

INTERNAL RULES AND REGULATIONS

OF THE HOSPITAL OF THE LITHUANIAN UNIVERSITY OF HEALTH SCIENCES PUBLIC INSTITUTION KAUNAS CLINICS

I. GENERAL PROVISIONS

1. The Internal Rules and Regulations of the hospital of the Lithuanian University of Health Sciences Public Institution Kaunas Clinics (hereinafter Kaunas Clinics) (hereinafter Regulations) determine the main principles of interrelations of the employees, patients of Kaunas Clinics and visiting persons, as well as behaviour norms. Separate internal rules and regulations of the subsidiaries shall be determined for the subsidiaries of Kaunas Clinics. They cannot contradict to these Regulations and shall stress the peculiarities of the subsidiary's activity.

2. In their activity, Kaunas Clinics shall follow the Constitution of the Republic of Lithuania (RL), Laws on Health Care Institutions, Health System, Public Institutions, Medical Insurance, Rights of Patients and Reimbursement of Damage to Health, other current RL laws and legal acts, Statute of the Lithuanian University of Health Sciences, and Articles of Association of Kaunas Clinics.

3. These Regulations are obligatory for all the persons present in the territory and premises of Kaunas Clinics.

4. Abbreviations and concepts used in these Regulations:

4.1. **Outpatient units** – Consultation Outpatient Clinic of Kaunas Clinics and outpatient units of profile clinics.

4.2. **Inpatient units** – inpatient units of profile clinics.

4.3. **PHCI** – personal health care institutions.

4.4. **PHCS** – personal health care services.

4.5. **Patients** – the persons, who use the testing and treatment services provided in Kaunas Clinics, regardless whether they are healthy or ill.

4.6. **Reception units** – Emergency medical service of Kaunas Clinics and other divisions of reception of the patients.

4.7. **FOHI** – Fund of obligatory health insurance.

5. The territory of Kaunas Clinics, premises of common usage and certain specialized units marked by special marks are watched by video cameras.

6. It is forbidden in Kaunas Clinics (premises and territory):

6.1. to consume alcohol and tobacco products (to smoke);

6.2. to bring (carry) in the pets;

6.3. to drive any vehicles without having the permit issued by Kaunas Clinics;

6.4. to film, make photos of the premises, staff and patients, or to infringe their privacy otherwise without having the permit issued by Kaunas Clinics;

6.5. to disturb public order and peace.

II. ARRIVAL PROCEDURE F THE PATIENTS TO THE INSTITUTION

7. Arrival due to urgent or necessary help.

7.1. The urgent and necessary help shall be provided as specified by the Ministry of Health.

7.2. The patients shall be directed (go) to the reception units if they need urgent medical help.

7.3. The appointment card is not needed for necessary help.

8. Arrival for consultations of the specialists

8.1. The services of primary health care (general practitioner) shall be provided to the residents, who are registered in the Clinic of Family Health of Kaunas Clinics (2 Eiveniu str.) and in the subsidiary of this clinic (49 Vytauto ave.), following the procedure approved by the RL Minister of Health.

8.2. The doctors-specialists shall consult the patients in the outpatient units during the set hours.

8.3. In case of emergency, when the outpatient units are closed, the patients shall be consulted in the reception units.

8.4. It is possible to register for the consultations of doctors in the following mode: in the reception – personally or by phone, on the website of Kaunas Clinics www.kaunoklinikos.lt or www.sergu.lt using the electronic advance registration system of the patients. The work hours, addresses, phone numbers of the receptions and the work schedules of the doctors are announced on the website of Kaunas Clinics, in the information publications and on the stands.

8.5. When the patients arrive for the consultation of the doctor-specialist, they should go to reception and provide the personal identity and insurance documents (if the services are covered by the FOHI funds) and the appointment card (if available) upon the request of the reception's employee. The appointment card is not necessary in the cases specified in the orders of the RL Minister of Health and when the patient asks for the paid consultation of the specialist.

9. Sending of patients to inpatient facility:

9.1. The patients are registered for scheduled inpatient treatment in the Consultation Outpatient Clinic and in the outpatient units of profile clinics. They receive the registration ticket and the room, where they have to come on the set day, is indicated.

9.2. The patients have to come for the scheduled inpatient treatment on the set day to the indicated room. They must bring the following documents:

9.2.1. appointment card of the defined form;

9.2.2. card of the pregnant woman, woman after labour or newborn (Form No. 113/a) – only for pregnant women and women after labour;

9.2.3. personal identity document;

9.2.4. insurance document (if it is necessary to prove that the health care services will be paid from the FOHI funds).

9.3. The patients are received for the scheduled inpatient treatment in the outpatient units (from 9:00 am until 2:00 pm).

9.4. The doctors working in the reception units shall make decisions about sending to inpatient facility in case of emergency.

9.5. The patients, who are sent to the inpatient facility, shall change the clothes to special clothes of patients in the Emergency medical service (reception units). The patients may change to their clean and tidy personal clothes (white goods, pyjamas, robe, etc.) and shoes if they satisfy the requirements for clothes used in the hospital.

9.6. The personal clothes of the patients may be left for storage in Kaunas Clinics. In such a case the patient receives the voucher of certain form, according to which the clothes are returned when leaving the inpatient facility.

9.7. The employees of reception units shall escort (transport, if necessary) the patient, who has changed the clothes, together with his/her personal belongings (it is recommended to have personal hygienic measures: toothbrush, paste, comb, etc.). It is recommend to have not more than one person accompanying the patient going to some unit.

9.8. When the minor children (under 3 years old, and in case of certain medical indications – older children) are ill, the persons, who take care about them, may also be sent to the inpatient facility following the procedure set in Kaunas Clinics.

III. CLASSIFICATION AND ASSORTMENT OF GRATUITOUS SERVICES, THEIR PROVISION PROCEDURE

10. The following PHCS secured by the State (gratuitous) are provided in Kaunas Clinics to the persons, who are entitled to such services: necessary medical help (according to the list approved by the RL Minister of Health); health care of the person, who has obligatory health insurance (according to the contracts with territorial patients' funds); blood donorship.

11. It is possible to get familiar with the classification of gratuitous services and their provision procedure in Kaunas Clinics on the website www.kaunoklinikos.lt and on the information stands of the units.

IV. RIGHTS AND DUTIES OF PATIENTS IN THE INSTITUTION

12. The patients shall have the rights indicated in the RL Law of Rights of Patients and Reimbursement of Damage to Health:

- 12.1. right to quality health care services;
- 12.2. right to choose the health care institution and health care specialist;
- 12.3. right to information;
- 12.4. right not to know;
- 12.5. right to get familiar with the records in own medical documents;
- 12.6. right to immunity of private life;
- 12.7. right to anonymous health care;
- 12.8. right to choose participation/ non-participation in the biomedical tests and training process;
- 12.9. right to reimbursement of damage;
- 12.10. right to complain;
- 12.11. right to select the diagnostic and treatment methods and to participate in decision making regarding health care;
- 12.12. right to refuse treatment;
- 12.13. right to the conditions, which do not humiliate honour and dignity, and respectful behaviour of health care specialists.

13. The patient's right to choose a health care specialist in Kaunas Clinics shall be implemented according to the following procedure:

13.1. The patients may choose the desired health care specialist during advance registration for consultations of doctors-specialists or scheduled inpatient treatment;

13.2. The choice of health care specialist is possible from the persons, who work in certain clinic/unit at that time, following the procedure of work organization;

13.3. When the patients come for necessary medical help, they may choose the desired health care specialist from the specialists, who work at that time, provided the desired specialist is not busy in providing health care services to another patient at that time;

13.4. When the patients come for necessary medical help to the inpatient unit and wish to select the health care specialist, they shall address the manager of the clinic/unit or the persons, who substitute them;

13.5. In case of dispute regarding the choice of health care specialist, the patients have the right to solve the dispute following the procedure defined in Section VI herein.

14. Kaunas Clinics is the training base of the Lithuanian University of Health Sciences. The training process in the structural units of Kaunas Clinics (patient visitations of the students, residents or other persons, who want to gain certain medical education or improve their professional qualification, application of various testing methodologies, diagnostic and treatment procedures for the patients) shall be controlled by the managers of structural units. It is considered that the patient, who has been introduced to these Regulations under signature, agrees to be included into the training process. The patient, who does not agree to participate in the training process or who does not agree that his/her data would be used for scientific and educational purposes, should state this in written. Such written statement shall be stored in the patient's medical documents.

15. The patients of Kaunas Clinics have:

15.1. to inform about non-arrival to the scheduled consultation of the doctor or for inpatient treatment;

15.2. to observe the agenda/treatment regime determined in the unit, not to leave the unit and territory of Kaunas Clinics without a permit, and if the unit is left, to inform the ward's nurse or nurse on duty;

15.3. not to disturb the peace of other patients, to keep the ward clean and tidy, to store the perishable food products in refrigerators, and to keep other products in the given cabinet by the bed;

15.4. to take care about safety of their belongings;

15.5. to protect, spare and return on time the property of Kaunas Clinics and to reimburse the damage caused to Kaunas Clinics following the defined procedure;

15.6. to observe the safety rules of patients and their visitors (see section X) and the requirements of fire safety and safe traffic provided in the RL laws and other legal acts;

15.7. to carry out other duties defined in the Law of Rights of Patients and Reimbursement of Damage to Health.

V. PROCEDURE OF VISITING, DISCHARGE AND TRANSFER OF PATIENTS TO OTHER PERSONAL HEALTH CARE INSTITUTIONS

16. Visiting of patients:

16.1. The patients shall be visited from 11:00 am to 1:00 pm and from 4:00 pm until 7:00 pm.

16.2. The managers of the units may issue individual permits to the relatives of the patients, who need constant care (one permit can be issued to one patient), so that they could visit the patient at any time of the day.

16.3. The visiting of patients is limited in certain units/departments of Kaunas Clinics because of peculiarities of their activity. Another visiting procedure is determined and information about it is available in those departments.

16.4. The administration of Kaunas Clinics may restrict or prohibit visiting of patients by making public announcement due to announced epidemic or other extreme situations.

16.5. The visitors shall follow the following recommendations:

16.5.1. they must leave the outerwear in the cloakrooms;

16.5.2. not to disturb the peace of patients (it is not recommended to come to the patients with minor children);

16.5.3. not more than two visitors can be in the ward of the patient at the same time;

16.5.4. the visiting should not last for more than 30 min.;

16.5.5. to consult the doctor in charge of treatment or the ward's nurse regarding the food brought to the patient;

16.5.6. the visitors must leave the ward during the visitation of doctors or procedures performed to the patients.

16.6. The persons nursing the patients must execute the legal instructions of doctors and nursing staff and they cannot prevent the staff from conducting the nursing and treatment procedures (they may help to conduct these procedures if asked by the staff).

16.7. The visiting of the patients is controlled by the staff of particular units, guards and persons on duty for behalf of administration.

16.8. The visitors may be warned because of infringements of visiting procedure and if they do not listen to the warnings, they may be asked to leave the premises or territory of Kaunas Clinics.

17. Discharge and transfer of the patients to other PHCI

17.1. The patients shall be discharged from the inpatient facility of Kaunas Clinics:

17.1.1. when the further stay in the hospital has no medical ground;

17.1.2. when the outpatient treatment may be continued;

17.1.3. when they are transferred to other health care institution;

17.1.4. when the treatment may be continued in the rehabilitation institution;

17.1.5. following the patients' request, although the treatment and tests have not been completed;

17.1.6. when the patient leaves the unit wilfully;

17.1.7. in other cases specified in the legal acts.

17.2. The patients shall be discharged from the inpatient facility before 12:00 pm.

17.3. The doctor in charge of treatment/doctor on duty and the unit's manager shall decide about the discharge or transfer of the patients to other PHCI, provided the patient (his/her representative) and persons, who should be notified about the patients according to the defined procedure, are informed beforehand.

17.4. The staff of Kaunas Clinics shall organize the transfer of patients to other PHCI.

VI. SETTLEMENT OF DISPUTES AND CONFLICTS BETWEEN THE INSTITUTION AND THE PATIENTS

18. The patient, who considers that his/her rights have been violated in Kaunas Clinics while providing health care services, has a right to bring a complaint. The complaints shall be submitted to the department of document handling (Office).

19. The complaint may be brought by the patient or his/her representative. Only the complaints signed by the patient and containing the patient's name, surname, factual residence and contact data, as well as essence of the complaint, shall be examined.

20. If the complaint is brought by the patient's representative, there should be indicated the representative's name, surname, residence, document confirming the representation, and the name of patient, on whose behalf the representative is acting.

21. The illegible complaints or complaints, which do not satisfy the requirements of the legal acts, shall be returned to the patient indicating the reason for such return.

22. When the patient brings a complaint, it shall be accompanied with the personal identity document. When the complaint is sent by mail or through the courier, the copy of applicant's personal identity document verified by the notary or the patient's lawyer shall be enclosed. When the patient's representative requests such information, s/he shall submit personal identity document and document confirming right of representation.

23. The patient has a right to bring a complaint not later than in one year after s/he has learnt about violated rights, but not later than in three years after the day of such violation.

24. When Kaunas Clinics receive the patient's complaint, they shall analyze it and notify the patient about the results not later than in 20 work days.

25. The patient (his/her representative), who is not satisfied with the complaint's examination, may address governmental authorities following the legal acts.

VII. PRESENTATION OF INFORMATION TO THE PATIENT AND HIS/HER RELATIVES ABOUT THE PATIENT'S CONDITION OF HEALTH

26. The patient, who submits personal identity documents to the doctor of Kaunas Clinics, is entitled to receive the information about his/her health condition, diagnosis, treatment and testing methods applied in Kaunas Clinics and otherwise known to the doctor, possible risk, complications, side effect, prognosis of treatment, and other circumstances, which could affect the patient's decision to agree or to refuse with the suggested treatment, and about the consequences if the treatment is refused.

27. The doctor shall provide this information to the patient taking into account the patient's age and health condition by explaining the special medical terms in understandable language.

28. The doctor may refuse to provide the aforementioned information if this could cause damage to the patient's health, cause hazard to his/her life and if the patient refuses such information, or when the decision of the doctor in charge of treatment not to provide such information is recorded in the medical documents.

29. The patient's medical documents shall be presented for introduction upon the patient's request and submission of personal identity document. The patient's representative also has a right to get familiar with the records in the patients' medical documents and to receive their copies, provided the representative shows personal identity document and proves the ground of representation. The representatives of the minor under 16 years old are entitled to get familiar with his/her medical documents.

30. The submission of medical documents to the patient may be restricted if the information contained therein could cause hazard to the patient's health or life. The doctor in charge of treatment shall make decision not to issue the medical documents to the patient by making certain entries in such documents.

31. The confidential information about the patient's treatment, health condition, diagnosis and other personal information learn while diagnosing the disease, during the treatment, nursing, training process, biomedical tests, while handling the statistical and archival medical documentation cannot be disclosed without having the written consent of the patient, except for particular cases indicated in the legal acts.

32. Having the patient's consent to render the information (indicated in the clause 31) about him/her and treatment in Kaunas Clinics to the third persons, including the family members, the completed consent signed by the patient and the doctor in charge of treatment regarding provision of confidential information shall be inserted into the case history or outpatient card (in the first page). The particular persons, institutions and character of information that may be disclosed shall be entered on the consent.

33. If the persons with stabs, cuts, bullet wounds, wounds from explosion or other injuries, which could be related to the crime, come or are brought to Kaunas Clinics, the doctors shall inform police officers following the procedure of Kaunas Clinics.

34. The patient's right to receive information about treatment, medical documents or their copies is determined by the RL Law of Rights of Patients and Reimbursement of Damage to Health,

RL Law of Mental Health Care, RL Law on Legal Protection of Personal Data, other legal acts and orders of the Managing Director of Kaunas Clinics.

VIII. PROCEDURE OF MAKING THE COPIES OF CASE HISTORIES, OUTPATIENT CARDS, OTHER DOCUMENTS, THEIR ISSUANCE TO THE PATIENTS OR OTHER NATURAL AND LEGAL PERSONS

35. The confidential information may be provided only when the written consent of the patient and personal identity documents are received, except for law enforcement authorities, institutions, which control health care services, or other institutions, which are granted such right by the Lithuanian laws.

36. PHCI, which want to receive information about the patient, shall submit a letter to Kaunas Clinics signed by the manager of such an institution. There should be indicated the character of requested information and its usage purpose.

37. Other authorities or institutions, which want to receive information about the patient, shall submit a letter to Kaunas Clinics signed by the manager of such an institution or authority, as well as assignment, decision or other document, which has to be submitted in such cases according to the legal acts regulating the work of such authorities and institutions, or a letter signed by the manager of such an institution or authority, where the character of requested information and its usage purpose should be indicated. The written consent of the patient or his/her legal representative and personal identity document should be enclosed.

38. When the patient requests for official documentation, s/he shall submit written application and personal identity document. The representative, who acts in the name of the patient, shall submit the written application, personal identity document, document confirming ground of representation, and the patient's written consent (when the consent is necessary).

39. The services of provision of written information and information/documents about the patient shall be provided when the patient or his/her representative submits an application regarding the service of provision of written information and when other information/documents (extract from outpatient case history, personal case history or copies of other medical documents, certificates, etc.) are received and certain fee for the service of provision of written information or copying of the documents is paid following the procedure set in Kaunas Clinics.

40. The medical documents (case histories, outpatient cards, etc.) are the property of the institution – the patients, their representatives cannot wilfully take them out from the institution.

IX. WORK HOURS OF THE INSTITUTION'S ADMINISTRATION AND OTHER AUXILIARY SERVICES

41. The administration of Kaunas Clinics work from 8:00 am until 5:00 pm on work days. During the other hours the persons on duty shall be responsible for the administrative work in Kaunas Clinics, according to the schedule formed in advance.

42. The inpatient units and the reception units are working continuously (24/7 service).

43. The approaches of Kaunas Clinics to the premises are unlocked every day at 5:00 am and locked at 10:00 pm. During the other hours the alarm is on and the security employees are on duty.

44. The patients are received in reception units of Kaunas Clinics for 24 hours.

45. The work hours and procedure of profile clinics and other units of Kaunas Clinics are determined in the work regulations of particular profile clinics and units. The work schedules are announced on the information stands of the units.

46. The shop of food and industrial goods is open on work days from 9:00 am until 4:00 pm.

47. The canteen and the café are open on work days from 9:00 am until 4:00 pm.

48. The information in the Consultation Outpatient Clinic of Kaunas Clinics is provided on work days from 7:30 am until 7:30 pm.

X. PROVISIONS OF LAWS REGULATING OCCUPATIONAL SAFETY, OTHER LEGAL ACTS AND NORMATIVE DOCUMENTS

49. The activity of Kaunas Clinics shall be organized following the requirements specified in the RL Law on Occupational Safety and Health and normative legal acts on fire safety.

50. The persons present on the territory of Kaunas Clinics must follow the requirements of informative, prohibitive and other signs.

51. Safety rules of the patients and their visitors

51.1. The patients and their visitors have:

51.1.1. to execute the instructions of health care specialists regarding safe behaviour, environmental protection and fire safety;

51.1.2. when abnormal work of the equipment in the premise is noticed (the noise, vibration, temperature increases, specific smell appears, etc.), to notify the health care specialists of the unit hereof, as well as about other reasons, which cause hazard to life and health;

51.1.3. to avoid actions, which could cause hazard to life and health of that patient and the surrounding persons.

51.2. The patient is not allowed to use any medical or domestic technical equipment except the one, with regard to which the consent of the administration of the unit, where s/he undergoes treatment, has been received and with the usage procedure of which s/he has been introduced. It is not allowed to leave the equipment unattended except for the one that can be turned on all the time.

51.3. The patient is not allowed to use any visually technically disorderly electrotechnic devices: live open parts, damaged insulation of supply wire, switch or plug. It is not allowed to remove any defects of the devices independently.

51.4. The patient is not allowed to touch any turned-on electrotechnic device, wire, receptacle, plugs with wet hands, or to clean them with wet cloth. It is not allowed to unplug the plug by pulling the wire, to use the receptacle that does not use for the device's plug, or to use the technically disordered (cracked, sparkling) receptacle.

51.5. The patient is not allowed to contact by his/her body with the connected-to-earth parts (central heating radiators, pipes, etc.) and the electrotechnic device at the same time, to open switchboards or power boards. The patient is not allowed change the position of devices and furniture in the ward according to his/her will, to narrow the gaps between the wall and the bed and between the beds, etc.

51.6. The patient shall undertake all the precautions when s/he moves on the surfaces, which have just been cleaned wetly or when there are some split materials or liquids on such surfaces, as well as when s/he takes bath or shower. The patient's shoes must be low-heeled and non-slip.

51.7. When the patient moves in the ward or in the unit's corridor at night, s/he shall use the night illumination system (when available). If necessary the health care specialists should be called.

51.8. The drivers must let the transported patients (by wheelchair, on the wheels, etc.) go first in the territory of Kaunas Clinics.

51.9. The pedestrians must go on the sidewalks or pedestrian paths on the right in the territory of Kaunas Clinics, and when they are not present, they must move in one line on the roadside or on the edge of the streetway in the opposite direction of movement of motor vehicles.

51.10. The pedestrians may cross the streetway only on the crosswalk, and when the crosswalk is not seen, they shall cross the road at right angle in the place, where both sides of the road are well seen, after the pedestrians have made sure it is safe.

51.11. The persons accompanying the patients and pushing the wheelchair on the roadside or on the edge of the streetway must move in one line in the direction of movement of motor vehicles. It is allowed to drive in wheelchairs on the right edge of the streetway (regardless whether the sidewalk, roadside or pedestrian path is present) in one line in the direction of movement of motor vehicles.

XI. REGISTRATION AND STORAGE PROCEDURE OF THE PATIENT'S ARTICLES MADE FROM PRECIOUS METALS, EXPENSIVE PROSTHESES AND MONEY

52. The patients, who are going to inpatient facility of Kaunas Clinics, should not carry jewellery, money or other valuables. The administration of Kaunas Clinics shall not be responsible for jewellery, money or other valuables, thus the patients must to protect them themselves.

53. In exceptional cases (urgent hospitalization, surgeries or other interventions) the unit's staff shall take care about the protection of the patient's valuables following the patient's request, and the "Voucher of things and valuables taken from the patient" shall be issued to the patient. The things taken from the patient shall be stored in the safe until the patient, his/her representatives or the authorized persons (as specified in the laws) take such things back.

54. If the patient with disordered consciousness is sent to inpatient facility, the patient's documents and valuables shall be put into the safe until they can be given back to the patient or his/her representatives. When these valuables are returned, the patient or his/her representatives shall sign the "Voucher of things and valuables taken from the patient" in the indicated place and the date of taking-back shall be entered.

XII. FINAL PROVISIONS

55. The Regulations shall be approved and amended by the order of Managing Director of Kaunas Clinics.

56. The violation of the Regulations shall be recorded in the patient's medical documents. The provision of health care services may be suspended with regard to the patient, who violates his/her duties and thus causes hazard to own health and life, as well as of the other patients, or who prevents other patients from receiving quality health care services, except when the patient's life is in hazard.

57. The Regulations shall be announced on the information stands of Kaunas Clinics, in the folders meant for the patients (to get familiar with their stay or visitation in the institution), and on the website www.kaunoklinikos.lt.

I have been introduced:.....
(name, surname, signature)