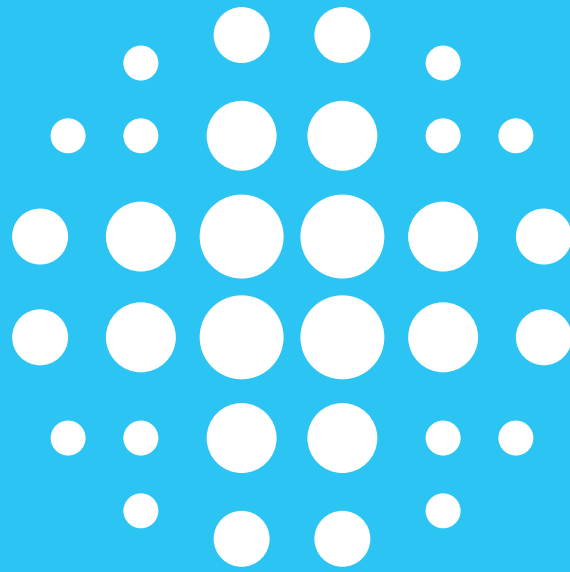


PROTON THERAPY CENTER CZECH



PTC INTERNAL RULES

PTC 9200-4 RAD CS

Version number: 3



Dear patients,

Welcome to the Proton Center (PTC) operated by Proton Therapy Center Czech s.r.o.

Thank you for the trust you have shown us by seeking out our care. We would like to help you find your way in our center and to provide you with basic information about the centre, as well as about the treatment and diagnostic examinations that we offer. We hope to make your stay at PTC as comfortable as possible.

Our facility is a modern clinical center that uses a high-precision, efficient and gentle proton radiation method to treat patients with cancer.

PTC is equipped with modern, state-of-the-art technology. All the treatment and operating processes have been defined to meet the strictest international standards and to ensure the maximum quality of treatment. Our goal is for patients to feel as good as possible during treatment and to achieve the best possible therapeutic results.



WHO WILL TAKE CARE OF YOU AT THE CENTER AND HOW CAN YOU RECOGNIZE THEM?

All the staff at the Proton Center are required to be visibly identified with a personal identification card. This will inform you about who is taking care of you, as well as ensuring that you are in contact with a person who is authorized to provide healthcare and services.

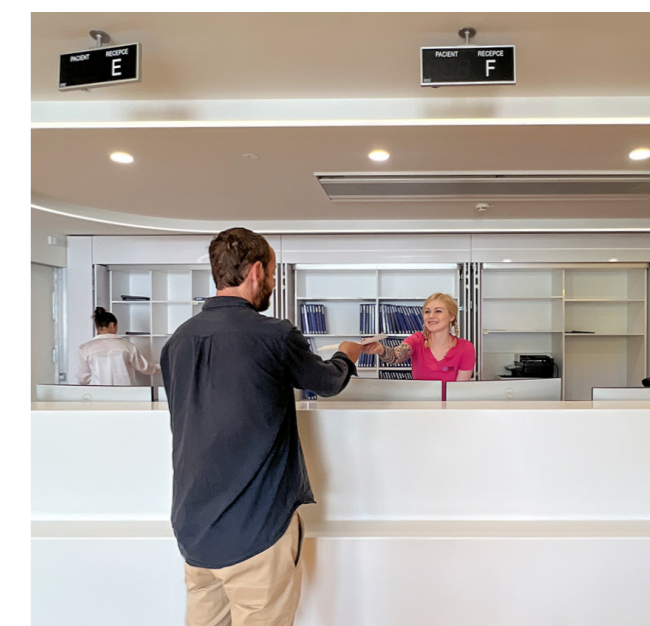
The personal identification cards are distinguished by a color stripe located at the bottom of the card. The individual colors indicate our employees' job titles.

Immediately upon entering PTC, the receptionists of the main oval Inforeception PTC will take care of you - feel free to contact them at any time with any general questions.

The main Inforeception includes a electronic queuing system where you select the health service you have come to the Proton Centre for. Once you have selected a service, you will collect a ticket with a serial number, sit in the reception area and then wait for your number to light up on one of the displays at each reception/exam room.

For enquiries regarding proton beam treatment, please contact the patient reception desk in fifth floor, and the MRI reception will be happy to answer any questions regarding diagnostics.

For questions about treatment planning, please contact the reception desk in second floor.



In addition to proton therapy, we also provide diagnostic examinations (i.e. PET/CT examinations, magnetic resonance (MRI) or CT scans) at PTC. For your comfort and safety, you can also benefit from the close collaboration between our oncologists and specialists in the fields of urology and ENT, who are also very happy to take care of you at our center's specialized departments/examination rooms.

Our employees are ready to provide top-flight healthcare and to facilitate your return to an active life. You can also help by adopting a responsible approach to treatment and adhering to the rules and recommendations established by the doctors and the care staff that help in accelerating the acclimatization process and facilitate the treatment during your stay with us.

Truthfully inform the nursing staff of your current health status, health services provided by other providers, use of medications or substances, infectious disease and other relevant facts that are important to the provision of health services.



HOW WILL WE IDENTIFY YOU?

Medical staff can ask you at any time, even repeatedly, ask for your name and date of birth. This is to ensure safety and prevent patient confusion.

If you are a patient undergoing proton beam radiotherapy, you are required to report your arrival to the receptionist/nurse at the Patient Reception Desk on the second floor each time you enter PTC.

To ensure your safety during proton therapy, you will be given an identification bracelet with your name, date of birth and barcode at the start of your treatment. This code will also be on the equipment used during your treatment.

Please wear the identification bracelet on your upper limb when you enter PTC so that you can be correctly identified during all processes related to your treatment. Report the loss or forgetting of your identification bracelet to the receptionist/nurse immediately.

HOW WILL WE KEEP YOU INFORMED?

Information about your medical condition may only be provided by your treating physician to you and to the persons you have identified in your medical records.

In order to clearly identify you, you will be asked by the reception staff to provide identification.

We only provide telephone information in urgent cases. We recommend that you set a password for giving information over the telephone to ensure that the information given in this way is protected. You will determine your own password and arrange it with the persons to whom you wish to provide telephone information. You will write down the password in the patient's informed consent to provide health information, which you will receive at the reception desk in fifth floor.

For communications related to the provision of health care services, you have the option of communicating in a manner that is understandable to you and by means of communication that you choose, including methods based on interpretation by another person. Sign language interpretation will be provided by reception staff on request. Please inform us of your requirements well in advance so that we can arrange interpreting services, thank you.

PTC also provides healthcare services, in particular initial and follow-up consultations, remotely via video consultations (information on the procedure and arrangements for video consultations is provided by the Customer Service Department). Video consultations are always carried out with the agreement of the attending physician and on condition that the physician considers that remote access is medically appropriate for the type of consultation and that it is the least risky for the patient, for example due to an unfavourable epidemiological situation or respiratory disease.



HOW DO WE TAKE CARE OF YOUR SAFETY?

In the event of a fire or other emergency, keep calm and follow the instructions of the attending staff.

To enhance your safety, weapons, ammunition and other hazardous substances are prohibited from being brought into or stored in PTC. Should you carry a weapon you must notify the staff who will work with you to find another suitable time for you to visit us. Please note that it is not possible to store these items in our Centre.

Alcoholic beverages, addictive and narcotic substances are prohibited during your visit to PTC. Smoking is prohibited in all areas of PTC. Violation of the prohibition of alcohol or other addictive substances and the physician's recommendation not to smoke may be considered as non-compliance with the individual treatment procedure with all the resulting consequences.

Do not enter service areas, including areas used for the provision of health care, without the permission of health care professionals. Do not tamper with technical equipment and facilities in examination rooms. If you cause damage to Proton Center equipment, you will be credited for reimbursement.

Please do not bring large sums of money, jewelry, or any valuable or expensive items to PTC. In case you cannot leave them with your relatives or your entourage, you can use the safe deposit boxes located on the second floor in the reception area. PTC is not responsible for these items if you leave them with you despite the possibility of storing them.

In the event of loss of your belongings, please contact the nursing staff who will report the loss to the Police. The Police report is then used by PTC as a basis for dealing with the loss of your belongings.

In order to ensure your safety during your examination and, if necessary, treatment, you may be monitored by CCTV in some areas of PTC. Most of these areas are monitored online, i.e. without recording. When entering an area that is monitored with recording, you will be alerted to this fact by a pictogram on the entrance door. The data captured (recorded) by the CCTV system is for the use of PTC only and may not be disclosed to any other entities, except for the Police of the Czech Republic.

The CCTV footage is stored for 168 hours. In some cases, you have the option to request viewing or transfer the CCTV footage. If this is the case, please contact PTC's Data Protection Officer who will assess your request. PTC reserves the right to allow 15 working days for the processing of the footage that will be made available to you at your request, due to the anonymisation of other people in the footage.

SERVICES FOR PATIENTS

PTC offers wireless (Wi-Fi) internet access for patients and visitors. This connection is free of charge. The Wi-Fi password (network SSID) can be obtained from the self-service panel at the main Info Desk in fifth floor and at the reception desk on the second floor.

We kindly request that you use your mobile phones in a way that does not disturb others. Due to the potential misuse of personal data, please do not use mobile phones to take photos, videos or share these data on social media.

We offer a private relaxation room for patients and their family members upon request. This room has a telephone, Wi-Fi connection, TV, coffee machine and refrigerator.

For a pleasant stay at PTC, you may visit our bar on the fifth floor.

In case of treatment at PTC, we will arrange a long-term permit for you to enter the premises of the Bulovka University Hospital for a one-time fee of CZK 300 for 1 month. Parking in PTC car park is free of charge. For more information and to arrange the entry permit, please contact the main reception of our Centre.

If you have a sensory or physical disability and use a guide or assistance dog, it is possible to have one present if it will benefit your condition. Please, make sure, that its presence does not infringe the rights of others or interfere with the operation of the centre. Your dog must be clearly marked as a guide or assistance dog (harness, vest). You provide all care and supplies for your dog (bowls, food, excrement bags).

In the case of dogs other than assistance and guide dogs, we only accept small and quiet animals brought in a bag/shelter at our Center, which do not leave the bag/shelter for the entire patient visit, if objective reasons are given (e.g. weather). Other dogs and other animals are always left outside by a water bowl provided by PTC staff.

Thank you for respecting the Proton Center's Internal Rules and Regulations and helping us to create a comfortable environment and optimal conditions for providing health care services to all of our patients.

We have been helping
cancer patients since 2012.



www.ptc.cz/en

PROTON THERAPY CENTER CZECH

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