

Declaration of Patient Rights

A patient of City Hospital Ostrava – Městská nemocnice Ostrava (MNO) has the right to professional healthcare services which meet the capabilities of the MNO.

The patient has the right to healthcare services being administered by comprehensive and qualified workers.

Healthcare services can be provided only with the patient's free and informed consent, unless the law provides otherwise.

The patient has the right to respect, to be treated with dignity, to consideration and the respect of his/her private life in accordance with the nature of the healthcare services being administered.

The patient, if not disallowed by law, has the right to freely decide about his/her healthcare services.

The patient has the right to consultations with other medical institutions. This right may not be invoked mainly in the case of urgent healthcare administration.

The patient has the right and obligation to know the valid internal regulations of the MNO and abide by them.

A minor or person confined or deprived of legal capacity has the right to the continuous presence of his/her legal guardian, a person designated as the legal guardian, a foster-parent or other person to whom the patient was been entrusted by a court or another authority if not disallowed by law, in accordance with the MNO's internal regulations and if the presence of these persons does not disrupt the administration of health care services.

A minor or person confined or deprived of legal capacity may request a person stated above not to be present if he/she tells his/her attending physician that this person abuses or neglects him/her.

The patient has the right to a loved one or a person designated by the patient to be present, if not disallowed by the law, in accordance with the MNO's internal regulations and if the presence of these persons does not disrupt the administration of health care services.

The patient has the right to be informed in advance about the cost of administered healthcare services which are not covered or partially covered by general health insurance and about the means by which they are to be covered, if his/her health allows.

The patient has the right to information about his/her health and about suggested individual treatment and all its modifications.

The patient has the right to ask supplementary questions which relate to his/her health and suggested healthcare services, which must be answered comprehensibly.

The patient has the right to refuse information about his/her health, suggested individual treatment and all its modifications, but can designate a person to whom this information should be submitted. The patient, in accordance with the law, also has the right to disallow the submission of information about his/her health.

The patient has the right to see, acquire listings or copies of medical documentation kept about him in the MNO in accordance with deadlines and conditions stated by legislation. The patient may also designate persons who will have the right to see, acquire listing or copies of medical documentation kept about the patient in the MNO.

The patient, in accordance with law, has the right to express his consent or objection to the administration of healthcare services and the nature of administration if by chance he later would not be able to express his consent or objection (previously expressed wishes).

The patient has the right to know the name or names and surname/s of the medical and other specialist staff directly involved in the administration of healthcare services and for persons preparing themselves for the exercise of the medical profession, who are present while healthcare services are being administered or perform procedures which are part of their studies, in the MNO.

The patient has the right to refuse the presence of persons who are not directly involved in the administration of healthcare services and persons preparing to be medical workers.

The patient has the right to expect all the information about his/her treatment to be considered private. The safety of information about a patient must be ensured even in the case of electronic form.

The patients has, if not disallowed by law, the right to visits, with regard to his/her health, in accordance with the MNO's internal regulations and in a manner which does not violate the rights of other patients.

The patient has, if not disallowed by law, the right to spiritual care and support from churches and religious organisations registered in the Czech republic or from persons authorized to perform religious activities, in accordance with the MNO's internal regulations and in a manner which does not violate the rights of other patients and with regard to his/her health.

The patient has the right to have his/her healthcare services administered in an unrestricting environment while having the quality of healthcare services and his/her safety ensured.

A patient with sensory impairments or severe communication problems caused by health has the right to communicate about administration of healthcare services via means of communication he/she chooses, including a method of interpretation by another person.

A patient with a sensory or physical disability, who uses a specially trained dog (a guide or assistance dog) has, if not disallowed by law, the right to the presence and company of the dog in the MNO in accordance with the MNO's inner regulations, so as not to violate the rights of other patients.

The patient, if not disallowed by law, also has the right to withdraw his/her consent.