



PATIENT RIGHTS

ENSHRINED IN THE CHARTER OF PATIENT RIGHTS IN THE SLOVAK REPUBLIC

1. Human rights and freedoms in healthcare:

- » the right to respect for fundamental human rights and freedoms,
- » the right to equal healthcare regardless of race, skin color, gender, religion, political or other beliefs, national or social origin, property, family or other status.

2. General rights of patients:

- » the right to health protection and prevention in accordance with legal regulations,
- » the right to strive to achieve the highest possible level of health,
- » the right to healthcare based on health status and degree of disability, at a professional level, continuously, systematically, and in an accessible form,
- » the right to equal access to healthcare,
- » the right to choose and change a doctor and healthcare facility, with the exception of restrictions defined in a separate law,
- » the right to medical treatment in the event of a serious threat to life or health, at any time in the nearest healthcare facility,
- » if necessary, the right to be examined by a doctor providing secondary care and follow-up care after being examined by a doctor providing outpatient care,
- » the right to participate in the healthcare process, to co-decide on its provision and treatment,
- » the right to highly professional healthcare using modern technology, the right to dignified, ethical and humane treatment.

3. Right to information:

- » the right to be informed in an understandable manner about their state of health (nature of the illness, necessary medical procedures), in writing upon request,
- » the right to be informed about the costs of the healthcare services provided and the price of medicines and medical devices paid by the patient,
- » the right not to be informed if the patient so requests,
- » the right to inspect medical records and make extracts from them (in accordance with the conditions and possibilities of the healthcare facility),
- » the right to request a written report on the diagnosis, course of the illness and treatment upon discharge from the healthcare facility,
- » the right to inspect the medical records after the death of the person by the spouse, adult person who lived with him/her in a common household at the time of death, and adult children (if none, then parents).

4. Patient consent:

- » informed consent of the patient is a prerequisite for any examination and treatment,
- » the right to refuse or interrupt medical treatment, except in cases provided for by applicable law,
- » if it is impossible to obtain the patient's consent in a situation where medical treatment is necessary and urgent, the treatment may be performed without consent,
- » only a donor who is fully capable of legal acts may consent to the removal of organs from the body of a living donor for the purpose of their transfer to the body of another person for the purpose of treatment, in writing; the donor may revoke their consent at any time,
- » The removal of organs from the bodies of deceased persons for transplantation or scientific research purposes is only possible if the person did not make a written or otherwise demonstrable statement during their lifetime that they did not consent to this procedure.
- » The inclusion of a patient in scientific and technical studies and in clinical teaching requires informed consent in writing, which the patient may revoke at any time.

5. Consent in the case of patients who are incapable of making decisions for themselves:

- » in the case of minors, patients deprived of legal capacity, or patients with limited legal capacity, consent shall be given by a legal representative or guardian, or by the person who has custody of the minor,
- » If it is not possible to obtain the consent of a patient with limited legal capacity or the consent of the representative of a patient who has been deprived of legal capacity, the consent of a professional consultation is required, which may be obtained without this consent in cases where the patient's life is at risk.

6. Confidentiality:

- » Information about the patient's health, diagnoses, treatment, prognosis, and all other personal information is confidential during the patient's lifetime and after death. The right to confidentiality and data protection applies to the period of processing and exchange, including in electronic form.
- » Data from medical records may be provided in the form of extracts to a prosecutor, investigator, police authority or court upon written request, stating the reasons for the request.
- » Complete medical records on the patient shall be kept by the healthcare facility for 20 years after the patient's death.
- » Information about the patient and access to their medical records may be provided for statistical and scientific purposes in accordance with applicable law.

7. Treatment and care:

- » the right to know the basic details (name and surname) of the healthcare professionals who are caring for and treating the patient,
- » the right to examination, treatment and, if necessary, the patient's stay in a healthcare facility after admission to a healthcare facility are carried out in accordance with the principles of human dignity and the preservation of the patient's privacy; healthcare services provided by healthcare professionals are provided in accordance with the principles of ethical and dignified treatment,
- » the right to receive healthcare appropriate to his or her state of health at an agreed or reasonable time, under agreed and approved conditions, and as quickly as possible in the event of an acute or life-threatening condition,
- » the right of women, in agreement with the healthcare facility, to choose an adult person to be present during childbirth,
- » the right of patients to appropriate continuity of care, including cooperation between healthcare facilities,
- » the right of the patient to receive support from family and friends during the provision of healthcare, subject to the conditions of the healthcare facility,
- » the right of the patient to be informed of the reasons for discharge or transfer to another healthcare facility if the reasons for the patient's further stay no longer exist, or of the further treatment procedure, in a manner consistent with applicable law,
- » the right to the presence of an accompanying person after the admission of a child to institutional care is possible for children under 6 years of age, based on the recommendation of the attending physician, or for children over 6 years of age or until the end of compulsory school attendance, after assessment of their mental and physical condition, based on the recommendation of a doctor, with the consent of the reviewing doctor and the accompanying person; the stay of the accompanying person is considered institutional care.

8. Care for the terminally ill and dying:

- » the right of a patient in the terminal stage of an illness to relief and alleviation of pain in accordance with current knowledge and possibilities of health care for the dying,
- » the right of terminally ill and dying patients to humane care,
- » the right to have a person of their choice present during the last moments of their life,
- » the right to die with dignity,
- » the right to have a written request not to be resuscitated or to refuse medical interventions and procedures respected.

9. Complaints:

- » the right to lodge a complaint if the patient believes that their right to healthcare has been violated,
- » the patient may lodge a complaint with the director of the state healthcare facility where the healthcare was provided, or with the state district doctor or state regional doctor, the Ministry of Health of the Slovak Republic, or professional organizations and other institutions.

10. Compensation for damages:

- » the right to compensation for damages incurred by the patient during the provision of healthcare, in accordance with applicable legal regulations and based on a court decision.

Patient rights are integrated into the Internal Patient Safety Assessment System at Penta Hospitals SK.