

## **Internal Regulations of SIA "Rīgas Austrumu klīniskā universitātes slimnīca" [Limited Liability Company Riga East Clinical University Hospital]**

### **I. Definitions**

- 1) **Patient** – a person who receives or requests healthcare services.
- 2) **Patient's authorised representative** – a person regarding which the patient has notified the medical treatment institution (in writing, by signing the authorisation by hand or with a secure electronic signature, in form of a notarial deed by submitting a notarised power of attorney, or verbally, with the medical treatment institution drawing it up in writing and the patient signing it) or made a corresponding authorisation entry in the unified electronic information system of the healthcare sector, i.e., E-health, indicating that this person is authorised to consent to or refuse treatment in general or a specific treatment method and receive information in accordance with Section 4 of the Law on the Rights of Patients.
- 3) **Patient's legal representative** – a person legally representing a minor patient (a parent or natural guardian, or a guardian appointed by the decision of the Orphan's and Custody Court), a legally incapable patient, or a partially legally competent patient (a guardian appointed by the Orphan's and Custody Court, based on a court judgment).
- 4) **Person accompanying the patient** – a person who, in certain cases, has the right to accompany the patient in the inpatient facility of the medical treatment institution.
- 5) **Visitor** – a person who has the right to visit the patient in the medical treatment institution for the purpose of exercising the patient's rights to necessary support during treatment, as specified in Section 5(2) of the Law on the Rights of Patients, which may be provided by the family and other individuals, such as relatives, friends, or clergy.

### **II. Purpose of the Regulations**

1. The internal regulations (hereinafter – the Regulations) adopted by SIA "Rīgas Austrumu klīniskā universitātes slimnīca" [Limited Liability Company Riga East Clinical University Hospital] (hereinafter – the Hospital) prescribe the rights and obligations of the Hospital's patient, the patient's authorised representative, the patient's legal representative, the person accompanying the patient, and the visitor while they are present in the Hospital premises and territory.

### **III. General Provisions**

2. The patient, the patient's authorised representative, the patient's legal representative, the person accompanying the patient, and the visitor shall comply with the instructions, directions, or requests of the Hospital staff and security personnel.
3. The patient's authorised and legal representative shall be bound by the patient's rights and obligations.
4. The following shall be observed in the Hospital:
  - 4.1. fire and electrical safety requirements;
  - 4.2. rights of the Hospital staff and other individuals;
  - 4.3. these Regulations and generally accepted ethical and moral standards;
  - 4.4. epidemiological safety requirements established by the Hospital, including those governing the use of personal protective equipment, indoor footwear, or shoe covers, if required by the procedures of the Hospital's inpatient facility/clinic/department.
5. In the Hospital premises and territory, it shall be prohibited to:
  - 5.1. smoke, except in designated areas;
  - 5.2. bring in, use, or be under the influence of alcohol, narcotic, or other intoxicating substances, except in cases where the patient arrives at the Hospital under the influence of alcohol, narcotic, or other intoxicating substances to receive emergency medical assistance;
  - 5.3. bring in animals, except for service or assistance dogs required by individuals with special needs.
6. Photographing, filming other individuals, and making audio recordings shall be permitted only with the consent of those individuals, provided it does not affect or endanger patient care and treatment and does

not constitute an infringement of the privacy rights of others. Photographing and filming within the Hospital territory and premises shall be allowed only with the approval of the Hospital staff.

7. The use of personal phones, computers, or other electronic devices shall be permitted in the Hospital premises and territory where it is not prohibited by specific information signs and only in a manner that does not disturb other individuals and the treatment process.
8. The Hospital environment shall be kept clean and tidy, while the Hospital equipment used by the individual shall be treated with care. The respective individual shall be liable and compensate for any damages to the Hospital equipment.
9. The patient, the patient's authorised representative, the patient's legal representative, the person accompanying the patient, and the visitor shall have the right to submit an application, suggestion, and complaint on the received healthcare services to the head of the Hospital department, the attending physician, or administration.
10. In case of non-compliance with the Regulations, which results in a conflict, an employee of the Hotel security service or the State/Municipal Police may be called.

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

11. The patient (either individually or through the patient's authorised or legal representative) shall have the right to:
  - 11.1. receive high-quality healthcare services and information on their health status;
  - 11.2. receive visitors and choose individuals who may visit the patient in accordance with the visiting procedures established by the Hospital's inpatient facility;
  - 11.3. consume personal food products, if permitted based on the patient's health status and the prescribed treatment process;
  - 11.4. hand over personal belongings (such as clothing, valuables, documents, medications, and other valuable items) to the Hospital for safekeeping and have them returned in accordance with the applicable procedures established by the Hospital for handling the patient's belongings;
  - 11.5. contact the attending physician, the senior nurse of the department, the head of the department or clinic, the senior nurse of the inpatient facility, or the lead physician of the inpatient facility in the event of suggestions, conflicts, complaints, or uncertainties, following the established hierarchy;
  - 11.6. have a person accompanying the patient stay with them in the inpatient facility in the cases and in accordance with the procedures established by the Hospital.
12. In cases where the patient does not have access to a personal mobile phone, the patient may (either individually and through the patient's authorised or legal representative) request the Hospital staff to ensure them the possibility of using the Hospital's telephone to contact relatives and inform them about the health status or location.
13. Upon registration and/or while being treated at the Hospital, the patient (either individually or through the patient's authorised or legal representative) shall have the right to indicate:
  - 13.1. the individuals who may be informed about the patient's hospitalisation and/or health status, specifying the scope of information to be provided, with that information being recorded in the patient's medical record or the agreement concluded with the patient regarding the provision of healthcare services in the inpatient facility/day care facility;
  - 13.2. the individual who, if necessary, shall be authorised to consent to or refuse treatment or a specific treatment method on behalf of the patient, with that information being recorded in the patient's medical record or the agreement concluded with the patient regarding the provision of healthcare services in the inpatient facility/day care facility.

#### **V. Patient's Obligations**

14. Upon registration and/or during treatment at the Hospital, the patient shall (either individually or through the patient's authorised or legal representative), upon the request of Hospital staff, present a personal identification document and other documents related to treatment (such as the results of tests and analyses, discharge summaries, etc.), as well as sign the agreement on the provision of healthcare services in the

inpatient facility/day care facility concluded between the Hospital and the patient, which shall be binding upon the patient without the signature of the Hospital's representative.

15. The patient shall (either individually or through the patient's authorised or legal representative) comply with the following:
  - 15.1. all instructions from the Hospital staff related to the treatment process and care, including the diet prescribed based on the patient's health status;
  - 15.2. daily routine established by the Hospital;
  - 15.3. personal hygiene.
16. The patient shall (either individually or through the patient's authorised or legal representative) have the obligation to:
  - 16.1. wear the patient identification wristband until discharge from the Hospital;
  - 16.2. actively participate in the treatment process by providing the attending physician with all information necessary for treatment;
  - 16.3. not endanger their own health, safety, and life or that of others;
  - 16.4. leave the Hospital department/clinic and territory only with prior approval by the medical staff;
  - 16.5. pay for the services provided by the Hospital in a timely manner, based on the invoice issued by the Hospital;
  - 16.6. upon discharge from the Hospital, retrieve from storage the patient's personal belongings handed over to the Hospital for safekeeping, in accordance with the applicable procedures established by the Hospital for handling the patient's belongings.
17. A patient who fails to comply with the Regulations, including instructions on treatment and prescribed regime, and thereby deliberately harms own health and/or affects the treatment process, may be denied healthcare services in full or in part, provided there is no direct threat to the patient's life.

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

18. The visitor shall have the right to:
  - 18.1. visit the patient with the patient's consent and deliver a parcel containing items necessary for the patient during their stay in the Hospital's inpatient facility, in accordance with the procedures established by the Hospital's inpatient facility for patient visits and the delivery of parcels intended for patients;
  - 18.2. bring and deliver food products to the patient, if permitted based on the patient's health status and the prescribed treatment process.
19. The visitor shall have the obligation to:
  - 19.1. comply with the procedures established by the Hospital's inpatient facility for patient visits, including the permissible number of visitors, visiting hours, and duration of visits;
  - 19.2. behave politely and treat others and the Hospital staff with respect;
  - 19.3. not disturb the treatment process without an important reason.

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

20. The person accompanying the patient shall have the right to stay in the Hospital's inpatient facility together with the patient, in accordance with the procedures established by the Hospital regarding the presence of the person accompanying the patient in the inpatient facility.
21. The decision on the presence of the person accompanying the patient in the Hospital's inpatient facility shall be taken by the attending or on-call physician, taking into account the patient's health status and the need for special care, when the patient has mobility impairments or the accompanying person requires specific patient care skills, in the following cases financially covered by the National Health Service:
  - 21.1. the relevant procedure causes psycho-emotional stress or is potentially painful;
  - 21.2. bed rest is required and adherence cannot be ensured otherwise;
  - 21.3. oral or parenteral rehydration, parenteral nutrition, or long-term parenteral drug administration is required;
  - 21.4. communication is difficult or impossible without the presence of the accompanying person;

**APPROVED**

by the decision of the Board of SIA "Rīgas Austrumu klīniskā universitātes slimnīca"  
[Limited Liability Company Riga East Clinical University Hospital]  
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- 21.5. the presence in the inpatient facility causes psycho-emotional disturbances that may adversely affect the quality of healthcare or the safety of the patient or medical staff;
- 21.6. the patient is a child under the age of seven.
- 22. If the child is older than seven years of age, the constant presence of the accompanying person and their meals shall be considered an optional fee-based service, as specified in the Hospital's price list for fee-based services.

#### **VIII. Final Provisions**

- 23. The Regulations shall come into force on 1 February 2024.