



Codex of patient's rights in ÚVN

1. The patient is entitled to be provided with professional health care by qualified personnel of the hospital. In case some activities are performed by trainees, the patient is entitled to be aware of this fact and, alternatively, not to agree with this procedure.
2. The patient with an appointment for ambulant examination or treatment is entitled to be treated in the respective time or time period they were booked for. In case there are some unexpected circumstances that disable the time keeping, the patient is entitled to be notified of the expected waiting time or, alternatively, to be given a substitute appointment for the respective treatment.
3. The patient has the right to be informed about his or her health status, suggested individual medical treatment, all its changes or other alternatives, their advantages or disadvantages. The patient has the right to waive his right to be informed about his or her health status or select a person to whom information should be given.
4. The patient has the right for appropriate explanation of all planned procedures. The procedure will not be performed if the patient does not agree. The patient has the right to withdraw subsequently his or her consent once it has been given until the procedure starts.
5. The patient has the right to consult (second opinion) with another health care provider or health care professional without having to worry about a drop of quality of provided health care.
6. The patient is entitled to know the names of all persons contributing to the medical treatment. Presence of persons that do not contribute to the medical treatment (students and trainees) has to be previously agreed by the patient. A contingent disapproval of those persons' presence does not substantiate refused medical treatment by this patient.
7. The patient has the right to receive visits, taking into consideration his or her health condition, in accordance with internal rules and in a way that does not violate the rights of other patients.
8. The patient has the right to request the presence of a relative or a person designated for this purpose by him or her during the provision of health services, provided it shall not collide with the provision of health services and does not mean any epidemiologic or safety risk.
9. A patient with sensory or physical disabilities using a specially trained dog has the right, taking into consideration his or her health status, to the presence of this dog in hospital
10. The patient has the right to privacy by all performed medical operations.
11. The patient has the right to be protected against confusion of medicaments or any medical operations – all hospital employees are obliged to verify the patient's identity prior medicine administration or prior medical operations.
12. The patient is entitled to be protected against hospital infections – all hospital staff has to perform proper hand hygiene before starting any manipulation with the patient.
13. The patient is entitled to get diagnosis in time as well as treatment of any pain.
14. The patient is entitled to be treated in the way to respect his/her cultural differences, customs and spiritual needs while treated or while dealing with their relatives or close persons.
15. The patient (if need be also their relatives), is entitled to be notified of the plan to be moved to another ward, another hospital or medical institution.
16. The patient is entitled to anticipate a reasonable continuous treatment.
17. The patient or the patient's relatives or persons close to them have the right to express their disagreement or complaints against the treatment in writing or verbally (personally or by a phone call) via Law department in the hospital or via medical personnel in service. All rules how to address complaints and grievance are available at www.uvn.cz.
18. The patient has the right to be provided with spiritual services and rituals when there are no restraints for the hospital operation or care for other patients caused by that.
19. The patient without knowledge of the Czech language is entitled to be provided with an interpreter at the expense of the patient.
20. A patient with disabilities is entitled to be provided with adequate support of hospital staff.
21. The patient is entitled to be notified in advance about the price of health services not covered or only partially covered by public health insurance and the method of their payment.
22. The patient has the right to express his or her approval or disapproval with medical treatment in a written statement in advance, in the event he or she will not be able to provide it later due to his or her health condition. Details are set out in Act 372/2011 Coll.

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