

## Internal Rules

Dear Sir/Madam,

**Welcome to the Canadian Medical clinic. An active approach, mutual cooperation and trust are necessary parts of your treatment. With these rules, we would like to familiarise you with the organisational course of hospitalisation and the basic regulations of our facility. These internal rules were formulated in accordance with Act No. 372/2011 Coll., on Healthcare Services and Conditions for the Provision Thereof (hereinafter referred to as the "Healthcare Services Act") and Act No. 373/2011 Coll., on Specific Healthcare Services, as amended (hereinafter referred to as the "Specific Healthcare Services Act").**

1. Upon entering the healthcare facility, please report to the reception of Canadian Medical (hereinafter referred to as "CM") without delay.
2. After entering the clinic, you will be called upon to present your insurance card or other identity document, to fill out an admission form and to provide other data that can, due to its nature, contribute to the improvement of services. You will be examined and the attending personnel will draw up the necessary medical documentation with you.
3. If your contact information (address, telephone number, e-mail address) or health insurer has changed or if there has been a change in your health condition, inform the reception personnel or attending personnel without delay.
4. During admission, you will be informed about the Internal Rules, hygiene rules, regimen and any further information. On the basis of the information provided, you will be asked to sign the Hospitalization consent form. After admission to hospitalization, you will receive your identification bracelet (most often put on the wrist) that serves to increase your safety and ensures clear identification for all of your procedures. Please keep this bracelet at all times during your stay.
5. CM personnel will inform you about the method of paying the costs of the healthcare services that are provided to you on the basis of your consent and that are not covered in full or in part by health insurance.
6. Please pay the invoice without delay after being called upon to do so by CM personnel.
7. CM personnel guarantee you the maximum level of trust, confidentiality and protection of all acquired personal data.
8. You have the right to designate persons who have the right to information about your health condition and can view your medical documentation. The right to have close persons present during the provision of healthcare services arises on your part.
9. You have the right to considerate, professional healthcare provided by qualified workers.
10. When using healthcare services, you are obligated to truthfully inform your doctor about all facts that could have an impact on your health condition and to not conceal any information.
11. The doctor is obligated to inform you in a comprehensible and timely manner about your health condition and the seriousness thereof, and about intended courses of treatment and the possible risks that may arise.
12. You have the right to refuse treatment with respect to risk and to choose a provider authorised to provide healthcare services that correspond to your needs and the right to request consultation services from a different provider or, as the case may be, healthcare worker.
13. The clinic can reject you due to serious technical, safety or personnel reasons or in the case that reduction of the quality of services may occur or that you may be endangered.
14. The clinic can terminate your care in the event that, with your consent, you are transferred to another healthcare facility or if the reasons for provision of healthcare services have ceased to exist.
15. Smoking, consumption of alcohol and drugs and carrying of weapons, ammunition or any other dangerous substances are prohibited throughout the healthcare facility. Violation of this prohibition constitutes a reason for premature termination of hospitalisation.
16. In the event of a fire or other form of endangerment, follow with the personnel's instructions. Emergency exits are visibly marked.
17. Due to safety reasons, the use of your own electrical devices (with the exception of a mobile telephone, tablet, notebook or other smart device, shaver, hairdryer) is prohibited.
18. It is recommended that you not bring larger amounts of cash, valuable items (jewellery, foreign currencies, bankbooks, etc.) and other higher-value personal belongings to the hospital. A safe, which is available in the room next to the bed, is intended for storing cash, valuable items and higher-value personal items.
19. It is recommended that you not bring medications, dietary supplements, food, etc. to the hospital. If you do bring such items with you, please notify the healthcare personnel of such fact and discuss with them the use of such items in the course of your hospitalisation. Food is prepared and served by the attending personnel based on your doctor's recommendations.
20. If you have a mental/physical disorder and you use a guide or assistance dog, you have the right, with respect to your current health condition, to the accompaniment and presence of such dog with you within the scope of the clinic's possibilities while complying with the treatment and hygienic-epidemiological regimens.
21. Please behave in such a manner as to not disturb other clients, not endanger yourself or other clients and not cause any damage to the property or equipment of the clinic. Please maintain cleanliness and tidiness in the course of your stay.
22. WiFi is available for all patients and visitors.
23. CM clinic Walter restricts the presence of legal guardians (or other companions) of underage patients and patients with patients with restricted legal capacity in designated controlled zones, in accordance with Act No. 372/2011 Coll., on Health Services. Therefore, parents are not permitted to be present during the induction of anesthesia or during the surgical procedure itself.
24. The office and visiting hours and other basic information are available on the CM website at [www.canadian.cz](http://www.canadian.cz).

**We believe that you will be satisfied with the provided care and with all other services, and that you will continue to hold our clinic in high regard following completion of your treatment.**

**Thank you for your cooperation.**

**This regulation is valid from October 2025**

**Health. The greatest wealth.**

[canadian.cz](http://canadian.cz)