

INTERNAL RULES OF THE REGIONAL HOSPITAL NÁCHOD

Welcome to the Regional Hospital Náchod and we appreciate the confidence and trust that you have placed in our health care. Our employees are committed to providing you with quality health care and non-medical services on a professional basis and to provide you with a conscientious, sensitive and considerate help in order to achieve and consolidate your health.

You can help us, especially by your positive attitude towards medical treatment and adherence to these Internal Rules, which is binding for all patients and their escorts. Throughout your stay, a team of medical professionals shall look after you and you can always contact them with confidence.

- Before outpatient treatment or admission to hospitalization, provide us, please, with your ID or your insurance card.
- On admission to the hospital, follow the doctor's and nurse's recommendations. It is important to inform medical staff of all your health problems.
- Each patient in the Regional Hospital Náchod is identified with an identification bracelet during his/her hospitalization. This bracelet, which shows your name, surname, date of birth and department you are hospitalized with, serves to increase your security and ensure clear identification before all procedures and treatments. Please keep this bracelet throughout all your hospitalization.
- During your stay in the hospital the medicines shall be prescribed by your attending physician. If you take certain medicine in order to treat a specific illness, bring it to the hospital with you and hand it over to the nurse on receipt at the appropriate department. She shall mark it with your ID and it will be safely stored. On release, the unused medicine will be returned to you. In your own interest, do not take any other medication your attending physician does not about during your stay in the hospital. Medicines will be given to you by qualified medical staff.
- In general, it is not advisable to bring valuable items and larger amounts of money to the hospital.
- **Do not bring weapons** into the hospital. In case you have a weapon with you, it is imperative to report this immediately to the medical staff, which ensures its legal deposit in cooperation with Police of CR.
- Flowers are banned from surgical and intensive care wards.
- **Smoking, consumption of alcoholic drinks or any other addictive substances is prohibited** on hospital premises.
- During your hospitalization you are allowed to use hospital laundry. You may be allowed to wear your own clothes only if their regular exchange is guaranteed.
- Once you are in bed, our medical staff will introduce you to using a signaling device to summon a nurse.
- You are obliged to keep hospital rooms and areas clean. Be careful with the hospital equipment and inventory. Do not handle water or medical gases pipes.

- If you are a patient with sensory or physical disabilities who uses a dog with special training, you have the right, with respect to your current health status, to be accompanied by dog in a health care facility, so that the rights of other patients were not violated, always by prior arrangement with the medical staff. A dog with special training means a guide-dog or an assistant dog.
- The diet is part of your therapy and it is in your interest to keep to this diet. The diet is defined by your attending physician. Do not store any unused food remains in the room or in the bedside table.
- Current daily menu is available at the department for review. You will also find information on allergens in the daily menu.
- Visiting hours of individual departments are governed by the nature and intensity of the department operation. In epidemiologically relevant cases, the Chairman of Regional Hospital Náchod may temporarily restrict or prohibit visits.
- In case of your dissatisfaction with the services provided you can file a complaint. The complaint can be filed in writing (by post, e-mail to ombudsman@nemocnicenachod.cz, handing over to the department staff, handing over to the infocentre employee). It is possible to file a complaint directly at the department with the assistance of the staff. Another option is the handover by telephone or orally to the Ombudsman, tel.: +420 491 601 396.
- Information concerning your health status is provided by your doctor only to persons listed in your Hospital informed consent. We recommend that you designate a contact person to whom the information will be forwarded. Information can be given by phone only in case a contractual password system is agreed with you, rules of which will be given to you upon your admission to the Regional Hospital Náchod. The information can then be administered via phone after the agreed password is communicated.
- You will be informed about date of your release by your attending physician. Before release from the hospital the staff will tell you approximate time of your release so that you could arrange your home transport. Transport by ambulance is possible only at the recommendation of the attending physician. You shall receive a discharge report from your attending physician for your general practitioner. You can also receive recipes (or medication for 3 days after release) or prescriptions for medical aids. We recommend to pick up your medication and aids directly on hospital premises in the pharmacy "Královehradecká lékárna a.s."
- The Regional Hospital Náchod processes personal data of the patient in order to fulfill Act No. 372/2011 Coll. - on health services and conditions of their provision. Storage period, scope of processing, legal reason for processing and the subjects to whom the data is provided can be found at www.nemocnicenachod.cz

Internal rules of the Regional Hospital Náchod is binding for all patients and their escorts, disrespecting the internal rules of the hospital may lead to premature termination of the hospitalization and the release. An integral part of the internal rules of the Regional Hospital Náchod is the patient's guide available at each department.