APPENDIX NO. 3

Internal Rules (of patients' stay) of the Medical Centre

This document (hereinafter – the Rules), approved by the director of Limited Liability Company "Sky-Winner" (hereinafter – the Helyos Centre for Family Health and Rehabilitation, abbreviated – the Medical Centre), is a regulatory document governing the internal regime and the particulars of the stay and care of patients, with the aim of maintaining the proper therapeutic, preventive, sanitary, hygienic and epidemiological regime of the Medical Institution.

The Rules have been drawn up on the basis of the Law of Ukraine "Fundamentals of the Legislation of Ukraine on Health Care" and of the resolutions and orders of the state bodies regulating activity in the field of health care.

The Rules are binding on all patients and visitors of the Medical Institution.

Every patient has the opportunity to read the Rules, which are kept on the premises of the Medical Institution in the consumer corner and on the Provider's Website https://helyos.com.ua/ as an appendix to the Public contract for the provision of paid services.

1. GENERAL PROVISIONS

1. Given that the Medical Institution is a health-care establishment, certain regime requirements apply to patients and visitors, in particular as regards observing silence, cleanliness, safety rules, fire safety and the like.
2. The Medical Institution bears no responsibility for the safekeeping of money, valuables and clothing of patients (visitors), except for those handed over for safe custody.
3. Information about the management of LLC "SKY-WINNER" HELYOS CENTRE FOR FAMILY HEALTH AND REHABILITATION, the medical practice licence, the medical personnel, the certificates for medical products and equipment, the price list and the current discount programmes is open to all visitors and is kept in the Consumer Folder (and on the official website of the Medical Centre).
4. Quality control of the medical services provided at the Medical Institution complies with the requirements of Order of the Ministry of Health of Ukraine "On the procedure for quality control of medical care" No. 752 of 28.09.2012.

2. PAYMENT FOR THE SERVICES PROVIDED

2.1. All types of services at the Medical Institution (except for those provided under the Contract with the NHSU and under other state programmes) are paid. The prices of the services are stated in the price list of the Medical Institution.

2.2. Payment is made either in cash or by bank transfer.

2.3. The basis for payment is the patient's individual outpatient record, which lists the services provided to the patient, and the settlement document (invoice, act) drawn up on its basis.

2.4. All additional types of examination not included in the scope of a particular medical service provided to the patient according to the price list are charged separately after they have been carried out.

2.5. The prices and the structure of the price list may be changed; this can be checked at the reception desk of the Medical Institution or on the website. The cost of a service that has already been paid for in part or in full cannot be changed.

3. WORKING HOURS OF THE MEDICAL INSTITUTION

1. Medical services are provided at the Medical Institution on the days and during the hours of admission established by the Administration: outpatient admission 7 days a week from 08:00 to 20:00.
2. Inpatient care is provided 7 days a week, around the clock.

3. Where necessary (in the event of accidents, power, heating or water outages and the like), the Director has the right to change the hours of admission of visitors and patients on particular days.
4. Diagnostic and consultative conclusions of specialists from other medical institutions are always taken into account, but cannot be the basis for the issue of any kind of conclusion by the specialists of the Medical Institution, for drawing up a plan for the provision of medical services, for obtaining a doctor's recommendations or for carrying out medical procedures.
5. Obtaining conclusions and recommendations from the specialists of the Medical Institution, and the carrying out of medical procedures or other additional services by the Medical Institution, is possible only after a consultation with a doctor or an examination at the Medical Institution itself.
6. The Director has the right to restrict visits by persons who breach the requirements of the internal regime of the medical institution or who show signs of intoxication or of being under the influence of narcotic or psychotropic substances. Where it is necessary to stop the unlawful actions of such visitors, the staff may call on security for assistance or call the police.
7. It is strictly forbidden to bring into the Medical Institution: weapons, sharp and cutting objects, alcohol, strongly scented flowers, poisonous substances, chemical compounds and reagents. Where such objects (substances) are discovered, they are temporarily confiscated or returned to the visitors.

4. MAKING AN APPOINTMENT WITH A DOCTOR

1. An appointment at the Medical Institution is made in advance, a day or several days before the desired visit, through the contact centre, in the online account or at the reception desk of the Medical Institution.
2. Admission without a prior appointment on the day of the visit is possible only where there are free slots in the specialist's schedule.
3. The patient may obtain preliminary information about the list of services, their cost, the payment procedure and any other information they need from the doctors of the Medical Institution or from the receptionists, either in person or by telephone.
4. When making an appointment by telephone, online or directly at the Medical Institution, the patient may choose the day and time of the appointment from the free slots available, of which the doctor or the administrator (receptionist) will inform them.
5. When making an appointment, the patient must state clearly the service or services they are booking; otherwise the Medical Institution has the right to refuse to provide the service.
6. Since several specialists practise in certain fields and work to individual schedules, the Administration asks patients who are being seen by a particular doctor to say so when making an appointment.
7. The patient must attend the Medical Institution on the appointed day and at the appointed time.
8. If the patient cannot attend at the appointed time, and where the visit needs to be cancelled or the appointed time changed, the patient is advised to notify the doctor or the receptionist of the Medical Institution in good time.
9. Where the patient has not attended at the appointed time and has not given notice of this, or is more than 15 minutes late, the appointment may be cancelled.
10. In the event of the unforeseen absence of a doctor or of other extraordinary circumstances, the staff of the Medical Institution notify the patient at the first opportunity by calling the contact telephone number given by the patient. In that case, at the patient's wish, the appointment is moved to another time convenient for them.

5. RULES FOR PATIENTS' STAY AT THE MEDICAL INSTITUTION

1. On entering the Medical Institution, the patient must remove their outer clothing and leave it in the cloakroom in the hall, leave large bags and packages there, in the autumn and winter period additionally put on shoe covers, which can be done at the entrance in the hall, and confirm their appointment with the receptionist.
2. While at the Medical Institution, the patient must treat the staff and other patients with respect and must not allow themselves rudeness or tactlessness. Their behaviour must not disturb the atmosphere of respect and goodwill.

3. When booked for any type of service, the patient must approach the receptionist. If the patient is visiting the Medical Institution for the first time, the receptionist completes a special medical record containing the patient's general details. If necessary, at the receptionist's request, the patient must present a passport or an insurance policy, after which the patient may wait for the appointment to begin in the waiting area.
4. The start of a diagnostic examination, as well as the start of an appointment with a doctor, may involve a short wait (this is because all patients have different problems and pathologies and a consultation may take longer than the time allotted, so the start of the next consultation or examination may be delayed).
5. The Medical Institution has several consulting rooms; they are not assigned to particular doctors, so a patient may be seen successively in different rooms by the same doctor. There is a standard sequence of admission, but given the particulars of each patient this sequence may change depending on the diagnosis and on the features of each patient's pathology individually.
6. All data from the diagnostic examination and from additional methods of examination, as well as the diagnosis and the doctor's recommendations, are entered in each patient's individual medical record in electronic form (in the "Medeir" medical information system).
7. Each patient's individual electronic medical record is the property of the Medical Institution and is kept throughout the period of observation and provision of medical services, and thereafter in the archive of the Medical Institution for 25 years. Data from the medical record are issued to patients on request, with the relevant documents executed in accordance with the procedure for access to medical records. All examination data and consultative conclusions are provided to patients in the form of a medical extract certified by the seal of the Medical Institution.
8. A necessary condition for obtaining a positive effect from the prescribed plan for the provision of medical services is the patient's precise compliance with all the doctor's instructions and recommendations, with the required level of hygiene and with the rules for taking medicines.
9. The patient has the right to be seen by one doctor, provided that they inform the receptionist of this when making the appointment.
10. The Medical Institution has the right to refuse services to patients who come to an appointment in dirty clothing or with a strong specific smell unacceptable in the conditions of the Medical Institution, as well as to patients who are in a state of alcoholic, narcotic or toxic intoxication.

6. PREPARATION OF PATIENTS' RECORDS

1. Electronic medical records are opened for every patient; their list and forms have been developed by the administration of the Medical Institution taking account of the requirements of the applicable legislation of Ukraine.
2. When medical records are prepared, not only information about the general state of health, specific reactions and features of each patient's body is collected, but also the patient's personal data.
3. Personal data are necessary to ensure prompt contact with each patient, their relatives and next of kin.
4. Every patient is obliged to give the medical staff accurate information about the state of their health and their personal data; otherwise the Medical Institution is released from legal responsibility for irregular situations arising in the provision of medical services or for a reduction in their effectiveness.
5. If, when completing questionnaires (or other records) independently or answering the doctor's questions, the patient is not sure that their answer is correct, they must inform the doctor of this.

7. THE ATTENDING PHYSICIAN. TERMINATION OF THE RELATIONSHIP WITH THE PATIENT

1. The patient's choice, or the assignment, of an attending physician for each patient takes place in accordance with the reason for the visit and the specialists' admission schedule.
2. The patient has the right to demand a change of attending physician at any stage of the provision of medical services and even to refuse medical services at the Medical Institution altogether.

3. Where a patient does not comply with the doctor's medical instructions (recommendations) or with the Internal Rules, the Medical Institution has the right to refuse the further medical management of that patient, except where their life and health are in danger. The decision to terminate the relationship with such a patient is taken by the Director.
4. Early termination of the provision of medical services is also possible on the written application of the patient (authorised representative).
5. The Medical Institution bears no responsibility for the patient's state of health or for the effectiveness of the medical services provided where the latter refuses to follow medical instructions (recommendations) and terminates the receipt of medical services early.
6. Where video recording is carried out on the premises of the Medical Institution without the agreement of the administration, the patient may be refused further medical care, except where their life and health are in danger.

8. PARTICULARS OF INFORMING PATIENTS.

1. AGREEING THE PROCEDURE AND SCOPE OF MEDICAL INTERVENTIONS
2. Medical interventions are begun only after the patient or their relatives (legal representatives) have been duly informed and have given their agreement. In urgent cases, in accordance with the requirements of the applicable legislation of Ukraine, medical interventions may be carried out without the patient's agreement.
3. Before the provision of medical services begins, a treatment (examination) plan is agreed with the patient (their representative). In some cases, where it is impossible to determine the whole scope of medical interventions immediately, an indicative treatment (examination) plan is drawn up. Moreover, for objective or subjective reasons, any treatment (examination) plan already agreed may be adjusted, of which the patient (their representative) is always notified.
4. The fact that the patient has given consent to medical interventions may be recorded by signing a separate document (a form of the established type), by a corresponding note in the medical records (with the patient's signature), or by a reference in the text of the contract for the provision of medical services. In addition, the fact of consent to medical interventions may be confirmed by the patient's conduct or by payment for the medical services. In certain cases (conditions accompanied by loss of consciousness, inability to communicate or to sign documents and the like), documents giving consent to medical interventions may be signed, in addition to the patient, by their authorised representatives (by law or under a duly executed power of attorney).

9. RESOLUTION OF DISPUTES AND CONFLICTS WITH PATIENTS

1. On matters concerning the provision of medical care and the organisation of the work of the Medical Institution, the patient may apply to the attending physician, to the treatment and control commission or to the Director. The schedule for receiving patients and visitors on personal matters is approved by the Director of LLC "SKY-WINNER" and is kept in the consumer folder.
2. Patients and their relatives may submit applications, complaints and proposals for consideration by the administration of the Medical Institution, for which the following forms of work are organised:
3. the Book of comments and proposals, kept in the consumer folder;
4. written submissions are accepted by post or directly through the receptionist of the Medical Institution on weekdays from 08:00 to 20:00;
5. a personal reception by the Director according to a separate schedule (the schedule is kept in the consumer folder);
6. the Commission for the consideration of patients' complaints, in accordance with the Regulation on its work and on the treatment and control commission.
7. Where the patient disagrees with the arguments and explanations of the attending physician concerning the need for additional methods of preventing complications, the doctor has the right to refuse the further provision of medical services and to take from the patient a written statement of refusal of medical services on the terms proposed by the doctor, or to draw up an act with the participation of 2 witnesses if the patient does not wish to provide such a statement.

8. Where a patient does not follow the doctor's medical instructions or breaches the established regime of treatment (examination) or of therapeutic and preventive procedures and interventions, the doctor notifies the management of this in writing and makes a corresponding entry in the patient's medical record.

10. OBLIGATIONS OF PATIENTS

1. Patients are obliged:
2. to attend scheduled appointments with the attending physician in good time, including procedures, examinations, consultations and the like;
3. to follow the recommendations and instructions of the attending physician (it is obligatory to follow the doctor's instructions regarding the regime for taking medicines, diet, physical activity, giving up harmful habits and the like);
4. not to breach the internal rules while at the Medical Institution.
5. Patients are forbidden:
6. to enter medical rooms in outer clothing and without putting shoe covers on their footwear;
7. to smoke and to litter on the premises of the Medical Institution;
8. to come to an appointment with a doctor in a state of alcoholic or narcotic intoxication or under the influence of psychotropic substances;
9. to take medicines that have not been prescribed by the attending physician.
10. Patients are advised not:
11. to state false information about themselves and the state of their health in the records (or to report it when the anamnesis is taken);
12. to miss or be late for procedures and examinations;

11. FINAL PROVISIONS

1. Any amendments or additions to these Rules are made on the basis of an order of the director of LLC "SKY-WINNER".
2. Every patient is informed of the main provisions of these Rules concerning their rights and obligations. The patient may read the full text of the Rules in the "Consumer Folder" and on the Provider's Website https://helyos.com.ua/.
3. Matters not governed by these Rules are governed by the applicable legislation of Ukraine.