

## **Internal Rules of Procedure of RIGA EAST UNIVERSITY HOSPITAL**

### **I. Definitions**

- 1) **Patient** - a person who receives or seeks healthcare services;
- 2) **patient's authorised representative** - a person the patient has informed the medical institution about (in writing, by signing the power of attorney by hand or with a secure electronic signature, in the form of a notarial deed, by submitting a notarised power of attorney, or orally, with the medical institution completing it in writing and the patient signing) or by making a corresponding authorisation entry in the Unified Electronic Information System of the Health Sector, or "e-veselība" (e-health), indicating that he or she is entitled to consent to or refuse medical treatment in general or a medical treatment method on behalf of the patient, as well as to receive information in accordance with Article 4 of the Law on the Rights of Patients;
- 3) **patient's legal representative** - a person who represents a minor patient (a parent or natural guardian or a guardian appointed by a decision of the orphan's court), a patient who lacks legal capacity and a patient with limited legal capacity (a guardian appointed by the orphan's court on the basis of a court decision), in accordance with the procedure laid down by law;
- 4) **patient's accompanying person** - a person who, in certain circumstances, has the right to be with the patient in the clinical centre of the medical institution;
- 5) **visitor** - a person who has the right to visit the patient in the medical institution for the purpose of exercising the patient's right under Article 5(2) of the Law on the Rights of Patients to the necessary support during treatment, which may be provided by family and other persons, such as relatives, friends and a clergy member.

### **II. Purpose of the Rules**

1. The Internal Rules of Procedure (hereinafter - the Rules) of the RIGA EAST UNIVERSITY HOSPITAL (hereinafter - the Hospital) define the rights and responsibilities of the patient, the patient's authorised representative, the patient's legal representative, the patient's accompanying person and the visitor who are present in the premises and territory of the Hospital.

### **III. General Terms & Conditions**

2. The patient, the patient's authorised representative, the patient's legal representative, the patient's accompanying person and the visitor shall comply with the orders, instructions or requests of the Hospital's staff and the Hospital's security service staff.
3. The patient's authorised and legal representative are bound by the patient's rights and responsibilities.
4. The following shall be observed in the Hospital:
  - 4.1. fire and electrical safety requirements;
  - 4.2. rights of the Hospital's staff and others;
  - 4.3. these Rules, generally accepted ethical and moral standards;
  - 4.4. the Hospital's epidemiological safety requirements, including the use of personal protective equipment, changeable shoes or boot swabs, if required by the Hospital's clinical centre/clinic/department policy.
5. In the premises and territory of the Hospital, it is prohibited to:
  - 5.1. smoke, except in designated areas;

- 5.2. bring, use or be under the influence of alcohol, drugs or other intoxicating substances, except when the patient under the influence of alcohol, drugs or other intoxicating substances is admitted to the Hospital for emergency medical treatment;
- 5.3. bring in any animals, except guide dogs or assistance dogs, which are necessary for persons with special needs.
6. Photography, filming and audio recording of other persons is only allowed with their permission, provided that it does not interfere with or jeopardise patient care and treatment, and does not affect the privacy rights of others. Photography and filming of the Hospital's territory and premises is allowed only with the approval of the Hospital's staff.
7. The use of a personal telephone, computer or other electronic devices is allowed in the Hospital's territory and premises, where it is not prohibited by special information signs and in such a way that it does not disturb other persons and the treatment process.
8. The Hospital's environment shall be maintained clean and tidy and the Hospital's equipment shall be used with care by the person. For intentional damage to the Hospital's property, responsibility shall be taken and the damages shall be compensated.
9. The patient, the patient's authorised representative, the patient's legal representative, the patient's accompanying person and the visitor have the right to submit an application, proposal and complaint about the healthcare services provided to the head of the Hospital's department, the attending physician or the administration.
10. If the Rules are not observed, in case of a conflict, the Hospital's security service may be called in or the national/municipal police may be summoned.

#### **IV. Patient's Rights**

11. The patient (either in person or through an authorised or legal representative) has the right to:
  - 11.1. have access to quality healthcare services and information about their health;
  - 11.2. accept visitors and choose the range of visitors, in accordance with the procedures for accepting visitors of the Hospital's clinical centre;
  - 11.3. use personal food products when authorised for the health condition and treatment prescribed;
  - 11.4. hand over the patient's belongings (clothing, valuables, documents, medicines and other valuable items) to the Hospital for safekeeping and receive them in accordance with the Hospital's current procedures for the circulation of patient-owned belongings;
  - 11.5. in the event of proposals, conflicts, complaints or uncertainties, approach the attending physician, the department's leading nurse, the head of the department or clinic, the head nurse or head physician of the clinical centre, following the established order;
  - 11.6. be accompanied by a person during the stay in the Hospital's 24-hour clinical centre in the cases and according to the procedures laid down.
12. In cases where the patient does not have access to a personal mobile phone, the patient (either in person or through the patient's authorised or legal representative) may ask the Hospital's staff to make it possible to use the Hospital's phone to contact his/her relatives to inform them of his/her health condition or whereabouts.
13. When registering and/or receiving treatment at the Hospital, the patient (either in person or through the patient's authorised or legal representative) has the right to indicate:
  - 13.1. the range of persons to whom disclosure of information about their stay in the Hospital and/or their state of health is permitted, specifying the scope of the information to be provided, recording this information in the patient's medical records or in the treatment

contract with the patient for the provision of healthcare services in an inpatient/day clinical centre;

- 13.2. the person who is authorised, if necessary, to consent to or refuse the treatment as a whole or the method of treatment on the patient's behalf, recording this information in the patient's medical records or in the healthcare contract with the patient for the provision of healthcare services in an inpatient/day clinical centre.

#### **V. Patient's Responsibilities**

14. The patient (either in person or through the patient's authorised or legal representative), upon check-in and/or treatment at the Hospital, shall, at the request of the Hospital's staff, present an identity document and other documents related to treatment (results of examinations or analyses, extracts, etc.), as well as sign the Hospital's treatment contract with the patient for the provision of healthcare services in an inpatient/day clinical centre, which is binding on the patient without the signature of the Hospital's representative.
15. The patient (either in person or through an authorised or legal representative) shall comply with:
  - 15.1. all instructions from the Hospital's staff related to treatment and care, including the diet prescribed for the health condition;
  - 15.2. the daily routine at the Hospital;
  - 15.3. personal hygiene.
16. The patient (either in person or through an authorised or legal representative) is obliged to:
  - 16.1. wear the patient's identification wristband until the patient is discharged from the Hospital;
  - 16.2. be actively involved in the treatment process, providing the attending physician with all the information needed to provide treatment;
  - 16.3. not endanger own health, safety or life or that of others;
  - 16.4. leave the Hospital's department/clinic and territory only with prior approval from the medical staff;
  - 16.5. pay for the services provided by the Hospital in accordance with the invoice issued by the Hospital;
  - 16.6. upon discharge from the Hospital, remove from the storage place the patient's belongings that have been handed over to the Hospital in accordance with the Hospital's current procedures for the circulation of patient-owned belongings;
17. A patient who fails to comply with the Rules, including the treatment instructions and the prescribed regimen, by deliberately harming his/her health and/or influencing the treatment process, may be refused healthcare services in whole or in part if there is no immediate risk to the patient's life.

#### **VI. Visitor's Rights and Responsibilities**

18. A visitor has the right to:
  - 18.1. visit the patient with the patient's consent and hand over a package containing items necessary for the patient during his or her stay at the Hospital in accordance with the Hospital's procedures for visiting patients and handing over packages for patients;
  - 18.2. bring in and hand over food products to the patient, if this is allowed according to the patient's health condition and the prescribed treatment process.
19. A visitor is obliged to:
  - 19.1. comply with the visiting policy of the Hospital's clinical centre, including the number of visitors, time and duration of visits;
  - 19.2. treat others and the Hospital's staff with courtesy and respect;

19.3. not interfere with the healthcare process without an important reason.

### **VII. Rights and Responsibilities of the Person Accompanying the Patient**

20. The patient's accompanying person has the right to stay with the patient in the Hospital's clinical centre, in accordance with the Hospital's procedure for the accompanying person's stay at the Hospital's clinical centre.
21. The decision on the stay of the accompanying person at the Hospital is taken by the attending physician or the duty doctor, taking into account the patient's health condition and the need for special care, when it is necessary for a patient with mobility problems, or when the accompanying person needs to learn special patient care skills, in the following cases paid for by the National Health Service:
  - 21.1. the treatment causes psycho-emotional distress or is potentially painful;
  - 21.2. bed rest is required and is not ensured by adherence;
  - 21.3. oral or parenteral rehydration, parenteral feeding or long-term parenteral administration of medicines is required;
  - 21.4. communication without an accompanying person is difficult or impossible;
  - 21.5. being in a 24-hour clinical centre causes psycho-emotional disturbances that can have a negative impact on the quality of healthcare and the safety of the patient or healthcare workers;
  - 21.6. a child under seven years old.
22. If a child is over seven years old, the constant presence of an accompanying person and meals are an optional chargeable service according to the Hospital's price list for chargeable services.

### **VIII. Miscellaneous**

23. The Rules enter into force on 1 February 2024.