

REGULATIONS OF VISITING AND PROVIDING MEDICAL SERVICES

at the

*Clinic Stomatologia na Podzamczu Sp. z o.o. NIP 8513272127,
REGON 521607813, KRS 0000963088*

These Regulations define the rights and obligations of Patients of Stomatologia na Podzamczu (hereinafter referred to as the Clinic) with regard to making appointments and providing health care services. The Regulations also define the principles of confirmation of appointments, booking fees, consequences of failure to cancel appointments in advance. Acceptance of the Regulations implies the obligation to apply them and binds the parties, forming part of the contract for the provision of medical services.

- 1 Medical services are provided on the days and hours determined individually according to the organization of the Clinic.
- 2 The Clinic provides medical services for a fee according to the current price list. Information about the prices of services is provided by employees of the Clinic. The price list and a list of services provided is available at the registration desk, and on the website: www.stomatologia.szczecin.pl, and www.implantologia.szczecin.pl.
- 3 Paid medical services are provided without a referral, except as specified in separate regulations.
- 4 Diagnostic examinations in the field of X-ray diagnostics provided on the basis of a referral from a doctor, except for intraoral X-rays. The patient is required to provide a referral each time before the service is provided.
- 5 Health services are provided only by medical professionals with the appropriate qualifications to provide services, confirmed by diplomas, certificates, meeting the relevant health requirements.
- 6 Health services are provided after prior reservation on a specific date according to the clinic's schedule. Reservations may be made by the Patient, the Patient's legal representative or a person authorized by the Patient:
 - directly at the Clinic,
 - by phone at 91 812 8888 or 91 812 7777
 - on-line, via www.stomatologia.szczecin.pl, www.implantologia.szczecin.pl or social media
- 7 When making a reservation, the Patient, the Patient's legal representative or a person authorized by the Patient is obliged, at the call of the person making the registration, to provide correct data of the Patient, necessary to enter the reservation of the appointment and establish the Patient's Card, among others, name, surname, PESEL number, date of birth and address of residence. It is also necessary to provide data allowing direct contact with the patient in organizational matters related to the provision of services, such as: contact telephone number, or e-mail address.
Detailed information on data processing is available at the Clinic and at www.stomatologia.szczecin.pl

- 8 Reception staff, after conducting an initial interview, make appointments for patients to see a doctor for a particular type of treatment. Every first-time patient must have a consultation visit, during which a pantomographic X-ray will be taken, prior to treatment. Consultation visits are scheduled for 30–60 minutes, dental reviews for 30 minutes; endodontic treatment - from 60 to 120 minutes. The duration of surgical visits is determined individually, depending on the extent of the procedure. The length of subsequent visits is decided by the doctor, depending on the type of treatment planned.
- 9 Doctors do not provide consultations by phone or email.
- 10 The names of health care providers are available at the place where services are provided. Additional information about the doctors providing benefits is posted on the website www.stomatologia.szczecin.eu and www.implantologia.szczecin.pl
- 11 On the day before the appointment, a text message is sent by 1:30 p.m. asking patients to confirm their appointment on the following day. If there is no response by 3 p.m., Clinic staff contact patients by phone to confirm attendance at the appointment on the following day. If the appointment cannot be confirmed, it will be canceled. In this situation, the Clinic may send cancellation information. Implantology appointments are confirmed two days in advance. The Clinic reserves the
- 12 right to change or cancel the date of service in random situations, independent of the Clinic. The Patient shall be promptly informed of the change or cancellation of the appointment by SMS notifications and/or by telephone by an employee of the Clinic.
- 13 Patients are required to cancel appointments for which they cannot attend no later than 24 hours before the scheduled appointment. Late cancellation of the appointment means cancellation of the appointment in violation of the appointment.
- 14 As a prerequisite for accepting the booking of a consultation appointment, the Clinic has the right to collect a deposit in connection with the appointment, up to the full payment for the scheduled treatments/services.
- 15 The deposit may be paid in person, by bank transfer, or PayU platform (via a generated link that will be sent in a text message or email, or via the website www.stomatologia.szczecin.pl, or www.implantologia.szczecin.pl).
- 16 The deposit, if a visit is made, is credited against the price of the service.
- 17 The deposit shall be refunded if the patient cancels the appointment with the time limit referred to in Section 13. In the event that, for the purpose of an appointment canceled on time, there has been damage resulting from the manufacture of a custom-made medical device, the Clinic shall have the right to deduct the cost of manufacturing the custom-made device from the deposit.
- 18 In the event of a patient's failure to show up for an appointment, or if the patient cancels the appointment in violation of the appointment, the deposit is not refundable. In this situation, the deposit constitutes compensation for keeping the Clinic ready to provide the service and for the lost benefits due to the fact that the patient's appointment will remain free, i.e. unused by another patient.
- 19 Non-cancellation or cancellation in violation of the appointment that was not covered by the deposit obliges the Patient to pay to the Clinic the lump-sum compensation costs referred to in paragraph 18, in the amount of PLN 200 for each booked appointment hour. The fee will be added to the cost of the next visit, increasing its price by the amount of compensation.
- 20 The Clinic shall be entitled to exempt the Patient from paying the lump-sum compensation costs, as well as to waive the right to retain the deposit, in particularly justified cases concerning the Patient and at the Patient's request.
- 21 Failure to cancel an appointment or cancellation in violation of the time limit referred to in Section 13 shall additionally entitle the Clinic to refuse to provide further medical services in the future, except in the case of a life and health emergency.
- 22 Cancellation of an appointment by the Clinic entitles the Patient to a refund of the deposit, provided that the deposit was previously collected. If the Patient does not give instructions in this regard in writing, the deposit is automatically credited to the next appointment.

- 23 In the case of approved treatment plans, the fee paid by the Patient for the implementation of the plan shall constitute a deposit within the meaning of Article 394§1 of the Civil Code.
- 24 The cost of treatment is based on the price list in effect as of the date of the plan. If the price list changes after the date of the treatment plan, the treatment plan is implemented according to the revised prices. The Patient acknowledges that the price list may change in the course of treatment. The treatment provider shall inform the Patient of a change in the price list affecting the increase in the cost of implementing the treatment plan. The information is communicated directly to the patient in conversation with the office staff, as well as in the customary manner. The patient, after a change in prices relative to those previously established in the treatment plan, has the right to withdraw from the contract. The right of withdrawal expires at the latest at the time of the first visit during the new price list and after the patient has been informed of the right to withdraw. The validity of the treatment plan may be limited by a term. The treatment plan may include discounts for admission/payment in full.
- 25 The process of providing health services begins at the Registration Desk, where Patients come to register their appointment. During registration, the Patient is required to show:
- a fill out and sign the registration form or present an identity document,
 - b refer for medical services, if any
- 26 Because of the nature of health services, the fee is paid by the Patient at the Registration Desk immediately after the visit, based on the information from the doctor. After payment of the fee, the Patient receives a receipt/invoice.
- 27 The Clinic reserves the right to refuse to provide services requiring a reservation of an appointment for Patients who have not paid their dues for previously provided health services, until the debt is settled, except in the case of a life and health emergency.
- 28 Patients are required to verify the accuracy of their personal information on forms, issued by Clinic employees. If the patient has any objections to the accuracy of his/her personal information, he/she should report them before receiving the medical service.
- 29 At the Registration Desk, the patient is obliged to submit a statement regarding authorization of other persons to inquire about the patient's health condition and inspect medical records. In addition, the patient is required to submit a statement that he/she has read the information form on data processing rules.
- 30 Consent for the provision of treatment must be submitted by the Patient each time, prior to the procedure. Refusal to sign the Consent form entitles the Clinic to refuse to provide the service, unless the Patient is in a life or health-threatening condition.
- 31 Patients treated at the Clinic should come in for follow-up visits regularly, every 6 months, without being summoned. This will ensure that the condition of the teeth, bones and gums can be adequately monitored and that hygienic or therapeutic treatments can be recommended, if necessary, to ensure that the effects of the treatment carried out are sustained and that oral health is maintained.
- 32 During the medical consultation, the patient has the right to receive all necessary explanations regarding the diagnosis made, as well as the proposed treatment.
- 33 Clinic staff are not obliged to provide services to Patients regardless of their behavior. Reprehensible behavior of the Patient in the form of active or verbal aggression, or conduct inconsistent with the provisions of the rules and regulations, is sanctioned by refusal to provide health services. Blatant violations of the order entitle the Clinic to delete from the list of Patients.
- 34 The clinic, for the benefit of patients who violate the order, will provide services only in a situation of emergency threat to life or health. Personnel providing health services in a situation precluding refusal are subject to the protection afforded to public officials on duty. The special protection of public officials results in enhanced criminal liability of the patient and prosecution of the crime committed by public prosecution.

- 35 The Clinic shall maintain the medical records of persons receiving health services and shall ensure the protection of personal data contained in such records and make them available in accordance with the relevant laws.
- 36 Medical documentation or test results (X-rays) are issued by Clinic staff, to the Patient's legal representative or to a person authorized by the Patient after verification of identity.
- 37 The Clinic reserves the right to change admission schedules, scope and price list of services.
- 38 Regulations are available in the Clinic's reception room, as well as at www.stomatologia.szczecin.pl and www.implantologia.szczecin.pl .

Clinic director

MD, PhD Tomasz Cegielski