio recordings of persons in all areas of a healthcare facility is possible only with the consent of the persons who should be recorded in this way. Likewise, the consent of the person being recorded is required for sharing the video and audio recordings on social networks.

Making audio and video recordings of healthcare personnel when providing healthcare services (including communication between doctors, non-medical personnel, patients and their relatives) is possible only with the consent of the relevant healthcare professional.

3.2 Discharge from hospital - education - instructions

a) Your attending physician will inform you about the date of your discharge from hospital. He/She will also provide you with instructions on the method and options for any further care that may be needed, and if appropriate, will also provide you with appropriate educational material.
b) The attending physician will prepare a discharge report, instruct you on subsequent therapy and care, adherence to diet, physical activity, lifestyle and other instructions to maintain your health. If necessary, he/she will write a prescription for the necessary medications, or arrange for your transport if you meet the medical indication for transport by ambulance.
c) A nurse will provide you with the necessary medications if necessary (if you are discharged on a non-working day or a public holiday, you will receive medications for the next three days) and instruct you on how to use them.
d) When you are discharged, do not forget to store valuables and return borrowed items.
e) **In the event of your voluntary departure from the hospital,** the hospital is obliged to inform the persons you have indicated and, in the event of a threat to your life and health, the Police of the Czech Republic.

4. Education of future healthcare professionals

The Nové Město na Moravě Hospital, a contributory organization, is a teaching workplace for the education of future healthcare professionals and the patient can meet students from medical schools and medical faculties during their stay in the hospital. The students and their pedagogical supervision are part of the healthcare team and participate in the care and treatment of our patients under the guidance of experienced healthcare professionals.

5. Other information

a) **Social worker**
You and your family can contact a social worker through the head nurse or station nurse on the ward. The social worker will provide you with the necessary information and help you solve social problems, especially those that have arisen in connection with your illness.

For patients who, for health reasons, are unable to take care of themselves after returning from the hospital on their own or with the help of loved ones, or their health condition requires it, the head nurse or station nurse will arrange contact with the Home Care Agency, Home Hospice Vysočina, o.p.s. or Regional Charity.

b) **Private rooms**
- In some departments, the patient or his family may request accommodation in a superior furnished room. All after consultation with the receiving/attending physician.
- Information on prices for accommodation in a superior room will be provided by nurses in individual departments or can be found in the current "Price List of Hospital Services".
- Healthcare is provided in these rooms in a standard manner.

c) **Cleanliness and order**

- Maintaining cleanliness and order in the hospital is a prerequisite for treatment. Patients are required to keep their rooms, corridors, toilets, bathrooms and common areas clean.
- In order to ensure order, waste must be sorted according to the instructions of the individual departments, into designated waste containers.

d) **Other rules**

- While in the hospital, the patient observes the usual rules of decent behavior, in particular, respects the privacy and rights of other patients, takes into account their illness and any difficulties associated with it.
- Patients are not allowed to manipulate medical or other equipment and enter areas that are prohibited to patients.
- As part of improving the quality of care for our patients, a questionnaire is available in the department, which the patient can fill in/write comments, observations, suggestions for improvement and drop into the questionnaire box.
- In the event of a fire or other crisis situation, it is necessary to remain calm and collected and follow the instructions of the hospital staff.
- If your attending physician has allowed you to go out (within the hospital premises), observe the time and place reserved for outings (forest park or hospital premises). Leaving the department is only possible with the consent of the nurse on duty.
- The operating rules of each department follow these Internal Rules.
- Day care is available in inpatient wards, including day care and inpatient units.

e) **Complaint procedure**

Complaints against the procedure in the provision of healthcare or against activities related to healthcare services may be filed by the patient, the patient's legal representative or guardian, a close person (in the event that the patient cannot do so due to their health condition or if the patient has died), or a person authorized by the patient, in the following ways:

Electronically

- **online web form -** for submitting a complaint at the link https://www.nnm.cz/kvalita-stiznosti-pochvaly/.
- **e-mail:** sekretariat@nnm.cz with a guaranteed electronic signature or identification data, including postal address. If the complaint does not contain a guaranteed electronic signature or identification data of the complainant, including postal address, the complainant is invited to complete it. Without completing the guaranteed identification of the complainant, the complaint is treated as anonymous. Anonymous submissions are not automatically investigated, the hospital director decides on their investigation based on the seriousness of the message.
- **data box:** y2hijpt.

In writing - in writing - to the director's secretariat (Nemocnice Nové Město na Moravě, p. o., director's secretariat, Žďárská 610, 592 31 Nové Město na Moravě), or on the Record - complaint form (at each workplace/section of the hospital)

Orally - in the office of the quality manager (on working days), headquarters building, 1st floor, right, door no. 5, or the director's secretariat, door no. 2. On days off and outside normal working hours, a complaint can be filed at the relevant department. The complaint will be written by the healthcare professional on duty.

Via telephone - if a complaint is filed by telephone, the complainant is always asked to supplement the complaint in writing. Without a written complaint, the submission will not be registered as a complaint, but the information provided will be treated as a complaint.

This means that the information provided is verified, the facts that have arisen are identified, and if the complaint is justified, the information is processed and a measure to improve the current situation is proposed. The complaint does not require a written record and does not have to be followed by a written response.
Phone 566 801 604 - Quality Manager
Phone 566 801 581 - Director's Secretariat

6. Possibility of termination of care

The provider may terminate your health care in the following cases stipulated by law:

- if you are transferred to another health care provider with your consent,
- if the reasons for providing health services cease to exist,
- if you express your disagreement with the provision of all health services,
- if you seriously limit the rights of other patients, intentionally and consistently fail to comply with the proposed individual treatment procedure or do not follow the internal rules and your behavior is not caused by your health condition, even if you have consented to the provision of health services,
- if you have ceased to provide the cooperation necessary for the further provision of health services.

III. FINAL PROVISIONS

2. This organizational directive updates the organizational directive No. 20/2023 Internal Regulations of 27.9.2023.

3. This directive enters into force on the date of approval by the director, and enters into force on 1. 4. 2025.

4. Changes to the directive are approved by the hospital director.

5. The directive will be revised by the processor once every 3 years.

6. Internal related regulations and documents:
   OD Organizational Regulations
   OD Operating Regulations
   OD Pandemic Plan
   D Patient Instruction
   D Provision of Social Services
   Provision of Interpreting Services
   Operating Regulations of Relevant Departments
   Daily Department Routines

Annexes:

Annex No. 1 - General sample of the daily ward routine
Annex No. 2 - Patient services
Annex No. 3 - Smoking areas