

**VSIA „Paula Stradiņa klīniskā universitātes slimnīca”
Patient's Agreement on Healthcare Services**

Rīga, _____
dd.mm.yyyy

State limited liability company VSIA “Paula Stradiņa klīniskā universitātes slimnīca”, reg.No.40003457109, legal address: Pilsoņu iela 13, Rīga, LV-1002, represented by its authorised person (client service specialist) _____
/name, surname/

who is acting based on a power of attorney (hereinafter the **Hospital**), of the one part, and

the PATIENT/ his/her authorised person _____
/name, surname, if applicable - degree of kinship/

residing at _____

phone No. _____ e-mail _____

personal ID _____ number passport/ID card No. _____

citizenship _____ residence permit validity period, _____
/if applicable/ /if applicable/

hereinafter the **Patient**, of the other part, both collectively referred to as the **Parties** or each separately the Party, enter into an agreement as follows (hereinafter the Agreement):

1. The Patient would like to receive, and the Hospital undertakes to provide the Patient with the healthcare services and the related services in some of the Hospital's units on a fee basis and in accordance with the requirements of applicable legislation, Hospital's procedures and the provisions of this Agreement (hereinafter the Provisions).
2. The Provisions (Supplement No.1), which are an integral part of the Agreement, define the rights and obligations of the Parties, the procedure of provision of the healthcare services, internal code of conduct of the Hospital and the procedure, in accordance to which the Patient shall pay for the services rendered by the Hospital.
3. The Patient has been informed that the Hospital processes data of the Patient, including, but not limited to electronic registration, processing and transmission of the Patient's personal data to third parties and performance of other activities for the administration of healthcare services, social services and social assistance and receipt of payments for the healthcare services at the Hospital, as well as provides medical information on the Patient's course of treatment at the Hospital (including Patient's medical records) to the Patient's insurer for the ascertaining of the insurance event, sends reminders on outstanding invoices to the phone number specified by the Patient and provides information to the credit information bureau on the Patient's debt liabilities still outstanding after receipt of the reminder, as well as receives information on the Patient from the state maintained registers.
4. The Patient understands that the Hospital is involved in the process of clinical studies.
5. Any covenant on receiving of healthcare services in the Hospital after signing by both Parties shall become an integral part of the Agreement.
6. The Parties shall be liable for the failure to fulfil or for improper fulfilment of their contractual obligations, as well as for the losses caused by their action or inaction in accordance with this Agreement and applicable legislation of the Republic of Latvia.
7. All disputes in relation to this Agreement shall be resolved by mutual negotiations. In case the Parties are not able to resolve the dispute by negotiations, it shall be settled in a general jurisdiction court of the Republic of Latvia in accordance with the procedure defined by applicable legislation.
8. The Agreement shall enter into legal force as of the moment of signing and is valid until fulfilment of obligations by the Parties.
9. The Parties shall be entitled to terminate the Agreement in accordance with the Provisions.
10. The Agreement is made in 2 (two) copies of equal legal validity.

Patient/Authorised representative /name, surname/:	Hospital /name, surname/:
/ signature /	/ signature /

➤ I agree that the postsurgical material will be used for the purpose of medical studies or research in Riga Stradiņš University.

/ name, surname, signature /

➤ I agree that the medical staff will provide the information on my health state to the following persons:

/ Person's name, surname, phone number, address /

/ name, surname, signature /

➤ I agree that mu personal data and information acquired in the process of clinical studies will be used for the purpose of academic research.

/ name, surname, signature /

➤ I agree that the Hospital's invoice (specifying my data on healthcare services received) will be sent to me to the e-mail address indicated in the Agreement in case of the Invoice will not be issued to me on the day of discharge or if the Invoice details are to be adjusted

/ name, surname, signature /

➤ I agree to participate in the patient's survey regarding the services received at the Hospital.

/ name, surname, signature /

➤ I agree to transfer of the data specified in the E-receipt to the State Revenue Service

/ name, surname, signature /

INTERNAL CODE OF CONDUCT FOR PATIENTS of VSIA „Paula Stradiņa klīniskā universitātes slimnīca”

Internal Code of Conduct for Patients (hereinafter the Patient) of VSIA „Paula Stradiņa klīniskā universitātes slimnīca” (hereinafter the Code) shall define Patient's rights, obligations and responsibility staying in the Hospital, as well as his/her relations with the medical persons and the supporting personnel.

The Code is elaborated in line with the Law on the Rights of Patients and the Medical Treatment Law, as well as in accordance with other applicable legislation of the Republic of Latvia.

1. Patient's Rights

- 1.1. To receive proper quality medical treatment and care. To receive information on his/her health state from the attending medical doctor.
- 1.2. To know names, surnames and positions of medical persons involved in the process of medical treatment.
- 1.3. To receive necessary information about the location of the department and to get directions. For patients with mobility impairments - to receive support for getting to the department.
- 1.4. To put his/her outdoor and footwear for storage to a responsible personnel in the Hospital's storage against a signature. To receive the items placed in the Hospital's storage during the open hours of the storage.
- 1.5. To have visitors in the Hospital in accordance with the procedures and time defined in the department.
- 1.6. In case of any claims or questions, to address to his/her attending doctor, charge nurse or the Head of the Department.
- 1.7. To submit complaints and suggestions about the received healthcare to the charge nurse, electronically to stradini@stradini.lv or by regular mail to Pilsoņu iela 13, Rīga, LV-1002.

2. Patient's Obligations

- 2.1. Registering at a healthcare facility, a patient must present his/her ID document, except when the patient receives emergency medical aid and is not able to present his/her ID document due to his/her health state. The patient shall present his/her ID document as soon as it becomes possible.
- 2.2. To wear a patient's ID wristband until the discharge from the Hospital.
- 2.3. To obey and comply with all the instructions given by the medical persons of the Hospital in relation to medical treatment and healthcare, to meet the internal rules and the Code.
- 2.4. To obey the daily regimen defined in the Hospital.
- 2.5. To treat the personnel of the Hospital in a polite manner and with respect.
- 2.6. To obey the rights of other patients.
- 2.7. To fulfil the fire safety and electric safety rules defined in the Hospital.
- 2.8. To make timely payments for the services rendered by the Hospital in accordance with the Hospital's invoice.
- 2.9. On the day of discharge, to leave the hospital room until 12:00 pm.
- 2.10. On the day of discharge, to take personal items placed in the Hospital's storage. The Hospital shall not be liable for personal items left in the Hospital's storage for a longer period.

3. Patient's Responsibility

- 3.1. The patient is not allowed to use any additional medicine or medical devices without the approval by attending doctor.
- 3.2. Leaving the department, the patient must inform the charge nurse about his/her planned absence and the time of coming back.
- 3.3. To maintain personal hygiene.
- 3.4. To keep the surrounding area clean and tidy (bed, chair, cabinet). To respect cleanliness and order in the Hospital's departments and in the common areas of the Hospital.
- 3.5. To store perishable foods in the department's refrigerator.
- 3.6. To treat the Hospital's equipment and fixtures with due care. The patient shall be liable for the intentional damaging of the Hospital's property in accordance with the procedure defined by applicable legislation of the Republic of Latvia.
- 3.7. In the Hospital's premises, it is prohibited to be impaired by alcohol or other intoxicating substances. Smoking on the territory of the Hospital is allowed only in a specially marked places.
- 3.8. Discharging from the Hospital, the patient shall be personally responsible for taking off and destroying the identification wristband.
- 3.9. Taking photos, video- and audio-taping of other persons is only allowed with the consent of such persons if it does not affect and does not endanger your and other patients' care and medical treatment and does not impair the right of privacy of other patients, visitors and the personnel of the Hospital. Taking photos and recording a video of the territory of the Hospital is allowed with the approval by the Communication Department of the Hospital only.

In cases when the patient fails to meet the Code, the directions of medical persons and causes intentional harm to his/her health, thus affecting the medical treatment of a certain disease, provided that the patient's life is not endangered, the Hospital shall be entitled to discharge the patient. This shall not release the patient from the obligation to pay for the services received at the Hospital until the discharge.

We hope you get well soon!

PROVISIONS
of VSIA „Paula Stradiņa klīniskā universitātes slimnīca”
Patient's Agreement on Healthcare Services

1. The Patient shall receive healthcare services and the related services in some of the Hospital's units:
 - 1.1. based on a referral of the emergency medical aid brigade;
 - 1.2. without a referral in emergency cases;
 - 1.3. with a referral of a general physician or a specialist;
 - 1.4. as per the Patient's choice as a fee-based service.

2. The Patient shall settle payments with the Hospital in accordance with the procedure as follows:
 - 2.1. for the state paid healthcare services the Patient shall paid a patient contribution and co-payments in accordance with the Cabinet Regulations No.555 of 28 August 2018 “Procedures for the organisation and payment of healthcare” on the day of discharge in the Hospital's cash office;
 - 2.2. if the Patient receives a state paid healthcare service, but contrary to the instructions of the medical persons he/she leaves the Hospital on the first day, the Hospital shall be entitled to calculate the payment for such services as for fee-based services. The Patient shall pay for the services in accordance with the Hospital's price-list for fee-based services;
 - 2.3. the Patient shall pay for fee-based healthcare services in accordance with the Hospital's approved price-list for fee-based services in the Hospital's cash office before receiving of services. Before receiving of services, the Patient shall present a document confirming the payment;
 - 2.4. if a Patient who is receiving healthcare services is not able to pay the patient contribution or co-payments, the payment may be made in 15 (fifteen) days after receiving of the healthcare services or within another time period if there is a respective written agreement with the Hospital;
 - 2.5. the Patient is entitled not to pay for the services, when the payment for such services has undertook the Patient's insurer or other legal entity in accordance with cooperation agreements signed with the Hospital and regulations of health insurance policies, if the Patient, at the moment of signing this Agreement, has presented the originals of the respective policies, a letter of guarantee or an approval of payment for the services. If the amount specified in the invoice for the services received by the Patient exceeds the limit of the Patient's health insurance policy or the amount specified in the letter of guarantee or approval, the difference shall be paid by the Patient. If the Patient's insurer or other legal entity fails to make a payment, the Hospital shall be entitled to refer to the Patient in order to collect the payment for the services directly or with the assistance of third parties;
 - 2.6. if the Patient is entitled to receive a planned healthcare services, by signing the form “The costs of planned medical treatment and services” the Patient certifies that he/she refuses from waiting for such planned services and confirms that he/she has been familiarised with the Hospital's approved price-list for fee-based services, and the Patient or the third party undertakes to make all payments for the fee-based services received;
 - 2.7. the Hospital shall be entitled to engage third parties for collecting of payments, including to entrust the collection of delayed payments to third parties. The Patient shall cover the expenses related to the collection of delayed payments;
 - 2.8. should the Patient provide incomplete or false information about his/her rights to receive the state-paid healthcare services, the Hospital shall be entitled to issue an invoice for the healthcare services received by the Patient as for fee-based services to be paid;
 - 2.9. should the Patient fail to meet the deadline of a payment, except of pre-payment, the Hospital may apply the penalty 0,1 % (zero point one percent) of the delayed payment amount for every day of the delay, but not exceeding 10% of the delayed amount. Payment of the penalty does not release from the obligation to pay the principal debt.

3. Rights and obligations of the parties

3.1. The Hospital shall:

- 3.1.1. render the healthcare services in accordance with applicable laws and regulations of the Republic of Latvia;
- 3.1.2. inform the Patient about the procedure of receiving healthcare services and the related services, on the Hospital's internal code of conduct and on costs of the services;
- 3.1.3. inform the Patient on his/her rights to receive information about his/her health condition from the attending doctor, as well as about the Patient's diagnosis, the plan of treatment, examination and rehabilitation, about the prognosis and consequences, about the functional limitations caused by the disease, about the preventive measures, about an outcome unforeseen earlier and its causes, from the attending social worker and chaplain about the services of social and spiritual care, as well as about the right to refuse from receiving of such information;
- 3.1.4. Provides information on processing of the Patient's personal data on the Hospital's website www.stradini.lv and provides protection of the Patient's personal data and confidentiality of the medical information according to the requirements of the regulatory enactments.

3.2. The Patient:

- 3.2.1. certifies that he/she has familiarized him/herself with the procedure of rendering the healthcare services (including the right to receive information), the Internal code of conduct for patients, the Internal regulations of the Hospital and the Procedure of making payments, and the Patient undertakes to comply with the above;
- 3.2.2. shall provide full information about his/her health condition, as well as his/her identity information;
- 3.2.3. agrees to wear a patient identification wristband with his/her personal data and undertakes the responsibility for taking off and destroying it after discharge from the Hospital;
- 3.2.4. shall be responsible for his/her personal belongings, valuables, documents and money taken with him/her to the Hospital. The Patient shall, at the earliest opportunity, to give his/her items to relatives or friends. The Patient shall take personal items placed in the Hospital's storage on the day of discharge. Should the Patient fail to take his/her personal items within 30 days after the discharge, it shall be deemed that the Patient surrenders the right of property to such items (including clothes, valuables, money etc.) and the Hospital shall pass them for recycling;
- 3.2.5. on the day of discharge, the Patient shall leave the hospital room until 12:00 pm;
- 3.2.6. the Patient is aware of his/her obligation to find out the possibilities of receiving the invoice, specifying the preferable way of receiving the invoice: by regular mail, electronically or personally;
- 3.2.7. the Patient understands his/her obligation and undertakes to pay for the healthcare services received in accordance with the invoice provided;
- 3.2.8. the Patient at any time may revoke his/her consent for using his/her personal data and information acquired during clinical studies for the purpose of academic research by informing the attending doctor/the Hospital, which shall be arranged in written and certified by signature.

4. The Agreement may be terminated prior to the accomplishment of the healthcare services:

- 4.1. by mutual agreement of the Parties;
- 4.2. upon the Patient's initiative with a written confirmation stating that the Patient refuses from further medical treatment;
- 4.3. according to reasoned decision of the attending medical doctor on refusing from treating the Patient if the Patient is violating his/her obligations under this Agreement.

Terminating the Agreement, the Patient shall pay for the received services in accordance with the invoice issued.