

INTERNAL RULES OF KRAJSKÁ NEMOCNICE T. BATI

IM-001; version 03

Valid from 1 April 2025

Please read through these **Internal Hospital Rules**, which are **mandatory for everyone entering the hospital**. By adhering to them you make the work easier for hospital personnel and enable a pleasant and safe stay in the ward for yourself and others.



HOSPITAL ADMISSION

Personal belongings can be stored in an assigned personal locker, or in a bedside locker in the patient room. After being admitted, the patients are introduced by nursing staff to the routine ward operation (see **"Daily Routine"** below), receiving an overview of the ward premises (nursing room, exam room, canteen, sanitary facilities, etc.).

Secure identification of patients is ensured by a patient ID wristband.

STORAGE OF VALUABLES

After admission all valuable items, such as jewellery, money, electronics, credit cards, etc., can be given to a nurse to be locked in the safe. Money can also be stored in the hospital's treasury office.

Patients who fail to use this facility assume full responsibility for potential loss or damage of their belongings.

STAY OF ACCOMPANYING PERSON

Possible stay of any accompanying person depends on the physician's decision on the basis of the patient's condition and free capacity of the ward. An inpatient companion to an adult or child over age 6 is only by own expense (please refer to the **"Pricelist of Non-reimbursable Services"**); any exceptions must be approved by the relevant health insurance company. Costs of an inpatient companion to children under 6 are reimbursed from health insurance.

ABOVE-STANDARD SERVICES

Information on above-standard services and their current availability at the time of admission shall be provided by ward personnel (see also **"Pricelist of Non-reimbursable Services"**).



HEALTH INFORMATION

Health information shall be provided by the physician on a ward round or, as the case may be, during a patient exam. Families and individuals having a close relationship with the patient ("next of kin") are usually informed in the afternoons subject to the ward routine. Information may only be disclosed by the physician to those whose names are explicitly stated in patient's "Consent to Admission". Information can only be provided over the phone subject to the password disclosed to the family and close relatives/individuals by the patient.

MEDICATION

During a hospital stay, the patient is not allowed to use any medication (including over-the-counter medicines) without the physician's knowledge. When admitted to the hospital, the patient provides the physician with information about persistently used medication, the further use of which depends on the physician's decision. Non-compliance with this requirement may be grounds for immediate discharge from hospital. Medication brought by the patient shall be handed over to nursing staff after the patient's admission.

DAILY ROUTINE

Ward routine is specific for each individual ward and described in the **"Daily Routine"** document provided to each patient at their admission. Patients shall not leave their rooms during the scheduled ward round, drug administration or before a scheduled procedure.

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MEALS

Breakfast, lunch and dinner are served in the ward canteen; meals for bedridden (immobile) patients are served at their bed. Special diets due to the patient's condition shall be specified by the treating physician. The patient is obliged to inform nursing staff about their dietary requirements and restrictions.

A patient's own perishable food can be properly marked and stored in the ward canteen's fridge. Food that is not labelled with the name and date of storage in the fridge is disposed of at regular intervals. A special diet prescribed by the treating physician is part of the treatment. Non-adherence to the recommended diet impairs the course of treatment.

WARD LEAVE

The patient is obliged to inform nursing staff each time when leaving the ward. Without the consent of the treating physician, patients are prohibited to leave the hospital campus during their stay in the hospital. Taking into account the patient's condition, the physician may issue a permit for leaving.

ENTRY TO SERVICE AREAS AND ROOMS

Entry to service rooms is only permitted if accompanied by nursing staff. Entry to other patient rooms on your own is forbidden.

PRESENCE OF GUIDE DOG AND ASSISTANCE DOG

The presence of a guide or assistance dog on selected wards is allowed based on the consent of nursing staff and in conformity with the internal rules, provided that its presence does not infringe the rights of other patients.

PATIENT VISITORS

Recommended visiting hours on inpatient wards: working days from 2 to 4 p.m., weekends and holidays from 2 to 5 p.m. Visits outside the above limits can only be permitted upon prior agreement with the ward staff and with the approval of the treating physician to avoid any disruption of ward routine activities. During their visits, both patients and visitors are obliged to respect the currently valid anti-epidemic measures.

PHONE CALLS

Telephones on wards are only for internal use. When using your mobile devices, please follow the instructions of ward staff (due to the risk of potential interference with some devices, etc.). Do not make calls during quiet times, ward rounds and examinations.

USING OWN APPLIANCES

Using personal appliances is only allowed if approved by the ward staff and other room mates. For the safety of yourself and others, please only use fully functional appliances with no faults. The use of such appliances is **at your own risk, i.e., the hospital shall accept no liability for their damage or loss. When using their own appliances, the patient accepts responsibility for any potential damage caused by such use to Krajská nemocnice T. Bati, a. s. and third parties.**

RESPECT FOR OTHERS

Individuals having a close relationship with the patient or persons designated by the patient are entitled to stay with the patient when in hospital, if it is their explicit wish and without prejudice to the rights of other patients or disruption of ward routine activities. Patients and their visitors are obliged to respect the privacy and rights of other patients. Quiet hours at night are from 9 p.m. to 6 a.m.



HOUSEKEEPING

Patients are asked to observe cleanliness and order on their wards and other hospital premises.

SMOKING AND DRUGS

Smoking, including e-cigarettes, is prohibited throughout the entire hospital campus, with the exception of the designated smoking areas as indicated. Using narcotic drugs and addictive substances in the hospital is also prohibited.

WEAPONS AND OTHER DANGEROUS GOODS

Bringing weapons, ammunition and other dangerous items to any and all hospital premises is strictly forbidden. To ensure the safety of patients and hospital employees, in each case when a weapon is found, the Police of the Czech Republic shall be contacted to transfer such object outside the hospital according to applicable legal conditions.

DAMAGE CAUSED BY PATIENT

We ask all patients to avoid any intentional or unqualified manipulation with hospital equipment and inventory leading to its damage and to refrain from any manipulation with medical equipment. Should it be found that a patient has damaged ward equipment or has carried away or stolen something, the patient will be charged accordingly as per applicable regulations.

OPENING OF WINDOWS AND BALCONY DOORS

Within all KNTB facilities providing inpatient care, it is mandatory to keep all windows and balcony doors closed. Opening of windows and balcony doors may only be carried out with the explicit consent of the attending medical staff.

AUDIOVISUAL RECORDINGS

The making of audiovisual recordings within the premises of the healthcare facility is permitted solely with the prior consent of the head healthcare professional.



WISHES, FEEDBACK, SUGGESTIONS AND COMPLAINTS

Wishes, feedback, suggestions and complaints can be presented directly to the nursing staff.

Suggestions, compliments or complaints can be made in writing and sent to the Hospital Management Secretary Office:

- **Written form** please send to: Krajská nemocnice T. Bati, a. s., Kancelář představenstva, Havlíčkovo nábreží 600, 762 75 Zlín,
- **For personal delivery** of a complaint please visit: Podatelna (mailroom) of KNTB, Havlíčkovo nábreží 600, 762 75 Zlín, Headquarters building 26, ground floor (Mon-Fri, from 7:00 to 7:30 AM and from 9:00 AM to 2:45 PM) or at the Legal Department (Headquarters building 26, 5th floor, office no. 26.5.20)
- **E-mail** to: uherek@bnzlin.cz
- **Data message** (ID of KNTB Data Box: upjeuej).

An important prerequisite for successful treatment is mutual communication, trust and cooperation between the patient and the medical and nursing staff. If you have any questions, please do not hesitate to contact us.

We believe that you will be satisfied with the care we provide to you and that you will also stay loyal to our hospital in the future.

On behalf of all who are involved in your care,
Board of Directors, Krajská nemocnice T. Bati, a. s.

In Zlín, on 1 April 2025

