

# Internal Regulations

of Uroderm Medical s.r.o.

## Identification and General Information

- Clients are required to report to the reception upon arrival at Uroderm Medical (hereinafter referred to as UM).
- Upon arrival, the staff will instruct the client to present an ID, health insurance card, and to fill in contact details.
- Clients must inform staff of any changes to their contact or identification information necessary for healthcare provision (e.g. name, address, phone, email), and any change in their health insurance provider.
- Minors must be accompanied by their legal guardian.
- UM maintains a website at <https://www.uroderm.cz>, where patients can find the current version of the Internal Regulations, the Price List, and other information including office hours and operational updates.
- Clients are required to comply with the Internal Regulations, which are visibly posted in public areas and available online. UM may issue additional rules (visitor, hygiene, safety, etc.), which clients are also obligated to follow.

## Internal Conduct

- Entry under the influence of addictive substances, consumption of alcohol or drugs, smoking, and use of electronic cigarettes are strictly prohibited on the premises.
- Taking photographs, video, or audio recordings without the provider's consent is not permitted.
- Weapons, ammunition, or dangerous substances are prohibited.
- In case of a fire alarm or emergency, follow staff instructions and use marked emergency exits.
- Entry with animals is prohibited, with the exception of specially trained guide or assistance dogs for clients with sensory or physical disabilities.
- Due to limited space, large luggage, bicycles, scooters, or similar items are not permitted.
- Clients must behave respectfully, uphold hygiene standards, avoid disturbing others or disrupting operations, and respect the privacy and rights of other patients.

## Personal Belongings and Valuables

- UM is not liable for the loss of personal belongings. Clients must take valuables into examination rooms and use designated storage spaces. When moving between rooms, clients should take their belongings with them.

## Payment and Cancellation Policy

- Some services may be subject to fees (see the Price List).
- Clients will be informed in advance of the method and amount for any services not covered by insurance.
- Payment must be made immediately after examination or by the due date on the invoice if services are not publicly insured. An advance payment may be requested.

- Optional paid services (e.g., scheduling, administration, logistics) are listed in the Price List. UM may reschedule appointments when necessary; however, clients are not entitled to compensation for time loss or inconvenience.
- For scheduled appointments, any changes or cancellations must be made at least 48 hours in advance.
- Late cancellations (less than 48 hours) for uninsured services: 50% of the service fee is charged.
- Cancellations less than 24 hours in advance or no-shows: 100% of the service fee is charged.
- For insured urology services, cancellations less than 24 hours in advance or no-shows incur a 500 CZK cancellation fee.
- For surgical procedures, a 50% advance payment is required:
  - Cancellation less than 7 days prior: 100% of the advance is forfeited.
  - Cancellation more than 7 days prior: full refund of the advance.
- These cancellation fees do not apply if the client provides a medical certificate confirming a health condition preventing the procedure.
- Cancellations may be made via phone, email, or the online contact form. Costs must be paid within 14 days of provider's request.

### Patient Rights

- to receive healthcare only with their free and informed consent, unless otherwise provided by law;
- to receive care at a professional standard;
- to respectful and dignified treatment, privacy, and consideration;
- to choose a qualified provider of appropriate services;
- to be informed of the Internal Regulations (visible and available on-site);
- to be informed in advance about the costs and payment methods of uninsured or partially insured services;
- to know the names of healthcare and related professionals involved in their care;
- to refuse the presence of non-essential persons or trainees;
- to receive care in the least restrictive environment ensuring safety and quality;
- to be accompanied by a legal representative, guardian, or court-appointed person, unless it interferes with care;
- to clear, sufficient information about their health status and treatment plan;
- to refuse information about their health or designate someone to receive it;
- to prohibit disclosure of health information to others;
- to protection of personal data.

### Patient Duties

- to follow the agreed treatment plan once consent is given;
- to comply with the provider's Internal Regulations;
- to inform the provider truthfully about their medical history, including infectious diseases, treatments by other providers, medications (including addictive substances), and any relevant facts;
- to pay for any uninsured or partially insured services provided with their consent;
- to refrain from consuming alcohol or addictive substances on-site and, if necessary, to undergo testing to confirm sobriety;
- to respect the ban on smoking, including electronic cigarettes;
- to follow other reasonable instructions from staff.