

Patient Instructions

Department of Rehabilitation and Physical Medicine

Dear Sir or Madam,

Please pay attention to the following important information regarding the operation of the Department of Rehabilitation and Physical Medicine.

- Each patient is examined by a rehabilitation physician before the commencement of treatment. Patients can make an appointment **in person** at the Department reception, **by telephone** at tel. number: +420 257 272 057 or **by email**: reh@homolka.cz.
- Patients who are attending their initial medical examination and are visiting the Department for the **first time** shall complete an initial **Medical History Questionnaire** as instructed by the reception staff, which forms part of the patient's documentation.
- For the medical examination, patients shall bring **copies** of medical reports related to the reason for their visit.
- Patients who are attending a medical examination/check-up shall **report their presence to the nurse at the Department reception** where they are registered for the attending physician.
- Concurrent care by another rehabilitation physician, physio/occupational therapist, or simultaneous care at another facility of a similar type covered by public health insurance (other rehabilitation department, physio/occupational therapy facility, manual and musculoskeletal medicine – chiropractic) is not permitted.
- **When receiving healthcare services, the patient is obliged to follow the prescribed treatment plan** (i.e. individual treatment procedure) if they have consented to receiving healthcare services at the surgery. The rehabilitation treatment plan is binding for the patient. It cannot be modified during treatment without the attending physician's knowledge. In the event that the patient arbitrarily ceases to provide cooperation necessary for further provision of healthcare services, their treatment may be terminated in accordance with applicable legal regulations and the decision of the attending rehabilitation physician.
- If a patient needs to contact the physician, they shall do so through reception unless another procedure has been agreed upon with the physician.
- During therapeutic procedures and in surgeries, **the use of mobile phones is prohibited.**
- During treatment, the patient is **obliged to follow the instructions of the rehabilitation department staff.**

Treatment Procedures Schedule

- After examining the patient, the physician shall determine a treatment plan which may include therapeutic procedures. Individual procedures are incorporated into the treatment plan at reception according to the physician's prescription and the Department's capacity. The patient shall arrange the treatment schedule in person at the reception desk – at the location marked as "treatment scheduling".
- If the Department's capacity allows and if it does not conflict with the physician's prescription, the reception shall take the patient's time preferences into account when scheduling. **The agreed treatment schedule is then binding for the patient and the patient is obliged to comply with it.** Subsequent changes to the treatment schedule requested by the patient or replacements of missed treatments are not possible due to capacity reasons. The prescribed treatments can be scheduled no later than 10 days following the examination by the rehabilitation physician and must be completed within 3 months from the date of the physician's indication. The treatment schedule does not guarantee that the patient will be treated by the same therapist throughout the entire course of treatment.

- **The patient must always carry the printed treatment schedule with the identification barcode.** The patient cannot be treated without presenting the treatment schedule. A copy of this schedule is charged according to the current price list.
- **Some rehabilitation treatments are not covered by health insurance. These procedures must be paid for prior to their implementation** at the reception desk – at the location marked as "cashier's office". The price list is available at the department's reception desk and on the website www.homolka.cz.
- Patients moving within the hydrotherapy area must comply with the Hydrotherapy Operating Rules, which are available before entering the hydrotherapy hall and establish the basic conditions for a patient's stay in the hydrotherapy Department.
- **For hydrotherapy procedures**, patients should arrive **5 – 10 minutes in advance** (depending on the type of procedure or patient's disability) to allow sufficient time for changing and personal hygiene.
- Before entering the hydrotherapy hall (except for upper and lower limb whirlpool), patients shall collect a cabin/locker key from the reception desk – at the location marked as "cashier's office". After the procedure, the key shall be returned to the cashier's office.
- The patient should arrive at the **gym exercises** with time to spare. Exercise attire will be required and a changing room key, which can be collected from the reception desk – at the location marked as "cashier's office". After changing, it is necessary to pass through the cabin to the internal corridor and wait for the physiotherapist to arrive. After the procedure, the key shall be returned to the cashier's office.
- **To commence physiotherapy/occupational therapy**, the patient shall wait in the waiting room, i.e. in the main corridor of the Department. The patient shall be called by the therapist to commence physiotherapy/occupational therapy.
- **For physical therapy treatment** ("electrotherapy"), the patient shall announce their presence by inserting the treatment schedule into the slot in door C 111 – electrotherapy room.
- **If the patient has not been called for their procedure at the scheduled time, they shall contact the Department reception.**
- **If the patient arrives late** for their procedure, they shall report this fact at the Department reception at the location marked as "treatment scheduling". The patient shall only be treated within their scheduled time slot.
- If a change in procedure appointments is necessary due to operational reasons, the patient shall be informed in person, by email, telephone or SMS. The patient shall enquire about the possibility of a replacement appointment as soon as possible at the reception – at the location marked as "treatment scheduling".

Absences, illness and prevention of infectious disease transmission

- If the patient fails to attend a procedure for any reason, it shall **not be rescheduled**.
- If a patient fails to attend two consecutive procedures from the treatment plan (not referring to procedures scheduled for the same day), their further reserved procedure appointments shall be released for other patients.
- Should a patient contract an illness other than the one for which the rehabilitation treatment is being provided, or if they suffer an injury, undergo surgery or experience any other change in their medical condition during rehabilitation treatment, they are obliged to immediately inform the attending rehabilitation physician through the reception nurse about this change, who shall then decide on further steps, which will be communicated to the patient. Until this decision is made, the patient shall not commence any further procedures according to the procedure plan.
- In case of symptoms of respiratory or other infectious disease (rhinitis, cough, elevated temperature, etc.), the patient is obliged to immediately cease attending the Department of Rehabilitation and Physical Medicine and inform the attending rehabilitation physician about their illness via email or telephone through the reception nurse, who shall decide on further steps, which will be communicated to the patient. The same procedure applies if an examination by a rehabilitation



physician was planned. This measure is necessary to prevent the spread of infection among other patients and the staff of the Department of Rehabilitation and Physical Medicine.

Contact Information

- Reception – booking appointments with physicians, changes of examination dates: +420 257 272 057.
- Reception – treatment scheduling, excuses from procedures: +420 257 272 055.
- E-mail: reh@homolka.cz

Check-up

- The follow-up schedule is determined by the attending rehabilitation physician.

The patient is further obliged to comply with the Internal Rules of Na Homolce Hospital, which are available at the Department reception desk and on the website www.homolka.cz.