

Information on healthcare provision in the Czech Republic for people arriving from abroad as part of a migration process, as applicable to refugee status

Doctors and other medical personnel are prepared to provide you quality healthcare to meet your needs. They will also try to arrange communication via interpreter, if available. We believe that together we can overcome any difficulties and possible misunderstandings during treatment caused by the language barrier or different customs. Mutual trust and the will to understand each other and make allowances are vital.

From a legal point of view, provision of healthcare in the Czech Republic is governed primarily by Act No. 372/2011 Coll. on healthcare services.

- Healthcare services may be provided to you only **with your free and informed consent** – with the exception of extraordinary circumstances (see below), you may refuse healthcare services.
 - Healthcare services will be provided **in good faith to benefit your health**, according to rules of science and medical procedures as customary for the Czech Republic.
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During provision of healthcare services you have the right to

- respect, dignified treatment, courtesy and respect for privacy and sense of shame according to the nature of healthcare services provided
 - information about the nature and details of any procedure to be performed and with the internal regulations of the in-patient healthcare facility
 - the presence of a close relative, or another person specified by the patient, if permitted by internal regulations, and if the presence of this person does not disrupt performance of the services provided
 - uninterrupted attendance by the legal guardian (or a person specified by the legal guardian), foster parent or custodian of a minor (under-age) person or a person with restricted legal capacity
 - know the names of the health and other specialised professionals directly involved in providing you healthcare services
 - refuse the presence of persons who are not directly involved in providing you healthcare services
 - a written report on the course and results of healthcare services provided
 - the option to receive spiritual care and spiritual support from the clergy of churches and religious societies registered in the Czech Republic or from persons empowered to perform religious activities at an inpatient healthcare facility, all in accordance with the internal regulations and in a manner that does not infringe on the rights of the other patients; a visit by a member of the clergy cannot be refused in the event of impending death or serious harm to health (unless another legal regulation stipulates otherwise)
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Only urgent care that cannot be delayed may be provided **without the consent of the patient** when the patient's state of health does not allow the patient to express such consent (however, this

will not affect previously expressed wishes) or in the event of treatment of serious mental disorders if, in consequence of failure to treat such a disorder, the patient's health would most likely come to serious harm.

A patient may be hospitalised (placed in hospital) without his or her consent if

- isolation, quarantine or treatment is officially prescribed according to the Act on Protection of Public Health
- the patient represents an immediate and serious threat to him/herself or those around him/her into and he/she displays signs of a mental disorder or suffers from such a disorder or is under the influence of drugs or alcohol, if the threat to the patient or his/her surroundings cannot be prevented otherwise
- his or her state of health requires immediate provision of care, while also preventing him/her from expressing his/her consent
- this is a minor (under-age) patient, or a patient with restricted legal capacity if there is suspicion of violence, abuse or neglect.