

RULES AND REGULATIONS FOR THE STAY AND VISITATION OF PATIENTS OF THE ST. SOPHIA HOSPITAL

GENERAL PROVISIONS

§ 1.

The overriding role of Centrum Medyczne "Żelazna" Sp. z o.o. is to provide Patients with high quality services while ensuring a sense of security and respect for Patient's rights under the Act on Patient's Rights and Patient's Rights Ombudsman (the text of the Act is available for inspection at the Midwives' console in the Hospital's Departments and in the Reception Room).

§ 2.

These Regulations set out the organisation and order associated with the stay at St. Sophia Hospital and the rules for visitors.

§ 3.

1. The patient has the right to **contact others in person, by telephone or by correspondence** during hospitalisation.
2. A patient **who does not wish to be visited** should inform the Medical Staff of this at the time of admission to the Hospital or when they decide to do so.

ORGANIZATIONAL INFORMATION:

§ 4.

1. Information about the Patient's condition is provided by the attending doctor/midwife or, in justified cases, by the Duty Team to the Patient themselves, their legal representative or the person **authorised by them in the medical records**.
2. The provision information by telephone to an authorised person about an adult patient is carried out after verification of the authorised person's identity and the Patient's details.
3. Parents of a Neonate hospitalised in the Neonatology and Neonatal Intensive Care Unit, after the Mother has been discharged from the Hospital, will be **provided with telephone information about their child's condition** as individually agreed **with the Child's appointed physician**.

RULES FOR THE PATIENT'S STAY

§ 5.

1. The Patient should follow the recommendations and instructions agreed with the medical staff, in terms of diagnosis, treatment and care – **including hygiene and the prescribed diet**.
2. While in the Ward, the Patient is not allowed to take any medication without the doctor's consent. Own medicines administration of which is related to the treatment of chronic co-morbidities, **should be handed over in their original packaging** to the nursing staff.
3. The patient is not allowed to leave the Ward without the knowledge of the medical staff. Each leave and return to the Ward must be **reported to the medical staff**.
4. The patient is **not allowed to leave the Hospital on their own volition**.
5. During medical rounds and nursing procedures, according to the Ward's schedule, **the Patient should stay in their room**.
6. For the sake of our shared comfort, please **keep the room tidy**.
7. The use of private audio-visual equipment can only take place **with the consent of the Staff and Patients in the room**.
8. Please store food items in the Ward fridge **in signed containers, according to the rules available at the Ward**.
9. Patients staying in family rooms are asked to prepare their room before medical rounds – **please make sure the companion's bed is made and companion is dress in day clothing**.
10. Smoking, as well as consumption of alcohol and other intoxicants is strictly prohibited in the building and on the premises of the Hospital under penalty of a fine.

In addition, we ask to:

11. relate respectfully to the Patients and Hospital Staff. **not disturb** the peace of other Patients.
12. leave any valuables and money in deposit for safekeeping. Centrum Medyczne "Żelazna" Sp. z o.o. is not responsible for valuables that were not left in the safety deposit.

It is essential that the behaviour of visitors and the Patient staying in the Hospital does not involve any **unethical, discriminatory behaviour or infringement on the rights of others**. Behaviours aimed at **building a positive atmosphere, cooperation, and respect for diversity are desirable**.

The patient should refrain from offering any financial or personal benefit to the Employees of the Centrum Medyczne "Żelazna" Sp. z o.o.

§ 6.

In the event of a **patient knowingly and flagrantly violating the order or course of treatment, the patient may be discharged from the Hospital** if there is no concern that the refusal or discontinuation of health services may cause immediate danger to their life or health. **Discharge of a Patient from the Hospital due to gross violation of the Patient's duties is decided by the Hospital Director at the request of the Ward Head.**

VISITATION RULES

§ 7.

1. In order to **respect the right to intimacy of in-patients**, we ask that no more than 1 person visits one adult patient at a time. **Preferred visiting hours are 12.00 – 18.00** on all days of the week in Obstetric Wards A, B, C, Gynaecology and the Diagnostic and Treatment Unit with Day Surgery Unit.
2. **Visiting a baby staying in the Neonatology and Neonatal Intensive Care Unit:**
 - visits by Parents to their Child do not have any time limit
 - in the NICU room, the Child's Parents may stay as individually agreed with the neonatologist in charge of the Child.
3. During a natural childbirth, the patient may be accompanied by one relative. The presence of a second companion (doula or photographer) is possible on request.
4. During delivery by caesarean section, the patient may be accompanied by one relative in the operating and recovery room. In the case of elective caesarean sections, there is the possibility of a photographer being present (if arranged by the Patient). The final decision on their participation in caesarean section rests with the surgical team.
5. For safety and epidemiological reasons, infants and pre-school children are not allowed to enter the Wards of the Hospital. Patients may meet them in the patio of the Hospital or in designated areas in front of the Wards.
6. Patients **may not be visited by persons** affected by an infectious disease, showing signs of infection, or who are intoxicated or under the influence of psychoactive substances.
7. Arrangements for visits in **EXCEPTIONAL** situations are made on an individual basis by arrangement with the Ward Manager/Doctor on duty.

§ 8.

Visitors are required to:

1. **familiarise themselves with the Rules of Procedure and comply with the visiting rules**.
2. leave outer garments in the cloakroom located in the main hall.
3. **vacate the room during medical rounds**, nursing procedures and administrative activities that **require data protection**.
4. **not interfere with the provision of health services**, be quiet and calm during visits, respect the dignity and intimacy of Patients and obey the instructions and directions of the Staff.
5. comply with **health, safety and fire risk regulations**.

§ 9.

The following are prohibited:

1. sitting or lying on Patients' beds.
2. consumption of alcohol, smoking, usage of intoxicants.
3. use of mobile phones next to medical devices.
4. bringing and giving medicines to patients without the consent and knowledge of the doctor.
5. behaviour that violates social and moral standards.
6. filming or photographing Patients, Staff or other persons without obtaining their permission to do so.

§ 10.

1. In case of visitors who are under the influence of alcohol or are intoxicated by psychoactive drugs, affected by an infectious disease, or who show signs of infection or who flagrantly violate the aforementioned visiting rules, **Staff has the right to order them to vacate the premises of the Hospital**.
2. Any aggressive behaviour, including threats, insults or physical violence towards Staff will result in the immediate notification of the relevant law enforcement services, including the Police.

CHAIRMAN OF THE BOARD

Wojciech Puzyna, MD, PhD

Warsaw, 16.06.2025.

