

The rules in the hospital

GENERAL PROVISIONS

Article 1

Clinical Center of Banja Luka (hereinafter: the Clinical Center) under the Rules of the house rules (hereinafter the Rules) govern the maintenance of order in organizational units (hereinafter OJ), food, visits to patients and other issues related to the maintenance of order in the Clinical Center.

Article 2.

Provisions of these Rules are required to adhere to the Clinical Center staff, patients and visitors.

II

MAINTENANCE OF ORDER

Article 3.

Regular working hours in the Clinical Center are from 07 am to 3 pm, from Monday to Friday.

Because of the need of continuous 24/7 of working hours in the hospital health care, the director of the Clinical Center made the decision to introduce one or more shift, and duty and standby for specific tasks, guided by the needs of citizens, some forms of hospital treatment and the possibility of the Clinical Center.

Article 4.

House rules of the Clinical Center are as follows:

5 30 am Awakening, adjustment of bed, morning hygiene, measuring vital signs

7 30 am - 8 am- morning visit

8 am - 9 am- intake of material for analysis and lab. tests

9 am (estimated) Breakfast

8 am - 12 am- mandatory stay of patients in hospital rooms

12 , noon- Lunch

2 pm- 3 pm- information on the status of patients

3 pm- 4 pm -mandatory vacation

4 pm- 5 pm- visits to patients

7 pm- 8 pm- Dinner

8 pm- Evening visit

10 pm- night mode

Article 5.

All the rooms in which patients stay, are cleaned twice a day, if necessary, more frequently, and once a week in detail.

The change of bed linen is carried out once or twice a week, and if necessary more frequently. On department for postoperative care and resuscitation, the change is done twice in 24 hours.

Article 6.

Patients are required to treat with conscious and to keep an inventory of the Clinical Center and the maintenance of cleanliness, and, in particular, they must take into account the maintenance of cleanliness in toilets and bathrooms, in which they must not throw any waste of food, paper, cloth, etc..

Article 7.

The Clinical Center is a strictly non-smoking.

Article 8.

Patients are not allowed:

- * The use of alcoholic beverages;
- * Playing cards and other games in the form of gambling;
- * unnecessary delays in the other patient rooms and corridors,
- * Singing, playing, making noise and everything else that violates the peace;
- * Bringing in of any animals;
- * quarreling and bickering among themselves;
- * Receiving food and other items without a license of a nurse / technician;
- * Talking over balconies and windows,
- * Going to other hospital departments;
- * Going out of the Clinical Center at the time when it is not allowed;
- * Entering the cold or fire weapons;
- * Entering the TV, radio and photographic apparatus and appliances without the permission of a head nurse or of some other nurse / technician of the OJ;

Article 9.

The patient may be granted to go out downtown in exceptional cases ,on which decision will be made by the head of OJ and a written permit should be issued.

Article 10.

The patient who intentionally or with actions of gross negligence damage to the Clinical Center, is obliged to compensate the same.

The record of damage makes a person, authorized by the head of OJ, in the presence of the person who reported the damage.

The amount of damage will be assessed by the Head of Technical Operations.

Article 11.

Heads of the organizational units, head nurse of the Clinical Center and the security staff, make constant control and supervision over the observance of the provisions of house rules, each within its powers.

Article 12.

A nurse/ technician accepts a patient in the OJ, gets him familiar with the rules, extra rooms and places him in a bed.

Article 13.

The patient can change his/ her clothes, which is in accordance with the rules of the house. The patient's clothes is retained in the OJ only if the patient is unaccompanied, and then a patient, after giving his clothes, gets a "confirmation" in which he stated what is the clothing that he gave to the OJ to save. A certificate is signed by the patient and by the person from OJ who received clothing in storage. If the patient is with the company, he gives all his clothes to those who are in a patient's escort (relatives, guardians, ...). The bath is mandatory before a patient lay in bed. Upon receipt of the CC, money and other things of value the patient is obliged

to hand over to the family, to guardian or to a legal representative. If the patient is unaccompanied, with money and things of value, it is as the same treatment as with the patient's clothes.

Article 14.

Clinical Center is not responsible for money and things of value if the patient does not submit them for safekeeping at the Clinic or Office.

Article 15.

During his stay in the Clinical Center, a patient is required, in order to faster recovery and healing, to adhere to all instructions of doctors and nurses/ technicians.

III

PATIENT'S RIGHTS

Article 16.

A patient has the right to refuse any medical examination or treatment without his/her consent. A patient has the right to refuse examination and treatment by doctors because of loss of confidence. Refusal of medical treatment must be recorded in the history of the disease and the patient signs his decision and is responsible for all consequences arising.

Article 17.

The patient has the right to correct notice of all matters concerning his health, and the right to confidentiality of all data related to the state of his health.

Article 18.

The patient has the right to choose between several possible forms of medical interventions that are offered to him by a doctor, except in the case of urgent intervention, when nothing is done could endanger his life and health and cause permanent damage.

IV

NUTRITION OF PATIENTS

Article 19.

During his stay in the Clinical Center, a patient has the right to food with the prescribed medical diet.

Patients who are unable to take their own food are feed by medical nurse / technician.

Article 20.

Patients receiving food is allowed in the types and quantities that meet the standards in the patient's diet and with the permission of the competent or duty doctor or nurse.

V

VISIT TO PATIENTS

Article 21.

Visits to patients are allowed every day from 4 pm to 5 pm, and on Saturdays, Sundays and state holidays in the period from 10 am to 12.

Article 22.

In exceptional cases, the Head of OJ may allow a family to be next to the patient periodically or continuously for a time, and about that will be issued a written permit.

Article 23.

Visits may be prohibited in certain organizational units or in their parts if Head of the OJ estimates that the visit could have a negative impact on the treatment of patients.

Article 24.

On the proposal of epidemiological services and sanitary inspection, visits may be, from time to time, forbidden in all OJ because of epidemiologic situation. The decision in this paragraph is brought by the director of the Clinical Center.

Article 25.

Time of visit and the number of visitors, can be limited with patients who are very sick, and the decision on that takes the head of OJ, or a doctor on duty.

Article 26.

Visitors to patients must be careful to order, cleanliness and during the visit must not disturb patients' peace.

Visitors are not allowed to sit on hospital beds.

If visitors do not adhere to these provisions, a doctor on duty or a nurse / technician has the right to terminate a visit to the patient.

Article 27.

Patients are on treatment in the Clinical Center of Banja Luka can be allowed, at their request, visits to religious officials to perform religious rites.

Religious official's visits to patients would be approved by the head of the clinic or department or by a doctor on a duty, taking into account the health status of the patient.

Article 28.

Information about the health of patients, who are not allowed to be visited, are every day from 2 pm to 3 pm.

Information about the health of patients are given by a doctor on duty, during normal business hours.

Just in exceptional cases, information may be given by telephone.

Information on maternal health are given every day, 24/7.

Article 29.

The patient can be released off the treatment for non-compliance with treatment methods, for non-compliance with the provisions of house rules, because of the actions or behavior that prevents the proper indication of medical assistance to him and other patients, but all under the condition that he was previously warned and reprimanded.

About discharging a patient, from the reasons that are mentioned above, decides a head of the OJ, but he previously inform the Director of the Clinical Center and the Health Insurance Fund in which the patient is insured, about that.

The patient can not be denied a treatment, and can not be discharged, if it comes to serious consequences for his health.

VI

Procedure on complaint

Article 30.

A patient has the right to express in writing dissatisfaction or satisfaction with the quality, content, type of health services and in relation to him in the process of providing health services.

A written expression of impression of the patient is possible through questionnaire papers that are stored in boxes and on the survey, which will be given to the Commission for Petitions.

In all organizational units of the Clinical Center, which provides health care, and in places that are available to patients, must be raised a short version of the Rules.