

PUBLIC INSTITUTION

ŠIAULIAI CENTRAL MULTI-SPECIALTY CLINIC

APPROVED by

Order No. 20 of May 15, 2018 and Order  
No. 12 of February 20, 2020 passed by  
General Manager of the Public  
Institution Šiauliai Central Multi-  
Specialty Clinic

## INTERNAL RULES AND REGULATIONS

### I. GENERAL PROVISIONS

1. The Public Institution Šiauliai Personal Health Care Center (hereinafter referred to as the Institution) was established on September 30, 1997 and registered at Šiauliai City Municipality (Register No. VS 97-12, Enterprise No. 145370959, C/A LT297300010002406298, Swedbank AB, Bank Code 73000).

Pursuant to Decision No. T-412 of November 22, 2007 passed by the Šiauliai City Municipality Council, the Governorate Outpatient Health Care Center was reorganized and continued operating as a part of the Public Institution Šiauliai Personal Health Care Center as of February 1, 2008.

Pursuant to Decision No. T-17 of January 28, 2010 passed by the Šiauliai City Municipality Council, the Rėkyva Outpatient Health Care Center was reorganized and continued operating as a part of the Public Institution Šiauliai Personal Health Care Center as of May 17, 2010.

**Pursuant to Decision No. T-187 of June 30, 2010 passed by the Šiauliai City Municipality Council, the name of the Public Institution Šiauliai Personal Health Care Center was changed to the Public Institution Šiauliai Central Multi-Specialty Clinic (hereinafter referred to as the Institution), which was registered in the Register for Legal Entities on July 21, 2010 (Register No. 138709, Enterprise No. 145370959, C/A LT 297300010002406298, Swedbank AB, Bank Code 73000).**

The Psychiatric Day Hospital of the Public Institution Šiauliai Central Multi-Specialty Clinic (hereinafter referred to as the Inpatient Department) was established at Varpo St. 9 in Šiauliai, after successful implementation of the European Union project under the Measure of Establishment of Psychiatric Day Hospitals under the Promotion of Cohesion Program 2007–2013.

In accordance with Decision No. T-72 passed by Šiauliai City Municipality Council on March 28, 2013 Concerning the Reorganization of the Public Institution Šiauliai Dental Clinic and the Public Institution Šiauliai Central Multi-Specialty Clinic, the Public Institution Šiauliai Dental Clinic was restructured and merged with Public Institution Šiauliai Central Multi-Specialty Clinic on August 30, 2013. Both clinics continue their operations as a single legal entity.

2. **Internal Regulations (hereinafter referred to as the Regulations)** were prepared in accordance with the laws of the Republic of Lithuania, decisions of the Government, orders of the Minister of Health of the Republic of Lithuania, medical, ethical and deontological ethics standards, legal documents issued by Šiauliai City Municipality and local legal norms regulating and defining health care activities and personal data protection.

3. As used in these Regulations, the following terms have the meanings specified below:

3.1. **Patient** shall mean any individual who receives the services rendered by the Institution, whether or not he/she is healthy or sick.

3.2. **Patient's Representative** shall mean the legal (parents, foster parents, guardians, custodians) or authorized representative, who has been assigned as set forth in the laws of the Republic of Lithuania.

3.3. **Minor Patient** shall mean a patient younger than 18 years old, except individuals from 16 to 18 years old who have been emancipated by court.

3.4. **Employee of the Institution** shall mean any individual, the duties and responsibilities of whom are regulated by an employment agreement, work description, occupational safety manual or orders of the Institution's director.

3.5. **Personal Health Care Services (hereinafter referred to as the Services)** shall mean the

services, the goal of which is to diagnose and prevent health disorders, to check and help to restore or strengthen health, and which are rendered on the basis of a license issued by the State Health Care Accreditation Service under the Ministry of Health of the Republic of Lithuania.

3.6. **Paid Services** shall mean the services rendered by the health care institution and paid for by the patients themselves or other natural persons or legal entities as set forth in the local and other regulations and laws.

3.7. **Free Services** shall mean the services paid for from the Mandatory Health Care Insurance Fund, state or municipal budget as set forth in the governing laws, provided that the Institution and the regional health care fund or the municipality have concluded the respective financing agreement.

3.8. **Referral** shall mean an official request made to another physician to consult regarding the Patient's health condition, determination or specification of diagnosis, treatment strategy (starting, continuing, changing or terminating treatment) or work capacity. The referring physician provides all the information about the Patient, the diagnosis prior to the referral, performed tests, conclusions of consulting specialists and applied treatment. The referring physician will also complete the required documents as set forth by Order No. V-636 of June 28, 2008 passed by the Minister of Health of the Republic of Lithuania (Concerning the Approval of the Framework for Issuance, Execution and Responses to Referrals for Specialized Outpatient Health Care Services, Expensive Tests and Procedures) (Official Gazette, 2008, No. 76-3028 with changes and supplementations).

3.9. **Informed Consent of the Data Subject (Patient)** shall mean a specific and non-ambiguous expression of the will of the duly informed data subject (patient) either in the form of a consent or unambiguous actions, by which the said Patient agrees to the processing of his/her personal data, physical or mental health, including the data about the provision of health care services and sensitive information on the condition of the natural person. The Patient or Patient's Representative confirms having read the respective informed consents or other medical documents by signing them.

3.10. **Personal Data** shall mean any information relating to an identified or identifiable natural person (Data Subject/Patient); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

3.11. **Data Processing** shall mean any operation or set of operations which is performed on personal data or on sets of personal data, whether by automated means (information technology means) or non-automated means (systemized files, e.g. paper copies of histories of present illness, etc.), such as collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

3.12. **Remote Health Care Services** shall mean the services rendered by the family physician or his/her team members using information technology or electronic communication means that can be used to identify a person. The goal of such services is to prescribe follow-up tests or to extend the prescription of medications or medical assistance.

4. **Compulsory Health Care Insurance** shall mean a state-governed personal health care and economical measure system that guarantees the provision of health care services and reimbursement of the expenses for the rendered services, taken medications or medical assistance in case of an insured event covered by mandatory health care insurance as set forth in the Law on Health Insurance of the Republic of Lithuania.

5. **Supplementary (Voluntary) Health Care Insurance** shall mean coverage of personal health care services listed in the supplementary (voluntary) health care insurance agreements and reimbursed after the respective insurance event. Supplementary (Voluntary) Health Care Insurance is given in accordance with the Law on Health Insurance, Law on Insurance and other legal norms of the Republic of Lithuania.

6. The Regulations shall regulate the planning of the work at the Institution, the rights, obligations and conduct of its employees, patients and their representatives.

7. The Regulations shall be publicized in a location visible to both Patients and Employees and announced on the website at [www.siauliupoliklinika.lt](http://www.siauliupoliklinika.lt).

## II. BUSINESS HOURS OF THE INSTITUTION

8. Personal health care services shall be rendered to Patients from 7:30 AM to 08:00 PM on business

days (at Vytauto St. 101) as follows:

- **Information Desk, Phone (+370 41) 523 869;**  
**Reception Desk, Phone (+370 41) 523 869, (+370 41) 525 657, (+370 41) 524 876, (+370 41) 524 877;**

**House calls are registered from 8:00 AM to 12:00 PM on business days**

In case of an emergency: from 8:00 AM to 06:00 PM on business days and from 9:00 AM to 02:00 PM on Saturdays.

- **Gubernija Family Physician Room:** from 8:00 AM to 04:00 PM (at Žemaitės St. 102):

**Information and Reception Desk, Phone (+370 41) 545 047;**

House calls are registered from 8:00 AM to 12:00 PM on business days

- **Rėkyva Outpatient Health Care Center:** from 8:00 AM to 05:00 PM:

**Information and Reception Desk, Phone (+370 41) 507 317, (+370 41) 507 318;**

House calls are registered from 8:00 AM to 12:00 PM on business days

**On Saturdays, personal health care services shall be rendered from 9:00 AM to 02:00 PM** (at Vytauto St. 101). The clinic shall be closed down on Sundays.

- **Mental Health Center:** from 7:30 AM to 08:00 PM (at Vytauto St. 101):

**Information and Reception Desk, Phone (+370 41) 525 419**

The Mental Health Center is closed on Saturdays and Sundays.

- **The Psychiatric Day Hospital** shall render services to the patients from 9:00 AM to 05:00 PM (at Varpo St. 9 in Šiauliai):

**Information and Reception Desk for psychiatrist's appointment, Phone (+370 41) 525 419, (+370 41) 524 874**

The inpatient department is closed on Saturdays and Sundays.

- Dental services are rendered in the Dental Center (at Vytauto St. 101) **from 07:30 AM to 08:00 PM** on business days

X-ray room is available from **8:00 AM to 07.30 PM:**

**Information and Reception Desk, Phone (+370 41) 433 852, (+370 41) 524 882;**

**House calls** shall be registered during the business hours of the Reception Desk on business days in special cases for patients with mobility impairments.

**On Saturdays,** dental treatment shall be available in cases of toothache or trauma **from 9:00 AM to 02:00 PM** (at Vytauto St. 101, Dental Center);

X-ray room is available from **9:00 AM to 01.30 PM.**

The clinic is closed on Sundays.

9. The staff of the Institution works in shifts based on precoordinated schedules that are announced on bulletin boards, on the doctor's room doors and the Institution's website. The staff can take a lunch break and one 15-minute-long break.

10. As per the agreement with the Šiauliai National Hospital, urgent outpatient care services shall be rendered in the following manner after the business hours of the Institution and on holidays and bank holidays:

- For adults: at the ER of the Public Institution Šiauliai National Hospital, V. Kudirkos St. 99, Lithuania, **Phone (+370 41) 524 252;**

- For children: Mother's and Child's Clinic, Architektų St. 77, **Phone (+370 41) 523 028;**

- In case of emergencies or urgent indications, Patients should call the ambulance by dialing 112 or 03 (TEO), 103 (Omnitel) or 033 (Bitė, Tele2).

### **III. PROCEDURE OF PATIENT REGISTRATION AT THE INSTITUTION**

11. The Patients who wish to register at the Institution, choose or change their physician or receive health care services shall contact one of the following:

- Registration Office No. 108, ground floor, Vytauto St. 101, from 07:30 AM to 07:30 PM on business days

- Gubernija Family Physician's Office, Žemaitės St. 102, from 08:00 AM to 04:00 PM on business

days

• Reception Desk of Rėkyva Outpatient Health Care Center, Energetikų St. 18, from 08:00 AM to 05:00 PM on business days.

12. When registering at the Institution, the Patients should present a Lithuanian passport or another personal identity document or the certificate of birth of a child.

13. The registered Patients shall be informed about the change in the physician rendering primary personal health care services upon their arrival at the Institution. The Patients have the right to choose another physician.

14. The Patient registration procedure is regulated by Order No. 583 of November 9, 2001 (Regarding the Patient Registration Procedure at Primary Health Care Institutions) passed by the Minister of Health of the Republic of Lithuania (Official Gazette, 2001, No. 96-3400) with subsequent changes and amendments. The registration fee is EUR 0.29 (twenty-nine cents). In case of changing the Institution more often than every 6 months, the Patient has to pay a fee of EUR 2.90 (two euro and ninety cents) (except high school and university students).

15. At the time of registration, an application form shall be filled by the patient (Form No. 025-025-1/a: Application to Register at the Primary Health Care Institution). When filling the Application, the Patient can select a family physician (Internist and/or Pediatrician) and a psychiatrist.

16. Having filled the Application to Register at the Primary Health Care Institution (Form No. 025-025-1/a), the Patient confirms having also understood and consented for the Institution to process his/her personal data, i.e. first name, family name, personal number, date of birth, place of residence, phone, e-mail address, social insurance number and information about insurance coverage, including sensitive health care data. The personal data shall be processed for the purpose of rendering health care services.

17. The Patients who come to the Institution voluntarily or make a house call shall be informed and consent to be examined, their health condition assessed and the necessary tests or treatment be assigned.

18. To have a physician's appointment, the Patient must first register at the Reception Desk and receive an appointment slip. When registering at the Institution, the Patients should present a Lithuanian passport or another personal identity document or the certificate of birth of a child. The Patients who are not covered by insurance shall pay for the Services at the cash register. The rates set forth by the Ministry of Health of the Republic of Lithuania shall apply. Only emergency help shall be given to the Patients who are not covered by insurance.

19. When the Patients register for a physician's appointment by phone, the receptionist shall indicate the date and time of the appointment. The appointment slip shall be given upon arrival at the Institution and presentation of a personal identity document.

19<sup>1</sup> Remote health care services may be rendered after the medical staff asks the Patients additional questions to verify their identity.

20. More information about the business hours of the physicians, issuance of appointment slips, house calls, etc., is available at the Reception Desk.

21. The appointment slips shall be issued on the same day or for any other day of the week in case of registration in advance. The appointment slips shall contain the queuing number, doctor's office number, doctor's name and appointment time. The Patients are called to the doctor's office according to the queuing number.

22. If the Patient has not registered beforehand, only emergency medical aid will be rendered as set forth in Order No. V-208 of April 8, 2004 passed by the Minister of Health of the Republic of Lithuania (Regarding the Approval of Scope and Procedure of Providing Emergency Medical Aid) (Official Gazette, 2004, No. 55-1915) with subsequent changes and amendments and the Emergency Medical Aid Procedure in Multi-Specialty Clinic approved by the General Manager of the Institution.

23. The physician on call shall examine Patients with acute illnesses, non-registered patients and patients with no family physician. House calls can also be made.

24. General practice nurses and/or dental assistants shall bring the history of present illness and/or other medical documents prepared at the Reception Desk to the physician's office.

25. At the end of the business hours of the respective physician, the health care staff shall return histories of present illness to the Reception Desk.

26. If the physician has to examine the Patient for longer than stipulated in the appointment slip due

to important circumstances, other patients shall be called in at a later time than the one indicated in their appointment slips.

27. In case of the physician falling ill, going on a vacation or other types of leave of absence, his/her patients shall be examined by other physicians of the department. The receptionist will provide the Patient with information on the interim physician, his/her business hours and office number.

28. The physician and/or nurse make house calls when the Patient is not able to come to the Institution (e.g., the Patient has mobility impairment, requires permanent care and aid of another person, has a fever of over 38°C or the Patient is a sick child). The physician makes house calls when he/she has no other patients to see on the same day of the house call request or as scheduled.

29. Patients shall be examined at the Diagnostics Room only with the physician's referral (e.g. endoscopy, ultrasound, X-ray, laboratory tests, ECG, etc.).

30. The Psychiatric Day Hospital shall render Services to the residents of Šiauliai City, Šiauliai District, Radviliškis District and Kelmė District.

31. At the Day Hospital, the Patient shall present the following the receptionist:

- Lithuanian passport or another personal identity document
- Extract from medical documents and/or referral (Form No. 27/a) filled in by a psychiatrist
- A certificate issued by the Labor Market of the Republic of Lithuania
- The Psychiatric Day Hospital shall not render the Services to patients who are not covered by the compulsory health insurance. Only emergency medical aid will be provided for free.

32. Patients who have the physician's referral can freely choose any institution rendering outpatient and inpatient health care services in the country.

33. The multi-specialty clinic uses and processes the personal data of the Patients for the following purposes: treatment and diagnostics, completing medical documents, accounting and documentation of the Services, issuance of certificates, analysis and statistics of the Service prices and rates, audit planning and implementation, planning of scientific and educational activities, ensuring the safety of Patients and staff.

34. Legality of personal data processing. The Institution has the following duties and obligations:

- To process the personal data for the purpose of carrying out the legal duties of the data controller (Institution)
- To protect the vital data and interests of the data subject (Patient) or other natural persons
- To carry out its duties to the public or to perform the governmental functions of the data controller

35. The employees of the data controller and data processor shall ensure the confidentiality of the personal data indefinitely, even in case of changing workplaces or terminating their employment agreement.

#### **IV. NOMENCLATURE AND RANGE OF SERVICES, PROCEDURE OF SERVICE PROVISION**

36. The Institution renders primary and secondary outpatient health care services, the nomenclature and range of which are indicated in the issued License for Provision of Health Care Services.

37. The primary Free Services, the payment for which is regulated by the agreement concluded with the regional health care fund and covered by the Compulsory Health Care Insurance Fund, shall be rendered to all Patients registered at the Institution in accordance with the local and legal norms. The secondary health care services shall be rendered to the Patient who have a doctor's referral for such services and who are covered by compulsory social insurance as set forth in the laws.

38. Persons covered by social insurance (i.e. compulsory health insurance applies to all citizens of the Republic of Lithuania, citizens of other countries permanently residing in the Republic of Lithuania, citizens of other countries temporarily working and residing in the Republic of Lithuania and persons without a citizenship, provided that they are working legally in the Republic of Lithuania, and their family members who are minors) and registered at the Institution and the following persons insured by the State are entitled to receiving Free Services:

- Persons entitled to any type of pension in accordance with the laws of the Republic of Lithuania
- Persons of legal working age who have registered at the labor market and their family members who are incapable of working

- Pregnant women who are on pregnancy and maternity leave in accordance with the laws
- One of the parents raising a child until 8 years of age and one of the parents raising two or more children until they reach majority
- Persons under 18 years of age
- High school and university students enrolled in general, higher and high education institutions of the Republic of Lithuania
- Persons who receive state support and are entitled to social benefits
- Persons who have been recognized to have disabilities in accordance with the applicable laws
- Persons who have contracted infectious diseases deemed dangerous to the society and enlisted in the list approved by the Ministry of Health of the Republic of Lithuania
- Persons who have been injured due to criminal activities, provided that they are victims or witnesses in a criminal case in accordance with the applicable laws
- Participants of the resistance fights, e.g. volunteer soldiers, participants of the freedom fights, rehabilitated political prisoners, persons in exile and those who were injured in the events of January 13, 1991 or other events whilst defending the independency of the Republic of Lithuania
- Former prisoners of ghettos and minor prisoners of prisons under Fascism
- clergymen of the traditional religious communities recognized by the Government, students of theological schools for clergymen and novice priest candidates undergoing priestly formation during novitiate in monasteries.

39. Urgent medical care is provided for free to each person coming to the Institution, irrespective of his/her place of residence, registration status at the Institution or insurance coverage.

40. In accordance with the procedure set forth by the local and other legal norms, Family Physicians (Internists and/or Pediatricians), Community Nurses and/or General Practice Nurses make house calls to render primary outpatient health care services to the Patients who have registered at the Institution and are covered by insurance.

41. Registered Patients who are covered by insurance can get blood, urine, instrumental and other tests done. The Psychiatric Day Hospital allocates occupation therapy and various related activities to its Patients, e.g. art, music, wood carving, clay modeling, sewing and embroidery, movement therapy, aromatherapy (scent therapy), relaxation, computer literacy, daily skill development, multisensory therapy and other procedures recommended by the doctor. Vaccines are also given to boost the immune system.

42. Free Services rendered to the registered Patients covered by insurance according to the list and recommendations approved by the Ministry of Health of the Republic of Lithuania: early detection screening for prostate cancer (for men aged 50-69 years); selection and preventive program for people with high risk of cardiovascular diseases (for men aged 40-55 years and for women aged 50-65 years); selective mammography screening for breast cancer (for women aged 50-69 years); cervical cancer preventive program (for women aged 25-60 years), colorectal cancer early detection program (for people aged 50-74 years, once per 2 years); sealants for children's molars (for children aged 6-14 years).

43. Free orthodontic treatment using special equipment (up to three orthodontic appliances) shall be carried out in accordance with the procedure established by the Ministry of Health of the Republic of Lithuania, provided that it is done for Patients under 16 years of age.

44. Free dental prosthesis are given to the following Patients covered by social insurance in accordance with the procedure established in the orders of the Minister of Health of the Republic of Lithuania:

- Patients who have reached the age of retirement as established in Article 21 of the Law on State Social Insurance Pension of the Republic of Lithuania
- Patients who have been deemed incapable of work or only partially capable of work in accordance with the procedure established in the Law on Social Integration of People with Disabilities of the Republic of Lithuania
- Children younger than 18 years old as established in the Law on the Protection of Children's Rights of the Republic of Lithuania.

45. Free secondary specialist doctor's appointments and dentist's appointments shall be scheduled for the Patients who are covered by insurance and in accordance with the procedure established by the Minister of Health of the Republic of Lithuania and the list of procedures and interventions performed by the doctor during the appointment and paid for from the Compulsory Health Insurance Fund budget.

46. Free Services shall be rendered to the Patients who are covered by insurance and are registered

at the Institution or at another personal health care institution according to the signed agreements (hereinafter referred to as the Personal Health Care Institution). The said Services shall be provided based on the scope of the primary dental services (assistance) which are reimbursed from the Compulsory Health Insurance Fund budget and in accordance with the medical standard of oral hygienists and the list of procedures performed by the dentists during the appointment approved by the order of the Minister of Health of the Republic of Lithuania.

47. Paid Services shall be defined as personal health care services, the expenses of which are not reimbursed from:

- the State or municipal budgets
- the Compulsory Health Insurance Fund
- the State, municipal, corporate or organizational health funds or money allocated for health care programs

48. The Paid Services rendered at the Institution shall be paid for by:

- The Patients themselves or other natural persons or legal entities
- Institutions providing voluntary health insurance services

49. The Institution renders paid preventive health screening services, the provision of and payment for which are regulated by the applicable laws and the orders of the Director of the Institution.

50. The Institution also renders paid non-medical services (issuance of written information, copies from medical documents, etc.).

51. The Institution shall render paid outpatient health care services to the following individuals:

- Persons who are not covered by social insurance
- Persons who do not have a doctor's referral
- Patients who wish for a specific test or treatment, a more expensive procedure, materials, etc.
- When the Institution has exhausted all the funds allocated according to the agreement with the regional health care fund, which has been duly notified in writing, provided that the Patient has been informed of temporary provision of secondary outpatient health care services
- Persons who wish to receive health care services anonymously
- All Patients (with the exception of children and young people enrolled full time in general education schools and vocational training schools until the age of 24, persons receiving social support upon presentation of the certificate of the Social Support Department of the respective municipality and in case of provision of urgent medical care) shall pay for dental fillings, other materials and sing-use tools, with respect to the quantity of the used materials or tools and the prices valid at that time, also for orthodontic treatment using special equipment for children under 16 years of age, if three orthodontic appliances have already been used, as set forth by the Minister of Health of the Republic of Lithuania.

52. Paid dental prosthesis shall be carried out in accordance with the procedure established by the Minister of Health of the Republic of Lithuania as follows:

- Persons who are not entitled to dental prosthesis reimbursed from the Compulsory Health Insurance Fund
- Persons who are entitled to dental prosthesis reimbursed from the Compulsory Health Insurance Fund but decided not to wait after receiving the notification from the regional health care fund about inclusion in the list of scheduled procedures and, thus, they shall cover any dental prosthesis services at own cost.

53. Partially paid services shall mean an additional payment to be made for dental prosthesis when the price of the treatment exceeds the amount reimbursed by the Compulsory Health Care Insurance Fund as established by the order of the Minister of Health of the Republic of Lithuania.

54. The Paid Services shall be rendered and their prices shall be determined in accordance with Order No. 357 of July 30, 1999 passed by the Minister of Health of the Republic of Lithuania (Regarding the List of Paid Personal Health Care Services, Determination of Prices and Their Recalculation and the Procedure of Service Provision and Payment) (Official Gazette, 1999, No. 67-2175) with subsequent amendments and supplementations and the local legal norms.

55. The pricelist of the Paid Services shall be announced at [www.siauliupoliklinika.lt](http://www.siauliupoliklinika.lt), on the notice board on the ground floor and near the cash register of the Institution and on the second floor and ground floor near the cash register of the Dental Center.

56. Scheduled services (except for urgent medical care) shall not be rendered to inebriated persons who are under the effects of drugs or psychoactive substances. In case of any suspicions of the Patient

being intoxicated and under the influence of drugs or psychoactive substances, the Employee rendering the Services shall offer the Patient to be tested for inebriation and/or intoxication with drugs or psychoactive substances. The Patient's refusal to undergo any such tests shall be deemed admission of being inebriated and/or intoxicated and shall be duly recorded in the medical documents.

57. Medical or personal information about the Patients shall not be given by phone.

58. The scope of the health care services are set forth in the medical standards approved by the Ministry of Health of the Republic of Lithuania.

59. The authorized representatives of Minor Patients shall be present at the time of rendering health care services to the said minors.

## **V. RIGHTS OF PATIENTS AT THE INSTITUTION**

60. The Patients (parents or guardians in case of children under 16 years of age and legally incapable persons) have the right to freely choose the health care institution rendering primary health care services and their primary physician (for more information please see Chapter III).

61. All persons covered by insurance and registered at the Institution is entitled to free health care services reimbursed by the Compulsory Health Insurance Fund, state or municipal budgets and funds allocated for health care programs under the terms and conditions set forth in the laws. Urgent medical care shall be provided for free and without any delay as set forth by the Ministry of Health of the Republic of Lithuania.

62. All Patients have the right to receive high quality professional health care services. The rights of the Patients at the health care institution shall be in no way restricted due to the Patient's gender, race, age, nationality, language, social status, beliefs, sexual orientation, disability or other circumstances not based on the applicable laws.

63. The Services shall be rendered to the Patients in accordance with the Medical Code of Ethics, principles of mutual respect and courteous conduct of the Employees with no disrespect or demeaning of the Patient's dignity and honor. All interventions, inbuilding tests and examinations, shall be carried out in line with the respective professional standards and duties.

64. Patients shall be treated with respect and the confidentiality of their diagnoses and treatment shall be ensured. Any other information of personal kind shall also remain confidential even after the death of the Patient.

65. Following the procedure established by the director of the Institution, the Patients have the right to choose a health care specialist to confirm the opinion of another specialist of the same field.

66. The Patient shall be duly informed about all free services rendered at the Institution, their alternatives and the possibility to choose them.

67. The Patient shall be duly informed about the first and family names, position and professional qualification of the health care specialists rendering the Services.

68. The Patients have the right to receive health care services anonymously, i.e. not revealing their identity (applicable to Patients over 16 years of age who have contracted the diseases listed in the respective list generated by the Government). In case of remaining anonymous, the Patient shall be paying for the rendered health care services, except for the circumstances stipulated in the laws.

69. The Patients have the right not to know. Information about the Patient's health condition, diagnosis, alternative treatment or testing methods available at the Institution or known to the physician, possible risks, complications, adverse effects and future outlook cannot be provided to the Patients against their will. The Patients shall express their refusal to receive information clearly and shall confirm it with their signatures.

70. The Patients have the right to receive information about own health condition, diagnosis, medical test results, treatment methods and future outlook.

71. The Patients shall be duly informed with signature confirmation that health care specialists are studying at the Institution and, thus, the Patients are included in the studying process. If the Patient does not consent to participating in the studying process, such a refusal must be noted in writing in the respective history of present illness (Form 025/a).

72. In case of breach of their rights, the Patients may contact the director of the Institution in writing. The latter shall assess the complaint and inform the Patient about the results of the investigation



within 20 business days in writing.

73. The Patients are entitled to being reimbursed for any damages caused due to the breach of their rights during the provision of the Services. The damage, its reimbursement terms and conditions shall be set forth by the Law on the Rights of Patients and Compensation of the Damage to their Health of the Republic of Lithuania, the Civil Code and other laws of the Republic of Lithuania.

## **VI. OBLIGATIONS OF PATIENTS**

74. The Patients who wish to receive health care services shall present their personal identity document, except when in need of urgent medical care.

75. The Patients shall take good care of their own health, make no attempts to abuse their rights and cooperate with the specialists and employees of the health care institution.

76. The Patients shall immediately inform the receptionists of the Institution about any changed in their address or other contact details.

77. The Patients shall use the cloakroom during its business hours and shall leave bikes, strollers, etc. at the designated locations.

78. The Patients shall adhere to all the registration and doctor's appointment or other service provision procedures, familiarize with the Internal Regulations and other documents of the Institution with signed confirmation and fulfill the obligations indicated in the said documents.

79. The Patients who have scheduled a doctor's appointment in advance but cannot arrive in time shall inform the doctor or the receptionist of the Institution no later than twenty-four hours before the scheduled appointment. At the time of cancelling the appointment, the Patients can reschedule it.

80. The Patients shall provide the health care specialists with correct information about any previous diseases and illnesses they had had, performed surgeries, taken medications, changes in their health condition during the treatment, intolerance of treatment methods, allergic reactions, genetic inheritance disorders and other known data which is necessary for proper provision of the health care services.

81. Having received information about the scheduled health care services, the Patients shall either consent or refuse to consent to the provision of such services in writing.

82. The Patients shall carry out the instructions and recommendations of the health care specialists or refuse the scheduled health care services in accordance with the applicable procedure.

83. The Patients shall inform the health care specialists about any deviations from the prescriptions or regimen they had previously consented to.

84. The Patients shall:

- Follow the applicable registration and service provision procedure
- Follow the public order, i.e. refrain from littering, making noise, smoking, drinking alcohol, taking drugs, psychoactive or other perception altering substances, except when they are used for treatment purposes with the participation of a health care specialist, follow personal hygiene, etc.
- Refrain from bringing in cold weapons and/or firearms or bringing/carrying pets into the Institution or its territory
- Protect the property of the Institution and reimburse the Institution for any damaged or destroyed property in accordance with the laws of the Republic of Lithuania
- Behave properly and be respectful to all the employees of the health care institution and other patients

85. The provision of the Services may be terminated in the event that the Patient fails to fulfill his/her obligations and endangers the health and lives of other patients or that of his/her own or impedes other patients from receiving high quality health care services. The only exception to this would be danger to the life of the respective Patient.

## **VII. RESOLUTION OF DISPUTES AND CONFLICTS BETWEEN THE INSTITUTION AND PATIENTS**

86. In the event of a dispute or conflict between the Patient and doctor or another health care

specialist, the matter shall be resolved by the Head of the Department.

87. If the Treating Physician or Head of the Department cannot come to a solution of the dispute, treatment and/or other matters that would satisfy both parties, the Patient shall be examined and discussed by a multidisciplinary team on the next business day of the Institution.

88. In case of disagreeing with the conclusions of the multidisciplinary team, the Patient can file an appeal against the said decision with the Director of the Institution. A written reply to the Patient's appeal shall be given as set forth in the applicable laws.

89. In case of disagreeing with the reply or decision of the Director of the Institution, the Patient can file an appeal with other state enterprises as set forth in the laws.

90. If the Patient is threatening others and being aggressive or is intoxicated with alcohol, toxins, psychoactive or other perception altering substances, the Employees of the Institution have the right to call the police.

## **VIII. PROCEDURE OF GENERATING COPIES OF HISTORIES OF PRESENT ILLNESS OR OTHER DOCUMENTS AND THEIR ISSUE TO THE PATIENTS OR OTHER INDIVIDUALS**

91. The doctors and nurses of the health care institution shall complete the Patients' documents of the form and type determined by the Ministry of Health of the Republic of Lithuania (e.g. histories of present illness, prenatal and maternal records and other medical documents) and store them as set forth by the Ministry of Health of the Republic of Lithuania and in the laws of the Republic of Lithuania.

92. The history of personal illness is an official document of the Institution held at its reception desk or archive. Neither the Patients nor other individuals have the right to hold (store) or take this document out of the Institution.

93. Upon the presentation of a personal identity document and if so requested by the Patient, the health care institution can make copies of the medical records certified by the Institution and issue them to the Patient at his/her cost. The right to receive copies of medical records by the Patients may only be restricted in accordance with the applicable laws of the Republic of Lithuania.

94. Histories of present illness and other documents can be issued with a cover letter to law enforcement institutions and other health care institutions upon receiving a written request. When no longer needed, the document shall be returned to the Institution.

95. If the Patients change their health care institution, their histories of personal illness (Form 025/a, Form 025/a-112/a) shall be sent to the respective health care institution upon its written request only.

## **IX. PROCEDURE OF PATIENT'S REFERRAL FOR DOCTOR'S APPOINTMENT OR INPATIENT TREATMENT**

96. The Treating Physician shall determine the necessity of inpatient treatment or specialist doctor's appointment for the Patient.

97. When referring the Patient for an appointment with another specialist doctor at the Institution, the Treating Physician shall make the referral entry in the history of present illness or the information system of the clinic. The nurse accompanying the Treating Physician shall coordinate the data and time of the doctor's appointment with the Patient and/or register the Patient using the internal information system.

98. When referring the Patient for an appointment with another specialist doctor at a different health care institution, the Treating Physician shall issue a referral in accordance with Order No. V-636 of June 28, 2008 passed by the Minister of Health of the Republic of Lithuania (Concerning the Approval of the Framework for Issuance, Execution and Responses to Referrals for Specialized Outpatient Health Care Services, Expensive Tests and Procedures) (Official Gazette, 2008, No. 76-3028 with changes and supplementations).

99. If the Patient refuses the specialist doctor's appointment or inpatient treatment, the Treating Physician shall make the respective entry in the Patient's history of present illness and the Patient shall confirm it by signing under the entry.

## **X. PROCEDURE OF PROVIDING INFORMATION ABOUT THE PATIENT'S HEALTH**

## **CONDITION TO THE PATIENT AND HIS/HER FAMILY**

100. Confidential information about the Patient shall be provided to other individuals only with the written consent of the Patient defining the basis for the provision of the requested information and its purposes, except when the Patient has indicated the recipient, scope and terms of information provision in his/her medical documents. If the Patient is deemed to be unable to reasonably take care of his/her own interests and no consent is available, confidential information can be given to the Patient's Representative, spouse, parents or children who have reached the age of majority in so far as it is necessary for the interests of the Patient.

101. Having presented his/her personal identity document, the Patient has the right to receive information about his/her health condition, diagnosis, treatment and testing methods available at the Institution, possible risks, complications, adverse effects, treatment prognosis and consequences in case of refusal to undergo the treatment. This information has to be given to the Patient in an understandable way and with all medical terms clearly explained.

102. The Treating Physician may make the decision to not provide information to the Patient, if such information could damage the Patient's health or endanger his/her life. The reason for the decision not to give information shall be marked down in the medical documents. The information is given to the Patient, when the danger of damage passes. The right of the Patient to receive information on mental health shall be established by the Law on Mental Health.

103. If the Patient is a minor child under 16 years of age, the Patient's Representative can view his/her medical documents. If disagreements arise between the minor child under 16 years of age and his/her representative, the multidisciplinary team shall select the diagnostic and treatment methods with respect to the interests of the minor child.

104. Following the death of the Patient, information about his/her hospitalization at the Institution, treatment or other sensitive information may only be given to the legal successors based on the Patient's will or the Patient's spouse (partner), parent and children based on the applicable laws.

### **XI. PROVISIONS OF THE LAWS, OTHER LEGAL NORMS AND DOCUMENTS REGULATING OCCUPATIONAL SAFETY**

105. All the Employees and Patients of the Institution shall follow the provisions of the Law on Occupational Safety and Health of the Republic of Lithuania.

106. The occupational safety, fire safety and electrical safety requirements set forth by the Law on Occupational Safety and Health of the Republic of Lithuania, other occupational safety-related legal norms and orders of the Director of the Institution shall be upheld in the Institution and the workplace.

107. During their working time, the Employees of the Institution shall have valid employee badges issued in accordance with the procedure established by the Director of the Institution.

108. The Employees who have a direct contact with the Patients shall wear clean and neat medical scrubs.

109. The Employees shall ensure the security of the personal data of the Patients as set forth in the laws.

110. Filming, taking photos or making audio recordings within the premises of the Institution is prohibited without a written permission of the Director of the Institution.

111. The Employees of the Institution shall endeavor to follow the environmental quality standards and norms and adhere to the procedure of waste decontamination, transportation, warehousing and disposal.

112. The Employees may use the e-mails, phones and other office equipment and tools only for work-related purposes.

113. The management of the Institution shall not be held liable for the personal belongings of the employees and patients that were left in random places (e.g. the corridors, waiting hall, cloakroom, etc.).

114. The persons accompanying minor children shall be responsible for their safety within the premises of the Institution.

115. The ground floor, first floor and the Psychiatric Day Hospital shall have video surveillance for the purpose of protecting the property of the Institution and for the safety of the Patients and Employees.

## **XII. PROCEDURE OF REGISTRATION AND SAFEKEEPING OF PATIENT'S VALUABLES FROM PRECIOUS METALS, EXPENSIVE PROSTHESIS AND CASH**

116. In case of unforeseen circumstances (difficult condition of the patient during the doctor's appointment, etc.) and upon the Patient's request, any valuables from precious metals, expensive prosthesis and/or cash might be taken for safekeeping in a safe located at the Reception Desk of the Institution, Psychiatric Day Hospital, Reception Desk of Physical Medicine and Rehabilitation Department and Rėkyva Outpatient Health Care Center.

117. Upon asking to safekeep his/her valuables from precious metals, expensive prosthesis and/or cash, the Patient shall prepare a written request listing all the valuable personal belongings and/or the amount of cash to be given for safekeeping. If the patient is illiterate or cannot write due to his health condition, a report reflecting his request shall be prepared and signed by two Employees of the Institution.

118. The Employee of the Institution shall check the list in the request with the valuables given for safekeeping and confirm their acceptance by signing the request. Then, the Employee shall register the Request in the logbook, plan and ensure the storage of the valuable personal belongings of the Patient in the safe.

119. A copy of his/her request to safekeep valuables shall be issued to the Patient.

120. The valuables taken for safekeeping shall be placed into an envelope with the Patient's full name, contact phone number and address written on it. The envelope with the valuables shall be sealed and stamped with the stamp of the Employee accepting the items for storage, in participation of the Patient. The Patient or Patient's Representative shall sign the sealed envelope. If the patient is illiterate or cannot sign the envelope due to his health condition, two Employees of the Institution shall sign the sealed envelope.

121. The valuables shall be returned to the Patient or his/her authorized representative who presents a personal identity document and/or a letter of authorization prepared in accordance with the legal norms. In case of the Patient's death, the valuables taken for safekeeping shall be given to legal successors of the Patient upon presentation of the certificate of inheritance and personal identity document.

122. When collecting the valuables, the Patient, his/her representative or successor shall check the contents of the envelope in the presence of the Employee of the Institution and sign the Institution's copy of the request confirming that all the personal belongings of the Patient have been duly returned and that the Patient, his/her representative or successor has no claims regarding this matter to the Institution. At the time of collecting the valuables, the Patient, his/her representative or successor shall note their full name and date and sign the respective confirmation. Having confirmed the return of the valuables by signing the respective document, the Patient, his/her representative or successor loses all rights to file any claims regarding these personal belongings.

123. In case the Patient dies at the Institution, the Employee of the Institution shall prepare two equally authentic copies of a report listing any valuables from precious metals, expensive prosthesis or cash of the deceased Patient. The report shall be signed by two Employees of the Institution.

124. One copy of the report shall be given along with the body of the deceased Patient and the other copy shall be filed at the Archive of the Institution for 5 years.

125. The Institution shall not be liable for the safety of the personal belongings and valuables of the Patients that were not given for safekeeping.

## **XIII. FINAL PROVISIONS**

126. The Regulations come into force as of the day of their approval.

127. Representatives of the mass media and other individuals wishing to take pictures and/or film in the territory of the Institution shall first coordinate the matter with the management of the Institution. Representatives of the mass media may talk to the Patients and take their pictures and/or film them in the Institution or its territory only having approved this with the management of the Institution and having received the consent of the Patients.

128. The Regulations shall be obligatory to all Employees of the Institution, Patients and their

Representatives.

129. The Institution retains the right to change and/or supplement the Regulations in case of changes to the work planning or the applicable laws.

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