INTERNAL RULES OF THE DAY SURGERY CLINIC

Dear Clients,

We kindly welcome you to the Day Surgery Clinic, Dejvická zdravotní s.r.o., and wish you a pleasant stay. Please familiarize yourself with these internal regulations, which apply to the clients of the Day Surgery Clinic Dejvická zdravotní s.r.o. (hereinafter referred to as the "DZ"), as well as to their companions, visitors, and other guests of the DZ. To ensure the provision of safe and high-quality care, all such persons are required to follow and respect the following rules. DZ operates its day surgery clinic on the premises of the MyClinic medical facility (hereinafter referred to as the “clinic”).

1. General Provisions

The Clinic's reception is usually open from Monday to Friday from 8:00 a.m. to 6:00 p.m. The day shift of the inpatient ward runs from 7:00 a.m. to 7:00 p.m., and the night shift operates from 7:00 p.m. to 7:00 a.m. The quiet hours are set daily from 10:00 p.m. to 6:00 a.m. Peace, quiet, and uninterrupted sleep are essential parts of the healing process, especially in post-operative conditions. Please respect this need and avoid disturbing other clients, particularly with loud conversations, loud television or music, or ringing mobile phones. All individuals present in the clinic are required to comply with all measures ensuring hygiene (such as the use of hand disinfectants, protective clothing, etc.), safety, and fire protection, and must fully follow the staff’s instructions. Smoking is prohibited in all areas of the building where the Clinic is located. The consumption of alcohol and other addictive substances is also prohibited at the clinic. It is forbidden to bring and store flowers, perishable foods, alcohol, weapons (including knives, defense sprays, etc.), chemicals, flammable substances, fireworks, or any other dangerous or hazardous items or objects within the Clinic premises. It is also prohibited to bring any hygienically unsuitable items. Handling open flames, including lighting candles, is strictly forbidden in all areas of the clinic.

For safety reasons, the use of personal electrical appliances (especially kettles, immersion heaters, TV and radio receivers, electric heaters, hairdryers, etc.) is prohibited in the Clinic. If you use your own small electrical devices (mobile phones, laptops, chargers, etc.), please follow general safety regulations, the operating instructions, and safety guidelines for each specific device. Please note that you are responsible for the operation of such devices and for any damages caused by these devices to the clinic or other clients.

It is prohibited to enter staff areas, including areas designated for providing medical care, without the staff’s consent. Entering areas marked with a "No Entry" sign or symbol is strictly forbidden. It is also prohibited to tamper with technical equipment and the furnishings of the rooms and other areas of the DZ.

Please respect the privacy rights of other clients, visitors, and staff of the clinic. Recording audio or video of individuals without their consent is prohibited. Conducting sales or charitable activities in the Clinic premises without the management’s consent is also forbidden.

Please pay attention to your personal safety and adjust your activities according to your health condition. Follow the staff's instructions. You are only allowed to leave the Clinic premises with prior approval from the attending staff and exclusively in the company of a visitor, staff member, or another person.

For security reasons, you are required to provide proof of identity upon request by the staff with an ID card or another form of identification. Refusal to provide identification may result in the denial of medical services. This obligation also applies to your companions and visitors, as well as individuals who have the right to make decisions or obtain information about your health condition. Refusal to provide identification for these individuals may result in the denial of visitation or assistance. In case of a language barrier, we will be happy to arrange an interpreter for you; however, you will be responsible for the interpreter´s costs.

2. Clinic´s Operating schedule

6:45 – 7:15 Handing Over Duties of the Attending Staff
7:00 – 8:00 Breakfast, Morning Hygiene, Administration of Morning Medications
7:30 – 8:00 Morning doctor´s rounds
7:30 – 12:00 Admission and Discharge of Patients,
from 7:30 Preparation of Patients for Surgery According to the Surgical Schedule
8:00 – 18:00 Surgeries According to the Surgical Schedule
18:00 – 18:30 Dinner
18:30 – 19:00 Afternoon doctor´s rounds
18:45 – 19:15 Handing Over Duties of the Nursing Staff
19:00 – 20:00 Evening Hygiene
22:00 – 6:00 Night Quiet Hours

Throughout the day, the nursing staff carries out the doctor's orders and provides care and monitoring for the clients. The times mentioned are for reference only and may change depending on operational conditions.

3. Policies for Patient Rooms

Each room is equipped with a private bathroom and toilet. There is a call system for the staff at all beds, in the shower areas, and in the toilets. You can call the staff by pressing the red button on the telecommunications system or by pulling the cord in the shower area.

Each bed in the room has the option to adjust the height of the entire bed, as well as the height of the head and foot sections. The method for adjusting the bed is outlined in the manual in the room. The bed is connected to the electrical network, so we kindly ask you to handle it with care.

Rooms are primarily ventilated through the air conditioning system, which can cool or heat the space. If you wish to change the temperature in the room, please call the nurse. You can also ventilate the room by opening the windows; however, please do not open them yourself. If needed, always call the nurse.

The windows are equipped with both internal and external blinds. The external blinds automatically open and close based on the amount of light that hits the window; they can also be controlled manually—please call the nurse if needed. You can operate the internal blinds using a cord.

If you need any assistance, please call the nurse.

After your surgical procedure, do not underestimate your strength—never get out of bed on your own; always call the nurse, who will be happy to assist you. Additionally, please follow the instructions of the doctor and nursing staff. There is a risk of falling and possible injury or post-operative complications when getting out of bed independently.

In case of fire, remain calm and inform the nurse immediately. All emergency exits are clearly marked with symbols and signs.

4. Meals

Before your surgical procedure, do not eat anything at least from midnight, and refrain from smoking for a minimum of 24 hours prior to the surgery. You may only drink a small amount of still water or tea (without lemon). After your admission to the ward, please follow the instructions provided by the nursing staff, and do not eat or drink anything without their consent. After the surgical procedure, you will receive fluids (approximately 1 hour later) and subsequently food (approximately 2-3 hours later) according to the doctor's orders and your current health condition. Meals will be provided for you. During your stay, please do not consume your own food and drinks without prior approval from the nursing staff. Please inform the nursing staff of any dietary restrictions or personal preferences no later than at the time of admission.

5. Storage of Belongings, Emergency Situations, Liability for Damage

The DZ is only liable for damage to brought-in items if they are of reasonable value and stored in a designated or customary location, as outlined in the Civil Code. Unfortunately, we cannot guarantee

the security of your belongings against theft, loss, and damage, so please refrain from bringing large sums of money or high-value items (such as watches, rings, etc.) to the Clinic.

Please store your clothing, footwear, and other non-valuable items in the lockable wardrobes provided in your rooms. During the surgery, you have the option to leave the keys to the wardrobe with the nurse. The Clinic is only liable for items stored in wardrobes up to the amount of 5,000 CZK. The Clinic is not responsible for items left in other areas (e.g., in the hallway, waiting room, or freely placed on a table in the room, etc.).

We do not recommend bringing or storing valuable items and larger sums of cash (over 1,000 CZK) at the Clinic; if necessary, you may store these items or cash in the department's safe (available continuously) for the limited time, or at the main cash desk of the Clinic (on working days from 9 AM to 4 PM). If you leave your room for transport to a surgical procedure, please hand over valuable items (especially money, credit cards, mobile phones, watches, etc.) to the nurse, who will securely store them in the department's safe during the surgery. If you leave valuable items in your room, the Clinic is not responsible for any damage to or loss of these items. A protocol listing the items handed over for safekeeping and their retrieval will be drawn up.

You are required to promptly inform us of any loss or damage to personal belongings, damage to room equipment, injuries, and other emergency situations.

6. Treatment and Operating guidelines

During your stay at the Clinic, you will be cared for by a team of healthcare professionals, led by the attending physician, who will determine an individual treatment plan that you are required to follow. You will be cared for by non-medical healthcare staff under the supervision of the Clinic's head nurse. You have the right to know the names of your attending physician, attending nurse, as well as other staff members you will encounter. During your stay, you will be regularly informed about your health condition, planned treatment procedures, and any potential complications. For any questions regarding the care you are receiving, please primarily contact the on-duty physician or nurse; in serious cases, you naturally have the right to approach the head nurse or the chief physician directly. It is important to inform the doctors and nurses about any health issues or concerns you may have. Try to provide the healthcare professionals with all relevant information, as this will facilitate and expedite your treatment.

Healthcare professionals are required to verify your identity when administering medications and performing medical procedures. Upon admission, the nurse will attach an identification bracelet with your details to your wrist; this measure is essential for the safe provision of healthcare.

If you experience pain, please inform your doctor or nurse. Your communication will not only contribute to the diagnosis but will also affect the appropriate treatment, allowing the doctor to alleviate or eliminate your pain. If you feel that the pain relief is inadequate, you have the right to request a change in your pain management treatment at any time.

You are not permitted to take any medications or dietary supplements without the knowledge of healthcare staff. Please hand over all medications you are taking to the nursing staff in their original packaging, as they can only be administered based on a physician's order. In case of pain or any difficulties, please call the staff, and analgesics will be provided according to the physician's orders. If you already have a certificate of incapacity for work or need one to be issued, please inform the doctor immediately upon admission; an electronic sick leave certificate will be issued to you.

Before your discharge, the attending physician will inform you about further treatment and procedures; if you do not understand something, do not hesitate to ask. Upon discharge, you will receive a discharge summary for yourself and for your general practitioner. The doctor and the coordinator will inform you about the procedures and options for follow-up treatment and rehabilitation.

In case of reasonable suspicion, you are required, based on the attending physician's decision, to undergo testing to determine whether you are under the influence of alcohol or other addictive substances. A positive result or refusal to undergo the testing will be considered a serious violation of the internal regulations and may result in immediate discharge from the Clinic and termination of treatment or refusal of admission to the Clinic without the right to a refund of the treatment fees paid.

7. Visits

Visits are allowed at any time except during nighttime quiet hours. Visits should not disrupt healthcare services, so we kindly ask you to arrange a suitable visiting time with the nurse. Please consider whether it is necessary to bring children to visits. The Clinic may restrict or prohibit visits, particularly for epidemiological reasons. Visits must not disturb the peace and order of the Clinic and are required to respect the privacy of other clients. For this reason, visits primarily take place in the client's room. Each visitor must inform the healthcare staff of their arrival and departure. The staff reserves the right to limit, interrupt, or terminate a visit to ensure the proper delivery of treatment.

For hygiene reasons, visits with dogs and other animals are not permitted in any areas of the Clinic.

In the case of minor patients or patients with limited capacity, the Clinic allows the presence of a legal representative, guardian, or designated person (accompaniment) to stay with the patient, provided it does not disrupt operations and healthcare services. The chief physician will make the decision regarding the acceptance of accompaniment, taking into account the health and mental condition of the hospitalized minor patient and the current operational conditions of the Clinic. The legal representative or guardian is responsible for minor patients and individuals with limited capacity.

8. Suggestions and Complaints

Please provide any comments, suggestions, or feedback regarding the services offered either in person during your stay or through the coordinators. Complaints may be submitted in writing (via a data mailbox or by mail to the company's registered address), in person at the reception, through the coordinators, or by phone at +420 222 900 900. If you provide your contact information, you will receive a response no later than 30 days from the receipt of the complaint, unless the complaint is resolved immediately on-site. If you disagree with the way your complaint has been handled, you have the right to submit a complaint to the administrative authority that granted DZ the authorization to provide healthcare services (Prague City Hall).).

9. Protection of personal data

General information on personal data protection, including a description of your rights and the contact details of the Data Protection Officer, is available at the reception.

We would like to inform you that the clinic is dedicated to maintaining and enhancing the quality and safety of the care provided, which is subject to oversight conducted by auditors from certification organizations. For this reason, it may happen that employees of certification organizations will access your medical records, but only to the necessary extent and based on authorization from a healthcare professional. The aforementioned individuals are always required to maintain confidentiality regarding all matters they become aware of in this context. If you do not wish for these individuals to access your medical records, please inform your doctor, nurses, or the reception.

10. Final Provisions

This internal regulation is available on the website, at the reception, in the nurses' station, and in individual rooms of the clinic, and you are required to familiarize yourself with it immediately upon entering the clinic and to comply with it for the duration of your stay. Repeated or serious violations of the internal regulations may result in the premature termination of your stay and the provision of treatment by the clinic without the right to a refund of the treatment fees paid.

The goal of all clinic staff is to create an environment in which we can effectively assist you. We strive for a sensitive, considerate, and safe approach. You can also contribute to your treatment, particularly by maintaining a positive attitude towards your treatment and adhering to the proposed treatment plan and the rules of this internal regulation. Thank you for your mutual consideration, and we wish you a pleasant stay.