



PATIENT RIGHTS

*prepared on the basis of the Act of 6 November 2008
on patient rights and the Patient Rights Ombudsman
(Journal of Laws of 2024, item 581, as amended)*

The patient's right to healthcare services

- 1) A patient has the right to healthcare services that meet the requirements of current medical knowledge.
- 2) Where the provision of appropriate healthcare services is limited, a patient has the right to a transparent, objective procedure, based on medical criteria, for determining the order of access to those services.
- 3) A patient has the right to request that the healthcare provider:
 - 1) a doctor consult another doctor or convene a medical consultation,
 - 2) a nurse (midwife) consults another nurse (midwife).
- 4) A patient has the right to immediate provision of healthcare services in the event of a threat to health or life.
- 5) In the case of childbirth, a patient has the right to receive healthcare services related to childbirth.
- 6) A patient has the right to healthcare services provided with due care, in conditions that meet the relevant professional and sanitary requirements.

The patient's right to information

1. A patient has the right to information about his/her state of health.
2. A patient or his/her legal representative, and a minor who has reached the age of 16, have the right to receive from a healthcare professional accessible information about the patient's state of health, diagnosis, proposed and possible diagnostic and therapeutic methods, the foreseeable consequences of their application or omission, the results of treatment and the prognosis, within the scope of the healthcare services provided by that person and in accordance with his/her professional qualifications. After

receiving the information referred to above, the patient has the right to express their opinion on the matter to the healthcare professional.

3. A patient or his/her legal representative has the right to consent to the disclosure of health information to other persons.
4. A patient has the right to request that the healthcare professional refrain from providing him/her with information regarding his/her health condition, diagnosis, proposed and possible diagnostic and therapeutic methods, the foreseeable consequences of their application or omission, treatment outcomes and prognosis.
5. A minor patient under the age of 16 has the right to receive information from a healthcare professional to the extent and in the form necessary for the proper conduct of the diagnostic or therapeutic process.
6. A patient or his/her legal representative, and a minor who has reached the age of 16, have the right to receive accessible information from a nurse or midwife regarding nursing care and procedures.
7. In the event that a doctor refuses to undertake or withdraws from the treatment of a patient, the patient or his/her legal representative or actual carer has the right to be informed sufficiently in advance of the doctor's intention to withdraw from the patient's treatment and to be advised by that doctor of the possibility of obtaining healthcare services from another doctor or healthcare provider.
8. A patient has the right to receive information about their rights, provided by the healthcare provider in writing.
9. In the case of a patient who is unable to move, information on the patient's rights shall be made available in a manner that allows the patient to familiarise themselves with it in the room where they are staying.
10. A patient has the right to information regarding the type and scope of healthcare services provided by the healthcare provider.
11. A patient with special needs has the right to receive the information referred to in points 1–10 in a manner they can understand, in particular using communication aids.

Right to report adverse reactions to medicinal products

1. A patient, his/her legal representative or actual carer has the right to report an adverse reaction to a medicinal product to healthcare professionals, the President of the Office for Registration of Medicinal Products, Medical Devices and Biocidal Products, or the entity responsible for placing the medicinal product on the market.

The patient's right to confidentiality of information relating to him/her

1. A patient has the right to have information relating to him/her, obtained in the course of the practice of the medical profession, kept confidential by healthcare professionals, including those providing them with healthcare services.
2. Healthcare professionals are obliged to keep information relating to a patient, in particular regarding his/her state of health, confidential.
3. The provisions of point 2 shall not apply where: separate legislation so provides; maintaining confidentiality may pose a danger to the life or health of a patient or other persons; the patient or his/her legal representative consents to the disclosure of the information; there is a need to provide necessary information about the patient, relating to the provision of healthcare services, to other medical professionals involved in providing those services; for proceedings before the provincial commission for the adjudication of medical incidents.
4. Medical professionals are obliged to maintain confidentiality even after a patient's death (with the exception of: the cases referred to in point 3, other persons involved in the provision of healthcare services, and proceedings before the provincial commission for adjudicating medical incidents), unless a close relative consents to the disclosure of confidential information. Exemptions from confidentiality do not apply if another close relative objects to the disclosure of confidential information or if the patient objected to this during their lifetime. The objection is attached to the medical records. In the event of a dispute, consent to the disclosure of confidential information is granted by the court.

The patient's right to consent to the provision of healthcare services

1. A patient has the right to consent to the provision of specific healthcare services or to refuse such consent after receiving comprehensive information regarding the healthcare services to be provided.
2. A patient, including a minor who has reached the age of 16, has the right to consent to an examination or the provision of other healthcare services.
3. The legal representative of a minor patient, a patient who is completely incapacitated, or a patient unable to give informed consent, has the right to consent to an examination or the provision of other healthcare services. In the absence of a legal representative, this right, in relation to an examination, may be exercised by the actual carer.
4. A minor patient who has reached the age of 16, a person who has been deprived of legal capacity, or a patient who is mentally ill or mentally disabled but possesses sufficient discernment,

has the right to object to the provision of healthcare, notwithstanding the consent of his/her legal representative or actual carer. In such a case, the permission of the guardianship court is required.

5. In the case of surgery or the use of a treatment or diagnostic method posing an increased risk to a patient, consent must be given in writing.
6. Where consent is given for a surgical procedure or the use of a treatment or diagnostic method posing an increased risk to a patient, consent is given via the Online Patient Account or by means of a handwritten signature; a written form is required.
7. The rules governing the performance of an examination or the provision of other healthcare services by a doctor, paramedic or nurse despite the absence of consent or in the face of an objection are laid down in other legislation.

The right to respect for the patient's privacy and dignity

1. A patient has the right to respect privacy and dignity, in particular when receiving healthcare services.
2. The right to respect for dignity also includes the right to die in peace and dignity.
3. A patient has the right to pain relief.
4. At a patient's request, a relative may be present whilst healthcare services are being provided.
5. A doctor, nurse or other person providing healthcare services to a patient may refuse the presence of a relative during the provision of healthcare services if there is a likelihood of an epidemic threat or for reasons of the patient's health and safety. The refusal shall be recorded in the medical records.
6. Medical professionals other than those providing healthcare services may be present during the provision of such services only where this is necessary due to the nature of the service or the performance of monitoring activities in accordance with the regulations on medical practice. The participation and presence of other persons requires the consent of a patient, and in the case of a minor, a person who is completely incapacitated or unable to give informed consent, the consent of their legal representative and the healthcare professional providing the healthcare service.

The patient's right to medical records

1. A patient has the right to access medical records concerning his/her state of health and the healthcare services provided to them.
2. The hospital shall make the medical records available to a patient or his/her legal representative, or to a person authorised by the patient.
3. Medical records are made available:
 - 1) for inspection at the premises of the healthcare provider, with a patient or other authorised bodies or entities being allowed to take notes or photographs;
 - 2) by producing extracts, copies or printouts thereof;
 - 3) by issuing the original against a receipt and subject to its return after use, at the request of public authorities or the courts, as well as in cases where a delay in issuing the medical records could endanger the patient's life or health;
 - 4) via electronic means of communication;
 - 5) on an electronic data storage medium;
 - 6) by creating a digital copy (scan) and transmitting it via electronic means of communication or on a data storage medium - documentation maintained in paper form.
 - 7) X-ray images taken on film are made available against a receipt and subject to return after use.
4. Following a patient's death, medical records are made available to a person authorised by the patient during his/her lifetime or to the person who was the patient's legal representative at the time of his/her death. Medical records are also made available to a close relative, unless another close relative objects to this or the patient objected to this during his/her lifetime. In the event of a dispute regarding access to medical records, the court shall grant permission for access to the medical records.
5. The Hospital charges a fee for the disclosure of medical records by producing extracts, copies or duplicates thereof in accordance with the applicable regulations, with the exception of the first disclosure of records to a patient or their legal representative to the extent requested by them, and to the provincial commission for the adjudication of medical incidents.
6. Medical records intended for destruction may be issued to a patient, his/her legal representative or a person authorised by him/her.

The patient's right to object to a doctor's opinion or decision

1. A patient or his/her legal representative may object to a doctor's opinion or decision if the opinion or decision affects the patient's rights or obligations under the law.
2. The objection shall be lodged with the Medical Commission operating under the Patient Ombudsman, through the Patient Ombudsman, within 30 days of the date on which the opinion or decision was issued by the doctor assessing the patient's state of health.
3. The objection must be substantiated, including a reference to the legal provision from which the patient's rights or obligations arise.
4. There is no right of appeal against the decision of the Medical Commission.

The patient's right to respect for private and family life

1. A patient receiving treatment in a ward of the Hospital has the right to contact other people in person, by telephone or by post.
2. A patient has the right to refuse contact with other people.
3. A patient has the right to additional nursing care provided by a relative. Additional nursing care is understood to mean care that does not consist of the provision of healthcare services, including care provided to a female patient during pregnancy, childbirth and the postnatal period. The patient shall bear the costs of exercising the rights referred to in this point if the exercise of those rights results in costs incurred by the Hospital. The amount of the fees shall be determined by the Hospital Director.
4. Additional nursing care provided to a patient who is a minor or who holds a certificate of significant disability also includes the right for a legal representative or actual carer to stay with the patient at no cost.

The patient's right to pastoral care

1. A patient admitted to a ward of the Hospital has the right to pastoral care of his/her own faith.
2. In the event of a deterioration in health or a life-threatening situation, the Hospital shall enable a patient to contact a clergyman.

The patient's right to store valuables in a safe deposit box

1. A patient admitted to a ward of the Hospital has the right to store valuables in a safe deposit box. The cost of exercising this right is borne by the Hospital.
2. A patient shall notify the Hospital ward staff of his/her intention to place valuables in a safe deposit box.

The manager of the healthcare provider or a doctor authorised by him/her may restrict the exercise of the patient's rights in the event of an epidemic threat or due to the provider's organisational capacity.

We wish you a quick recovery.

Adam Fimiarez

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Director

of the Pope John Paul II Independent Public Provincial Hospital

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