

## **CHAPTER I**

### **General provisions**

#### **§ 1.**

The primary objective of “Żelazna” Medical Center is the delivery of safe, high-quality health care based on the respect for patients’ rights as guaranteed by the provisions of the Patients’ Rights and the Commissioner for Patients’ Rights Act. *(available for viewing at midwife stations in hospital wards and in the Emergency Department / Admissions Office)*

#### **§ 2.**

These Regulations specify the issues related to the organization of the Patient’s stay in St. Sophia’s Hospital and establish the visiting rules.

## **CHAPTER II**

### **Information about the organization of the Patient’s stay**

#### **§ 3.**

The hospitalized Patient has the right to contact other individuals personally, by phone or by mail / e-mail.

The Patient’s decision not to see any visitors should be communicated to the medical staff upon admission or at any other time during the hospital stay.

#### **§ 4.**

1. Information about the Patient’s health condition shall be made available to the Patient herself, to the Patient’s statutory representative or to a person designated by the Patient in the medical record by the attending physician / midwife or, under justified circumstances, by the Duty Team.

2. Due to personal data protection requirements, the medical staff shall not disclose any information relating to the Patient over the phone.
3. The parents of a newborn hospitalized in the Pre-Term Newborn and Neonatal Pathology Department after the mother's discharge may be given information about the infant's health condition over the phone as individually agreed with the newborn's attending doctor.

## **CHAPTER III**

### **Patient's Responsibilities**

#### **§ 5.**

1. The Patient should follow the medical staff recommendations related to diagnostics, treatment, nursing care, prescribed diet and hygiene guidelines established by the Hospital.
2. The hospitalized Patient is not allowed to take any medications without doctor's permission. The Patient's own medications for concurrent chronic diseases should be given in their original containers to the nursing staff.
3. The Patient's decision not to see any visitors should be communicated to the medical staff upon admission or at any other time during the hospital stay.
4. The hospitalized Patient is not allowed to leave the ward without notification to the medical staff. The medical staff should be informed every time the Patient intends to leave or return to the ward.
5. The hospitalized Patient is not allowed to leave the Hospital without notification.
6. Due to epidemiologic risk, it is absolutely forbidden to carry the newborn infants to the main lobby of the Hospital.
7. The Patient should remain in her room during scheduled ward rounds and nursing procedures.
8. The Patient is expected to keep her bed area neat and tidy to make the hospital room a comfortable environment for the roommates.
9. The use of the Patient's own AV equipment requires a consent from the medical staff and the Patient's roommates.
10. Food products have to be stored in the ward fridge in appropriately labelled containers according to the guidelines available in every ward.

11. The Patients staying in Family Rooms are expected to “prepare” the room before the ward round begins (neatly made up bed / daytime clothes of the Patient’s companion)
12. The ban on the use of tobacco, alcohol and intoxicating substances in the Hospital building and its grounds must be strictly observed under the penalty of a fine.
13. The Patients are requested to be courteous to the Hospital staff and other hospitalized persons and to treat them with due respect.
14. The Patients are expected not to disturb other patients’ peace and quiet.
15. The Patient’s money and other valuable items should be deposited. “Żelazna” Medical Center is not liable for the money and valuables kept in the Patient’s room.

In case of gross intentional infringement of the Hospital Regulations or treatment recommendations, a patient may be discharged from Hospital unless there is concern that ceasing or refusing further treatment can pose a direct threat to her health or life.

The decision about a discharge due to gross violation of Patient’s Responsibilities is taken by the Hospital Director on the request of a Department Head.

## **CHAPTER IV**

### **Visiting Rules**

#### **§ 7.**

1. Regular visiting hours in the Obstetrics Departments (A B C), Gynecology Department, Diagnostic-Therapeutic Department and the Day Surgery Ward are from 11 am to 7:30 pm daily.  
The number of visitors per one patient is limited to two persons at a time.
2. In exceptional situations, the Patients in the Labour and Delivery Suite, post-operative rooms and Pre-Term Newborn and Neonatal Pathology Department may be visited upon obtaining a department head’s or a duty doctor’s permission.
3. Parents of a newborn hospitalized in the Pre-Term Newborn and Neonatal Pathology Department:
  1. mother – unlimited visiting time

father – within regular visiting hours or as agreed with the Department Head or a duty doctor.

2. Parents of a newborn hospitalized in the NICU may visit as individually agreed with the newborn's attending doctor.
4. The Patient may be accompanied by one support person during a physiologic birth or a Caesarean delivery.
5. Infants and children of pre-school age are not allowed in Hospital wards.
6. Persons suffering from communicable diseases, showing signs or symptoms of a viral infection (catarrh, flu) and being under the influence of alcohol or psychoactive substances are not permitted to visit.
7. The Hospital Director may restrict the Patient's right to personal contact with outside visitors in the event of epidemiologic risk, for the sake of other patients' health and safety, due to physical limitations of the ward space or when peace and quiet of other patients can be disturbed.

Visitors are expected to:

1. get acquainted with the Regulations and to follow the Visiting Rules
2. leave their top coats in the cloak room in the main lobby
3. leave the Patient's room for the time of ward rounds, administering nursing care or administrative procedures involving personal data protection
4. not to interfere with the Patient's care, maintain quiet environment, respect other patients' dignity and privacy and follow the instructions given by the Hospital staff.
5. observe the Hospital safety, hygiene and fire protection policies and rules.

## § 9.

It is not permitted to:

1. sit / lie on the Patients' beds
2. smoke, drink alcohol or use narcotics
3. use mobile phones in close proximity to sensitive medical equipment
4. supply the Patients with medications without a specific approval from the attending physician
5. behave in a way that is deemed indecent or morally inappropriate

The staff may require some visitors to leave the Hospital if they:

- are under the influence of alcohol or intoxicated with psychoactive substances
- suffer from a communicable disease or show the symptoms of a viral infection (catarrh, flu)
- grossly violate the Hospital Visiting Rules