INTERNAL RULES OF THE OUTPATIENT CLINIC

FYZIOCARE s.r.o.
Registered office: Pod Labuťkou 782/17, Libeň (Prague 8), 180 00 Prague
Company ID (IČO): 29137195

Place of provision of healthcare services:
V Tůních 11
120 00 Prague 2

We are a private healthcare facility providing specialised outpatient care in the field of physiotherapy.

Our team is ready to provide you with high-quality healthcare. You can also contribute to the success of your treatment by taking a responsible approach to your care and by following the established rules and recommendations.

1. Identification

When arriving at the outpatient clinic, please present your health insurance card. We may also ask you to present proof of identity (identity card or passport). If you fail to provide the required identification, we reserve the right to refuse to provide healthcare services.

Please inform us of any change in your health insurance provider, name or surname, address or contact details.

2. Valuables and Money

We recommend that you do not bring large amounts of cash, jewellery or other valuable items to the outpatient clinic. Our clinic accepts no responsibility for their loss or theft.

Please do not leave any of your belongings unattended in the waiting room. All our treatment rooms are equipped with changing areas or coat hooks where you can conveniently leave your personal belongings during your examination or treatment. Please do not leave personal belongings unattended.

3. Rules Within the Clinic

To ensure the safety of patients and staff, bringing or storing any weapons, ammunition or dangerous substances on the premises of our outpatient clinic is prohibited. If you are carrying a weapon, you must inform the healthcare staff treating you.

The consumption of alcoholic beverages and addictive substances is prohibited while on the premises of the clinic. Smoking is prohibited throughout the clinic.

4. Appointments and Order of Patients

Please make an appointment in advance for examinations or treatment. This helps us provide healthcare services efficiently.

Please observe the agreed date and time of your appointment. If, for any reason, you are unable to attend at the scheduled time, please inform us as soon as possible.

The order in which patients are examined or treated is determined by the healthcare staff.

5. Persons Accompanying Patients

If you are accompanied by another person, your companion must not disrupt the operation of the clinic and must comply fully with the instructions of our staff.

Children must not be left unattended in the waiting room or elsewhere on the clinic premises.

6. Payment for Healthcare Services

Where the healthcare provided is not fully covered by public health insurance or reimbursed under the patient's contractual insurance, the patient is required to pay for such care directly to our outpatient clinic. This may include, for example, medical assessment services.

Procedures and services provided at the patient's request that are not covered by public health insurance are paid for by the patient in accordance with the applicable price list.

If a patient fails to attend a scheduled therapy session, a contractual fee may be charged in accordance with the applicable contractual arrangement.

7. Conduct Towards Healthcare Professionals and Other Patients

Please do not verbally or physically attack anyone or behave in a rude, aggressive or abusive manner.

If you are dissatisfied with any aspect of our services, please contact the healthcare staff. They will help you address the situation calmly and seek an appropriate solution.

Our clinic strives to accommodate the needs of all patients and to maintain a friendly and respectful environment. **We kindly ask you to help us do the same.**