

**Nemocnice Třebíč, příspěvková
organizace**

Purkyňovo nám. 133/2, 674 01 Třebíč
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Internal Regulations of Třebíč Hospital

Regulations

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Expert guarantor: JUDr. Jana Plotová Position: Lawyer Signature:	Effective date: from: 1 December 2023 to: indefinite period
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1 PURPOSE OF ISSUE AND BINDING FORCE

The Internal Regulations set out the **rules** for the operation of medical and non-medical facilities of Nemocnice Třebíč, příspěvková organizace (Třebíč Hospital, a state-funded institution), hereinafter referred to as "the Hospital".

In addition, **department-specific in-house or operating rules** shall apply to individual departments, which may lay down more detailed or different conditions for their operation.

The Internal Regulations are binding for all persons using the services or premises of the Hospital.

2 TERMS AND ABBREVIATIONS

Explanation of terms and abbreviations for the purposes of the Internal Regulations:

Patient a person using healthcare services of the Hospital

Paediatric patient a person under 18 years of age

Hospital premises premises of medical and non-medical facilities of the Hospital, including outdoor areas (around buildings, roads, car parks, etc.)

Medical facility Hospital premises intended for the provision of healthcare services. Outside the Hospital premises, these are also the premises of the detached departments (the LDN building of the hospital in Moravské Budějovice, specialised outpatient clinics, etc.).

Non-medical facilities Hospital premises intended for purposes other than the provision of healthcare services (e.g. technical facilities, administration, roads, etc.)

Medical department a particular department or ward of the Hospital

Hospital area a territory defined from the west side by the outer boundaries of plot no. 984/7, building plot 1763, building plot 1762, 1511/5, 985/4, 2416, 985/1, 985/3, 977/7, 995/1, 995/5, 977/30, 984/2 and 994 in the cadastral area and municipality of Třebíč, comprising buildings C, D, G, E, K, L, M1, M2, N, O1, O2, P, S, T and U.

Building C surgical pavilion

Building D PPP and SPC Vysočina, Purkyňovo nám. 239, 674 01 Třebíč, the building is in use and administration of another organization of the Vysočina Region

Building G LDN and dialysis

Building E1 energy centre 1

Building E2 energy centre 2

Building K catering

Building L laboratories

Building M1 departments of infectious, dermal and respiratory diseases

Building M2 pharmacy, rehabilitation, paediatrics, gynaecology and obstetrics departments

Building N administration and outpatient clinics

Building O1 operating theatres 1

Building O2 operating theatres 2

Building P pathology

Building S warehouse 0, archive



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Building U	LDN, ophthalmology, internal, neurological departments, ICU, outpatient clinics
Building LDN MB	LDN department Moravské Budějovice
NTR	Nemocnice Třebíč, příspěvková organizace
ZZ	medical facility
LDN	long-term care facility
KHS	regional public health office

3 GENERAL

3.1 INTRODUCTION

The Hospital is a **state-funded institution** of the Vysočina Region, which performs its main and supplementary activities. The main activity of the Hospital is to provide healthcare services. The Hospital operates on the land and in the buildings of the founder or other legal entities.

The Hospital is registered **in the Commercial Register** maintained by the Regional Court in Brno under file Pr 1441. The documents in the Commercial Register include the Hospital's charter of incorporation and amendments thereto, annual reports and financial statements.

The Hospital monitors the **quality and safety of** the healthcare services provided and is regularly evaluated by an independent person with the Ministry of Health's Quality and Safety Assessment Certificate.

The Hospital shall create the conditions of a safe environment for the provision of healthcare services for patients, visitors and employees of the Hospital, either independently or in cooperation with the founder, public health authorities, fire protection authorities, transport authority, police and other entities.

The Hospital conducts questionnaire surveys of satisfaction with the services provided, in which patients can participate.

The Hospital premises are intended only for the performance of the main or supplementary activities of the Hospital, i.e. as medical facilities or service facilities (technical facilities, administration, etc.).

The Hospital premises are not intended for the accommodation of individuals, storage of materials or belongings, parking of vehicles unrelated to providing services or performing work in the Hospital.


If any violation of the conditions for using the Hospital premises by a particular person is found out, the Hospital is entitled to ask that person to remedy the situation (to leave the Hospital, to remove or take away materials or belongings, vehicles, etc.), or seek assistance from the Municipal Police or the Police of the Czech Republic.

3.2 ANIMALS AND DANGEROUS THINGS

It is forbidden to bring, let loose or lead animals on the Hospital premises, except for guide or assistance dogs that are used by a patient of the Hospital with regard to his/her current health condition in compliance with the conditions of respective medical departments.

It is forbidden to bring weapons onto the Hospital premises unless their carrying is connected with the exercise of a profession in one of the armed forces of the Czech Republic or the Municipal Police.

It is also forbidden to bring things of a dangerous nature onto the Hospital premises, unless this is connected with the treatment of a patient or performing work in the Hospital.

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Mobile phones and other electronic devices may not be brought into and used in places where they could interfere with the operation of medical equipment; in the A&E and ICU they may only be used with the consent of the medical staff.

3.3 SMOKING

Smoking and using open flames are prohibited in all indoor areas of the Hospital. In outdoor areas, smoking is allowed only in designated areas, namely:

- in the fenced area next to the entrance to Building K (catering),
- in the shelter next to the pavement in front of Building L (laboratory).

3.4 TRANSPORT

The traffic rules on publicly accessible special purpose roads approved by the Police of the Czech Republic and the relevant municipal authority on the Hospital premises are governed by generally binding legal regulations¹. If any violation of traffic rules is suspected, the Hospital is entitled to ask the Municipal Police or the Police of the Czech Republic for intervention.

Entrance to the Hospital premises is subject to a fee, unless otherwise specified below. The parking fee overview is available on the Hospital's website.

The main entrance from Bráfova třída near the courthouse shall be used for the entry and exit of patients and visitors to the Hospital. Access to the Hospital emergency department is designated separately.

The driver must pick up a parking ticket when entering the Hospital premises. The parking ticket is not needed for a driver of the vehicle the entry of which is enabled by an automated system or remote control (e.g. ambulances or staff vehicles with pre-paid entry).

No fee to enter the Hospital premises applies to:

- a) vehicles that stay on the Hospital premises for less than **15** minutes,
- b) vehicles of the emergency medical service, the Police of the Czech Republic, Municipal Police, fire brigade, administrative bodies and other public authorities, and postal licence holders,
- c) vehicles of persons with a parking permit transporting a severely disabled person (ZTP or ZTP/P),
- d) vehicles of blood or plasma donors on the day of donation.

The driver is obliged to place the parking ticket in a visible place in the vehicle.

The driver shall open the gate upon exit with a paid parking ticket or a parking ticket within 30 minutes of entry (free entry within 15 minutes). Parking fee is paid via the parking machine near the exit gate.

Drivers of vehicles with free entry shall present a **document** authorizing free entry **and a parking ticket at the Reception** before leaving the Hospital premises. Reception will release the parking ticket for free entry. Within 15 minutes, the driver of the vehicle will open the gate with the parking ticket and leave the Hospital premises.

3.5 WASTE

All persons present on the Hospital premises are obliged to handle any generated waste in accordance with the conditions of the respective departments, in particular to sort the waste and dispose of it in designated places.

¹ Art. 77 of Act No. 361/2000 Coll and Decree No. 294/2015 Coll., implementing road traffic rules, as amended

4 HEALTHCARE SERVICES

4.1 INTRODUCTION

The Hospital provides health services pursuant to Act No. 372/2011 Coll., on health services and conditions of their provision (**Act on Health Services**), as amended, and **Act No. 373/2011 Coll., on specific health services**, as amended.

In terms of payment for health services, health services **covered** or partially covered by **public health insurance** and health services not covered by public health insurance (**paid by the patient**) may be provided. The conditions for covering health services by public health insurance are set out in Act No. 48/1997 Coll., on public health insurance and on amendments and supplements to certain related acts, as amended.

In accordance with the Act on Public Health Insurance, the Hospital is obliged to collect a **regulatory fee of CZK 90** from patients - insured persons **for the use of emergency medical service**. Exemption from the fee is provided for in the Act on Public Health Insurance.

4.2 PATIENT'S RIGHTS

1. Health services may be provided to a patient **only with the patient's free and informed consent**, unless otherwise provided in the Act on Health Services (hereinafter referred to as the **Act**) (emergency health services). The consent in **written form** is required, if another legal regulation provides so (e.g. for specific procedures under the Act on Specific Health Services) or if the Hospital has decided so with regard to the nature of health services provided. A **list of procedures** for which the written informed consent is required is available on the Hospital's website. A copy of the written form of consent shall be provided to the patient upon request.
2. The patient has the right be provided with healthcare services **at a proper professional level**, i.e. according to the rules of science and acknowledged medical procedures while respecting the individual nature of each patient and taking into consideration the particular conditions and their objective possibilities.
3. In addition, upon the provision of healthcare services a patient has the right to
 - a) **Respect, to be treated with dignity, to be treated with consideration and to have his/her privacy respected;**
 - b) **Choose** the healthcare **provider** and healthcare facility, unless otherwise provided by law or other legislation (patient choice does not apply, e.g. to the provision of emergency care, protective treatment, ordered isolation, detention for intoxication);
 - c) **Request consultation services** from a provider and/or healthcare professional other than the one providing healthcare services to him/her; this does not apply to the provision of emergency care to persons in custody, imprisonment or security detention;
 - d) **Be acquainted with the internal regulations** of the Hospital;
 - e) **To**
 - i. **the continuous presence** of a legal representative, or a person designated by the legal representative, a foster parent or another person to whose care the patient has been entrusted by a court or other authority, if the patient is a minor;
 - ii. **the continuous presence** of a guardian, or a person designated by the guardian if they are a person whose legal capacity is limited so that they are not able to evaluate the provided healthcare services or the consequences of their provision (hereinafter referred to as "patient with limited legal capacity");
 - iii. **the presence of a close relative or a person designated by the patient,**

in accordance with other legal provisions and internal regulations, and if such presence does not interfere with the provision of healthcare services; this does not apply to persons in custody, imprisonment or security detention.

The mere presence of the persons referred to in paragraphs i. to iii. (hereinafter also referred to as "Persons Present") is not connected with the provision of accommodation, meals and other services. These services can be ordered according to the capacity and for a fee according to the valid price list of the Hospital. The conditions for the stay of an insured person's companion (e.g. a paediatric patient) are governed by generally binding legislation.²

The presence of the persons referred to in paragraphs i. to iii. may be restricted:

- ***With regard to the current epidemiological situation;***
- ***Due to the capacity conditions of the respective medical departments;***
- ***For patients in isolation, protective treatment, custody, imprisonment or security detention;***
- ***For reasons of preserving the rights of other patients (in particular the right to quiet, privacy and dignity for patients in 2 or more bedded rooms);***
- ***In cases of persons suspected of maltreatment, abuse or neglect within the meaning of Art. 32(3) of the Act on Health Services;***
- ***For persons showing signs of infectious disease, intoxication, aggressive or violent behaviour.***

The presence of persons referred to in paragraphs i. to iii. is not allowed in operating theatres. The continuous presence of persons referred to in paragraphs i. to iii. shall not be allowed in intensive care and day surgery beds, unless they are paediatric patients.

In the case of paediatric patients, the continuous presence of the persons referred to in paragraphs i. to iii. in intensive care and day surgery beds shall be allowed, if the capacity conditions of the medical department so permit.

The rules for the presence of persons under paragraphs i. to iii. are set out in the Annex to the Internal Regulations.

- f) **Be informed** in advance **about the cost of the provided healthcare services not covered or partially covered** by public health insurance, and about the method of payment thereof, provided that the patient's health condition so permits;
- g) **Know the name(s) and surname(s)** of healthcare professionals and other professionals directly involved in the provision of healthcare services, and of persons being trained by the provider for their healthcare profession who are present during the provision of any healthcare services and/or who perform activities forming part of their training;
- h) **Refuse the presence** of persons not directly involved in the provision of healthcare services and of persons being trained for their healthcare profession,
- i) **Receive visitors** in an inpatient or day-care facility, taking into account the patient's health condition, and in accordance with the internal regulations and in a manner that

² E.g. Act No. 48/1997 Coll., on public health insurance and on amendments and supplements to certain related acts, as amended.

does not infringe the rights of other patients, unless otherwise provided by law or other legislation.

Visiting hours for receiving visitors are set as follows:

MONDAY TO FRIDAY 3:00 PM – 5:00 PM

SATURDAY, SUNDAY, HOLIDAY 1:30 PM – 4:30 PM

It is possible to visit terminally ill patients in the terminal stage upon agreement with the attending physician or the head of the ward even after these visiting hours.

The right to receive visitors may be restricted or prohibited in view of the current epidemiological situation or for other serious reasons. The decision to restrict or prohibit visits shall be taken by the Hospital Director or his/her representative on the basis of:

- *the recommendation of the founder; or*
- *the recommendation of a public health authority (KHS, Ministry of Health); or*
- *the recommendation of the Hospital Director's advisory body (crisis staff, Hospital pandemic group); or*
- *the recommendations of the Hospital Hygiene Officer.*

- j) Receive **spiritual care and spiritual support** in an inpatient or day-care facility provided by a chaplain of one of the churches and religious societies registered in the Czech Republic or by another individual qualified to act as a spiritual advisor (hereinafter referred to as "chaplain") in accordance with the internal regulations and in a manner that does not infringe the rights of other patients, and with regard to the patient's health condition, unless otherwise provided by other legislation; the visit of a chaplain may not be denied to a patient whose life is in imminent danger or whose health is gravely impaired, unless otherwise provided by other legislation.

Inquiry about the desire to receive spiritual support – spiritual needs is part of the patient's admission to the Hospital; there is a Hospital deacon who can be contacted by non-medical staff at the patient's request.

- k) Receive healthcare services **in the least restricting environment** while ensuring the quality and safety of the healthcare services provided.
4. A patient **with limited legal capacity** or a **minor** may request that a **legal representative**, foster parent or guardian **not be present** during the provision of healthcare services if he/she alleges that this person maltreats or abuses him/her or neglects him/her in any way.
5. The patient's rights under paragraphs (3) c), e), i) and j) do not apply to a patient in detention for intoxication or to a patient who is required to undergo a medical examination pursuant to the Act on Health Protection from the Harmful Effects of Drugs. Such a patient must not refuse, pursuant to paragraph (3) h), the presence of an officer of the Czech Police, the Czech Military Police, the Municipal Police or an officer of the Czech Prison Service (hereinafter only the "Prison Service"), who may on request cooperate with the provider when the detention for intoxication is initiated, or while the patient is being examined for the purposes of the first sentence.
6. **A patient with sensory disabilities or with severe communication problems** caused by his/her health condition has the right to communicate in a way that is comprehensible to him/her and by means of communication that he/she chooses, including methods based on interpreting by a second person, while the healthcare services are provided. In the case

of persons in custody, imprisonment or security detention, the Prison Service shall appoint an interpreter; a similar procedure shall be followed in the case of **interpreting from a foreign language**, with the exception of Slovak. The cost of interpreting from a foreign language is paid by the patient according to the price list of the interpreting service provider.

7. A patient with sensory or physical disabilities who uses **a dog with special training** has the right with respect to his/her current health condition to be accompanied by and be in the presence of the dog in the medical facility, in the manner provided by the internal regulations so that the rights of other patients are not infringed upon, unless otherwise provided by another legislation; this shall not apply to persons in custody, imprisonment or security detention. For the purposes of the first sentence, a dog with special training means a guide dog or an assistance dog.

The presence of a dog shall not be permitted for hygienic and organisational reasons in operating theatres, anaesthetic-resuscitation beds, intensive care and day surgery. The patient is accompanied by a healthcare professional when healthcare services are provided, so the assistance/use of a dog is not necessary. The presence of a dog in standard inpatient wards will be dealt with individually with the patient's attending physician according to the current possibilities of the respective department. The care of the dog present with the patient is completely provided by the patient (bed for the dog, feeding, walking and other needs of the dog). The Hospital does not provide or arrange these services. If the care of the dog is provided by the patient's companion, the cost of the companion's stay is covered by the patient according to the applicable Hospital "Price list of services".

8. The patient has the right to be informed in a comprehensible manner and to a sufficient extent about his/her health condition and about the proposed individual treatment and any changes thereto (hereinafter referred to as "**health information**"), **including answers to additional questions.**
9. The patient has the right, in the presence of a healthcare professional, to **inspect** and take copies or extracts from **the medical records kept on his/her person.**
The patient can obtain copies by his/her own technical means (mobile phone photos, etc.) or request that the Hospital make copies. In such a case, the patient will pay the costs according to the Hospital "Price list of services" for making copies and sending them to the address indicated by the patient.
10. The patient can, on admission, **designate the persons who may be informed** about his/her health condition and can also **designate whether these persons may inspect the medical records** kept on him/her or other records relating to his/her health condition, take extracts or copies of these documents, **and whether they may consent or dissent** to the provision of healthcare services **in the cases provided for by law** (if the patient cannot consent to the provision of healthcare services because of his/her health condition and if the healthcare services are not the services that may be provided without consent).

The patient **can designate persons or prohibit** the provision of health information **or access to the medical records** to any person at any time after admission, and can **revoke the designation or prohibition** of health information at any time. The record of the patient's statement shall be part of the medical records kept on the patient; the record shall be signed by the patient and the healthcare professional. The record also includes a patient's statement about how information about his/her condition may be communicated.

11. **Hospitalization of a patient** is possible only with his/her **written consent**, unless otherwise provided by law (in the case of protective treatment, isolation, quarantine, treatment, when ordered to have the health condition examined, if the patient poses an

imminent and serious threat to himself/herself or his/her surroundings and shows signs of mental disorder or is suffering from such disorder or is under the influence of an addictive substance, if the threat to the patient or his/her surroundings cannot be otherwise averted, or if his/her health condition requires the provision of urgent care and at the same time does not allow him/her to give his/her consent.


A copy of the written form of consent shall be provided to the patient upon request.

12. **Refusal to consent to the provision of healthcare services.** A patient who has been provided with health information or has waived the provision of health information and who refuses to consent to the provision of healthcare services, unless it is a case where healthcare services can be provided without consent, shall be repeatedly provided with health information to the extent and in a manner that makes it clear that failure to provide healthcare services may seriously harm his/her health or endanger his/her life. If the patient continues to refuse consent, he/she shall make a **written declaration**.
13. **Withdrawal of consent to the provision of healthcare services.** The patient may withdraw his or her consent to the provision of healthcare services. The withdrawal of consent will be ineffective if a medical procedure has already been started, the interruption of which may cause serious damage to the patient's health or endanger his/her life.
14. **Minor patient or patient with limited legal capacity.** When providing healthcare services to a minor patient, his/her opinion on the provision of the intended healthcare services shall be sought if it is appropriate to the patient's mental and voluntary maturity of his/her age. This opinion must be taken into account as a factor whose severity increases in proportion to the age and degree of intellectual and voluntary maturity of the minor patient. The legal provisions governing the legal capacity of natural persons shall apply to the consent to the provision of healthcare services to a minor patient, provided that the intended healthcare services may be provided to a minor patient on the basis of his/her consent if the performance of the act is appropriate to his/her mental and voluntary maturity in accordance with his/her age. This is without prejudice to the possibility of providing healthcare services without consent.
15. The provision of healthcare services on the basis of a minor patient' consent shall not prevent the attending healthcare professional from providing the legal representative with information about the healthcare services provided or the health condition of the minor patient.
16. In the case of healthcare services to a minor patient or a patient with limited legal capacity, which consist of the provision of:
 - i. emergency care (which is not treatment for a serious mental disorder or a healthcare service necessary to save life or prevent serious harm to health); or
 - ii. acute care; andthe consent of the legal representative cannot be obtained without undue delay, the attending healthcare professional shall decide on their provision. This does not apply if the healthcare services can be provided on the basis of the minor patient's consent.

4.3 PATIENT'S RESPONSIBILITIES

The patient is obliged to cooperate with the medical staff of the Hospital in the provision of healthcare services, in particular:

- a) follow the instructions of the medical staff;
- b) wear an identification bracelet attached or assigned by the medical staff;

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- c) to comply with the hygiene and anti-epidemic measures of the medical department, including the conditions of isolation;
- d) adhere to the recommended eating and drinking regime;
- e) inform the ward staff of any (even short-term) absence from the ward.

The patient is also obliged to:

- a) wear respiratory protective equipment if required by the Hospital or its respective department as a measure to prevent the spread of respiratory diseases;
- b) not to consume alcohol or abuse other addictive substances in the medical facility or during hospitalization,
- c) observe night-time quiet hours from 10.00 PM to 6.00 AM, and from 8.00 PM to 6.00 AM in the paediatric ward;
- d) respect the privacy and freedoms of other persons, in particular not to take photographs, video recordings, audio recordings of other persons, including other patients, staff or visitors to the Hospital, during their stay or movement in the Hospital.

4.4 SUPERIOR ROOMS

The patient can be admitted to a single room in a ward of the Hospital where the capacity and equipment allows it. Information about the possibility to use a superior room, the price of this service and the method of arranging it (ordering) are published on the Hospital's website.

4.5 SAFEKEEPING OF THE PATIENT'S BELONGINGS AND VALUABLES

The furniture in each ward, including the option of lockable lockers, is used to store the patient's common belongings (clothing, shoes, toiletries, etc.).

The patient's valuables and money shall be stored in the safe at the Hospital Reception, either on the basis of the Custody Agreement between the Hospital and the patient, or they are handed over by the ward staff with written confirmation of the ward and the Hospital Reception in the case of belongings of a patient who is unable to conclude a Custody Agreement due to his/her health condition.

Valuables and money of a deceased patient will be handed over by the Hospital Reception to the person who proves that he/she is the person entitled to receive them (e.g. a decision on inheritance) **during the Reception's opening hours.**

5 FINAL PROVISIONS

The Internal Regulations shall be effective from the date indicated on the first page of the document. This document supersedes RAD-PŘI-NTR-05, version 00, effective from 3 March 2023.

6 RELATED DOCUMENTS

- Act No. 372/2011 Coll., on health services and conditions of their provision (Act on Health Services), as amended
- SME-062 **NTR Crisis Preparedness Plan**
- SME-094 **NTR Pandemic Plan**
- SME-052 **NTR Trauma Plan**
- SME-PŘI-NTR-051 **NTR Evacuation Plan**
- SME-PŘI-NTR-050 Handling of Patients' Money and Belongings
- SME-PŘI-NTR-072 Waste Management Operating Regulations



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- Trauma plans of individual medical departments
- In-house rules of individual medical departments
- Operating rules of individual medical departments
- Operating rules of individual non-medical departments

7 ANNEXES

Annex No. 1: Rules for the presence of parents, legal representatives and close relatives in the Třebíč Hospital

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Annex No. 1 to the Internal Regulations of Třebíč Hospital RAD-PŘI-NTR-05-01

Rules for the presence of parents, legal representatives and close relatives in the Třebíč Hospital

1. **ARRIVAL AND DEPARTURE.** Persons present shall verbally announce each of their arrival and departure to the ward nurse, including accompanying the patient to another ward for examination.
2. **IDENTIFICATION .** On arrival, the persons present shall produce their ID card or other proof of identity for inspection when requested by the medical staff.
3. **INSTRUCTIONS.** If the persons present wish to participate in the care of a paediatric patient, they shall follow the instructions of the medical staff. The persons present shall be trained for this purpose by the medical staff, if requested to do so.
4. **COOPERATION.** Persons present shall cooperate with the medical staff and shall not take any action that conflicts with the medical staff's instructions (e.g. in the field of patient diet, exercise, etc.).
5. **HYGIENE.** Persons present are obliged to comply with the hygiene and epidemiological regime of the respective medical department, for example, to observe hand hygiene, wear protective clothing and/or respiratory protection, gloves, etc. Persons present shall leave the medical facility if they show signs of infectious disease.
6. **COMMUNICATION.** Questions or concerns about the care of a paediatric patient are consulted by the persons present with the medical staff.
7. **AREA.** Persons present shall stay in the place (room) of the child's hospitalisation and may use the common areas of the ward to the extent necessary and appropriate.
8. **PRIVACY.** Persons present shall protect the privacy of other patients and the services provided to them. The persons present shall observe the night-time quiet hours of the ward. During this time, they shall keep movement around the ward to the necessary minimum, refrain from loud talking and other loud or luminous displays, including the use of devices.
9. **SIBLINGS.** The possible presence of a minor sibling of the patient shall be subject to continuous supervision by an (accompanying) adult present.
10. **CHILD'S WISH.** Persons present shall respect the wish of the paediatric patient that specific accompanying persons not be present for a specific period of time or examination.