**SLLC “Pauls Stradins Clinical University Hospital”**

**Patient's Agreement on Healthcare Services**

Riga, **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

dd.mm.yyyy

**State limited liability company “Pauls Stradins Clinical University Hospital”**, reg.No.40003457109, legal address: Pilsoņu street 13, Riga, 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: |  | Hospital client service specialist: |
|  |  |  |
| / name, surname, signature / |  | / name, surname, signature / |
| 1. Agreements: |  |  |

|  |  |  |
| --- | --- | --- |
| * 1. I agree that the postsurgical material will be used for the purpose of medical studies or research in Riga Stradiņš University. | yes | no |
| * 1. I agree that mu personal data and information acquired in the process of clinical studies will be used for the purpose of academic research. | yes | no |
| * 1. 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 | yes | no |
| * 1. I agree to participate in the patient’s survey regarding the services received at the Hospital. | yes | no |
| * 1. I agree to transfer of the data specified in the E-receipt to the State Revenue Service | yes | no |
| * 1. I agree that the medical staff will provide the information on my health state to the following persons: | yes | no |
|  | | |
| / Person’s name, surname, phone number, address / | | |

The patient has the right to withdraw consent at any given time.

|  |  |  |
| --- | --- | --- |
|  |  |  |
| / name, surname / |  | / signature / |

**INTERNAL CODE OF CONDUCT FOR PATIENTS**

**of SLLC “Pauls Stradins Clinical University Hospital”**

Internal Code of Conduct for Patients (hereinafter the Patient) of SLLC “Pauls Stradins Clinical University Hospital” (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. To receive proper quality medical treatment and care. To receive information on his/her health state from the attending medical doctor.
   2. To know names, surnames and positions of medical persons involved in the process of medical treatment.
   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.
   4. To put his/her outwear 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.
   5. To have visitors in the Hospital in accordance with the procedures and time defined in the department.
   6. In case of any claims or questions, to address to his/her attending doctor, charge nurse or the Head of the Department.
   7. To submit complaints and suggestions about the received healthcare to the charge nurse, electronically to [stradini@stradini.lv](mailto:stradini@stradini.lv) or by regular mail to Pilsoņu iela 13, Rīga, LV-1002.
2. **Patient’s Obligations**
   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. To wear a patient's ID wristband until the discharge from the Hospital.
   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.
   4. To obey the daily regimen defined in the Hospital.
   5. To treat the personnel of the Hospital in a polite manner and with respect.
   6. To obey the rights of other patients.
   7. To fulfil the fire safety and electric safety rules defined in the Hospital.
   8. To make timely payments for the services rendered by the Hospital in accordance with the Hospital’s invoice.
   9. On the day of discharge, to leave the hospital room until 12:00 pm.
   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**
   1. The patient is not allowed to use any additional medicine or medical devices without the approval by attending doctor.
   2. Leaving the department, the patient must inform the charge nurse about his/her planned absence and the time of coming back.
   3. To maintain personal hygiene.
   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.
   5. To store perishable foods in the department’s refrigerator.
   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.
   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.
   8. Discharging from the Hospital, the patient shall be personally responsible for taking off and destroying the identification wristband.
   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!**