

Internal Regulations of MEDIRECO CLINIC s.r.o.

Dear Patients, welcome to our clinic.

We greatly appreciate your trust in choosing our health care facility. Our goal is to help you regain your health and to provide high-quality health care services in a professional, attentive, and considerate manner. Please cooperate with our health care staff and follow the rules set out in these Internal Regulations.

These Internal Regulations, in accordance with Act No. 372/2011 Sb., on Health Services and the Conditions of Their Provision (hereinafter the "Health Services Act"), set out the rights and obligations of all persons present at MEDIRECO CLINIC s.r.o. (hereinafter referred to as "Medireco Clinic") for the purpose of receiving or providing health care services.

If a patient has consented to the provision of health care services and seriously infringes the rights of other patients, intentionally and persistently fails to adhere to the proposed individual treatment plan, or fails to comply with the Internal Regulations of MEDIRECO CLINIC s.r.o., and such conduct is not caused by the patient's health condition, Medireco Clinic may discontinue providing care to the patient (Section 48(2) of Act No. 372/2011 Sb., on Health Services).

1. Upon arrival at the health care facility, each patient is required to report to the reception desk of Medireco Clinic without delay. Upon arrival, the patient will be asked to present a valid form of identification, complete the necessary forms, and provide any additional information that may help improve the quality of the services provided.
2. Registered patients are required to promptly report any changes to their contact details (address, telephone number, or email address) and any change in their health insurance provider.
3. The patient is required to inform Medireco Clinic of any planned surgery and of the need for a pre-operative examination. In the case of a minor patient, the parents or another person close to the patient will be asked to provide written consent to the treatment.
4. The patient will be informed by Medireco Clinic staff of the method of payment for health care services that will be provided with the patient's consent and that are not fully or partially covered by health insurance.
5. The patient is required to pay Medireco Clinic the fee for the services provided in accordance with the current price list prior to the examination, unless the services are covered by public health insurance. The patient may be asked to pay a deposit for services not covered by public health insurance. Refusal to make such payments constitutes a breach of these Internal Regulations and is grounds for the termination of the paid services provided to the patient.
6. Medireco Clinic staff guarantee the utmost confidentiality, discretion, and protection of all personal data obtained from the patient.
7. The patient may designate persons who are entitled to receive information about the patient's health status and to access the patient's medical records. The names of the persons designated by you will be included in your medical records. Patients are entitled to the presence of a person close to them during the provision of health care services.
8. The patient is required to comply with the individual treatment and diagnostic plan proposed by the health care staff.
9. The patient is required to refrain from consuming alcohol or other addictive substances before and during the examination and, where justified, to undergo testing at the request of the attending physician to determine whether such substances have been consumed.
10. The patient is required to truthfully inform the physician of all relevant facts when receiving health care services and not to conceal any information.
11. The patient is required to treat Medireco Clinic staff with respect, behave in a courteous manner, and follow the instructions of Medireco Clinic staff.
12. The physician is required to promptly provide the patient with clear and understandable information about the patient's health condition, its severity, the proposed treatment options, and any potential risks that may arise.
13. A certificate of temporary incapacity for work is issued by the physician on the basis of the patient's health condition, rather than at the patient's request.
14. Health care staff have the right to refuse to provide health care services if doing so would pose an immediate threat to life or a serious risk to health.
15. In accordance with Section 48 of Act No. 372/2011 Sb., on Health Services, the health care provider may refuse to accept a patient for care if:
 - a) accepting the patient would result in an excessive workload, or the patient's admission is prevented by operational reasons, staffing levels, or the technical and material resources of the health care facility; an excessive workload means a situation in which the provision of health care services to that patient would reduce the quality and safety of the health care services provided to patients already receiving care
 - b) the distance between the patient's place of residence and the health care facility would prevent the provision of home-visit services in connection with health care services provided in the field of general practice,
 - c) the patient is not insured with a health insurance company with which the health care provider has a contractual arrangement under the Act on Public Health Insurance; this right does not apply to insured persons from other EU Member States, EEA States, the Swiss Confederation, or countries with which the Czech Republic has concluded a social security agreement covering entitlement to health care services.
16. The health care provider may discontinue providing care to a patient if:
 - a) the patient is transferred, with the patient's consent, to the care of another health care provider, and the transfer is duly documented
 - b) the reasons for providing health care services cease to exist (this does not apply to the patient's primary health care provider)

- c) the patient withdraws consent to the provision of all health care services
 - d) the patient seriously violates the rights of other patients, intentionally and persistently fails to adhere to the proposed treatment plan, or consents to the provision of health care services but fails to comply with the Internal Regulations, provided that such conduct is not caused by the patient's health condition,
 - e) the patient fails to cooperate as necessary for the provision of health care services; this does not apply if the lack of cooperation is related to the patient's health condition. The discontinuation of care must not result in an immediate threat to the patient's life or serious harm to the patient's health.
17. The health care provider may not refuse to accept a patient into care under paragraph 1, nor discontinue care under points (d) or (e), if the patient requires urgent care, if the case involves childbirth, or if the health care services are necessary for the protection of public health or occupational health, this also applies in crisis situations and in the provision of protective treatment ordered by a court, unless otherwise provided by another legal regulation.
 18. Furthermore, the health care provider may not refuse to accept a patient into care pursuant to paragraph 1 where the patient is:
 - a) a patient whose health care provided by the Prison Service has been interrupted due to the termination or suspension of remand custody, imprisonment, or placement in an institution for the execution of preventive detention, where acceptance into care is necessary to ensure continuity of health care services commenced during remand custody, imprisonment, or placement in such an institution; if the Prison Service health care facility that provided health care services to the patient is not aware of a health care provider who will assume the patient's care, the Prison Service shall provide the patient with the information referred to in Section 45(2)(g),
 - b) a person in remand custody, serving a term of imprisonment, or placed in an institution for the execution of preventive detention, where the health care services required are not provided by the Prison Service, and provided that prior arrangements have been made with the Prison Service; this shall not apply where the grounds for the provision of health care services are those referred to in paragraph 3.
 19. The health care provider shall assess the grounds for refusing to accept a patient into care or for discontinuing care. The health care provider shall provide the patient with a written statement concerning the refusal to accept the patient into care, the discontinuation of care, or the refusal to provide health care services pursuant to Section 50(2) of the Health Services Act, stating the reason for such refusal or discontinuation.
 20. Smoking, the use of alcohol or drugs, and the possession of weapons are prohibited anywhere on the premises of the health care facility.
 21. In the event of a fire or any other emergency, the patient must follow the instructions of the staff. Emergency exit routes are clearly marked.
 22. The health care provider is not liable for patients' personal belongings left unattended; during the examination, personal belongings may be left in the physician's office.
 23. A patient with a sensory or physical disability who uses a specially trained dog (i.e. a guide dog or assistance dog) has the right, subject to their current health condition, to be accompanied by and remain in the presence of the dog during their visit to the health care facility.
 24. The patient is required to conduct themselves in a manner that does not disturb other patients, does not endanger themselves or others, and does not cause any damage to the property or equipment of the health care facility.
 25. Upon request by Medireco Clinic staff, the patient and any accompanying person are required to wear respiratory protective equipment when necessary due to the current epidemiological situation. To protect the health of both health care staff and visitors to the health care facility, we recommend that, during periods of increased incidence of acute respiratory illnesses accompanying persons attend only when necessary (in the case of children, minors, or persons with limited ability to care for themselves).
 26. The taking of photographs or video recordings anywhere within the health care facility is prohibited without the consent of the Managing Director of Medireco Clinic and of any persons who may be photographed or recorded.
 27. If a patient is unable to attend a scheduled medical examination, the patient is required to notify the health care provider no later than 24 hours before the examination is due to begin. Otherwise, the health care provider is entitled to charge the patient for costs incurred as a result of the unused appointment time. This obligation also applies to appointments at health care facilities cooperating with the health care provider.
 28. Office hours, as well as other essential information, are available on the Medireco Clinic website www.medirecoclinic.cz.

These Internal Regulations are effective from 17 June 2026.