

INTERNAL REGULATIONS

1. Introductory Provisions

1.1. These Internal Regulations are issued by HX Medical a.s., with its registered seat at Pařížská 130/26, Josefov, 110 00 Prague 1, Company ID No. (IČO): 24092495, registered in the Commercial Register maintained by the Municipal Court in Prague, File No. B 30274 (hereinafter “HX Medical”), which provides healthcare services.

1.2. These Internal Regulations govern the rights and obligations of clients, clients’ companions, and other persons present on the premises of the healthcare facility.

1.3. These Internal Regulations are issued in accordance with Act No. 372/2011 Coll., on Health Services and the Conditions for their Provision, as amended.

1.4. Clients and other persons are required to comply with these Internal Regulations.

2. Obligations of the Client and Their Companion when Receiving Healthcare Services

2.1. The client and their companion are obliged, in particular, to:

- a) follow the instructions of the healthcare staff,
- b) provide truthful information about their health condition,
- c) comply with these Internal Regulations,
- d) behave considerately toward other clients and staff,
- e) observe the principles of hygiene,
- f) not damage the healthcare provider’s equipment or premises,
- g) not consume alcohol or other addictive substances before or during examinations,
- h) not bring weapons, ammunition, explosives, or other dangerous objects or substances onto the premises of the healthcare facility,
- i) not enter the premises of the healthcare facility with animals (with the exception of assistance or guide dogs), bicycles, scooters, and the like,
- j) not smoke on the premises of the healthcare facility.

3. Rights of Clients

3.1. The client has, in particular, the right to:

- a) receive healthcare services only with their free and informed consent,
- b) receive healthcare services at an appropriate professional standard,
- c) respect, dignified treatment, consideration, and respect for privacy when receiving healthcare services, in accordance with the nature of the healthcare services provided,
- d) choose a provider authorized to provide healthcare services corresponding to the client’s health needs,
- e) request consultation services from a provider or healthcare professional other than the one currently providing their healthcare services,

- f) the following, provided that the presence of these persons does not interfere with the provision of healthcare services:
- the continuous presence of a legal representative, or a person designated by the legal representative, a foster carer, or another person into whose care the patient has been entrusted by a court decision or other authority, if the patient is a minor,
 - the continuous presence of a guardian, or a person designated by the guardian, or another person authorized by a court decision to represent the patient in legal matters relating to the provision of healthcare services, if the patient is represented to this extent,
 - the presence of a supporter, a person close to the patient, or a person designated by the patient,
- g) be informed in advance of the price of the healthcare services provided and of related services not covered, or only partially covered, by public health insurance, and of the method of payment, insofar as their health condition allows,
- h) refuse the presence of persons who are not directly involved in the provision of healthcare services, and of persons training for the profession of healthcare worker,
- i) receive information about their health condition,
- j) ask questions concerning their health condition and the proposed treatment,
- k) inspect their medical records to the extent stipulated by law,
- l) refuse the provision of healthcare services, unless otherwise provided by law,
- m) choose a healthcare provider in accordance with applicable legal regulations.

4. Opening Hours

4.1. Opening hours are published on the website of HX Clinic.

4.2. During these hours, healthcare professionals are present at the practice and provide healthcare services to clients who have booked appointments.

4.3. HX Medical is entitled to change its opening hours at any time.

5. Booking an Appointment

5.1. Clients must always book an appointment in advance for an examination at the healthcare facility.

5.2. Clients may book an appointment by telephone, by e-mail, through the HX application, or in person at reception. In-person and telephone bookings are possible only during business hours. An appointment date is considered binding only once it has been confirmed by HX Medical.

5.3. Due to the nature and operation of the practices, delays and shifts in appointment times may occur for various reasons. HX Medical has the right to determine the order in which patients are seen.

6. Medical Records

6.1. Only the client or their legal representatives may inspect the medical records and make excerpts and copies from them. The records may not, however, be removed from the practice.

6.2. The first copy of the medical records is provided to the client free of charge.

7. Refusal to Accept a Client into Care

7.1. The provider may refuse to accept a client into care if accepting the client would exceed a sustainable workload, or if their acceptance is prevented by operational reasons, staffing levels, or the

technical and material equipment of the healthcare facility; exceeding a sustainable workload means a situation in which providing healthcare services to this client would reduce the level of quality and safety of the healthcare services provided to clients already accepted into care.

7.2. The provider may terminate a client's care, in particular, where:

- a) it demonstrably transfers the client, with the client's consent, into the care of another provider,
- b) the reasons for providing healthcare services cease to exist,
- c) the client expresses disagreement with the provision of any and all healthcare services,
- d) the client seriously restricts the rights of other clients, intentionally and persistently fails to comply with the proposed individual treatment plan, or, having consented to the provision of healthcare services, fails to comply with the Internal Rules, provided that this conduct is not caused by the client's health condition,
- e) the client ceases to provide the cooperation necessary for the further provision of healthcare services; this does not apply where the lack of cooperation is related to the client's health condition. Termination of care must not result in an immediate threat to life or serious harm to the client's health.

8. Consequences of Violating the Internal Rules

8.1. The healthcare facility may terminate the provision of healthcare services to a client who seriously restricts the rights of other clients, intentionally and persistently fails to comply with the proposed treatment plan, or fails to comply with these Internal Rules.

8.2. In the event that care is terminated due to a violation of these Internal Rules, the client will receive written notice stating the reasons justifying this step.