

## **INTERNAL REGULATIONS**

of the Dental Practice DENTANELA s.r.o.

The full text of the internal regulations of the dental practice of DENTANELA s.r.o., Company Identification Number (IČO): 242 02 525, registered in the Commercial Register maintained by the Municipal Court in Prague under file no. C 188225, which is in accordance with Act No. 372/2011 Coll., on Health Services and Conditions for Their Provision (hereinafter referred to as the “Health Services Act”), and the Ethical Code of Patients' Rights issued by the Ministry of Health of the Czech Republic on 25 February 1992 (hereinafter referred to as the “Internal Regulations”).

### **I. Definition and Terms**

1. **Medical Procedure, Healthcare, Treatment, Treatment Plan** – the provision of health services within the meaning of the Health Services Act;
2. **Healthcare Provider, Medical Facility** – DENTANELA s.r.o. as a legal entity authorized to provide health services in accordance with the Health Services Act;
3. **Doctor, Medical Personnel/Healthcare Worker** – employees of DENTANELA s.r.o. as the healthcare provider;
4. **Patient** – a natural person to whom healthcare services are provided by the healthcare provider within the meaning of the Health Services Act.

### **II. Obligations of the Healthcare Provider**

1. The healthcare provider undertakes to deliver healthcare in the field of general dental medicine at the level of modern medical knowledge, in accordance with the best health interests of the patient, applicable legal regulations, and these Internal Regulations.
2. The healthcare provider undertakes to maintain a unified medical record of the patient in accordance with the Health Services Act, in digital form.
3. The healthcare provider handles the patient's personal data and the information contained in the patient's medical records in compliance with applicable legal regulations. Medical personnel are obliged to maintain medical confidentiality, use the obtained information solely for the purpose of providing healthcare services for the benefit of the patient, and disclose it only to persons designated by generally binding regulations. An exception to the duty of confidentiality applies to communication between medical professionals.
4. The healthcare provider reserves the right to take photographic documentation of patients for the purpose of documenting treatment outcomes.
5. Before any medical procedure, the patient will be adequately informed by the doctor about their health condition (oral condition), the proposed treatment (treatment plan), its consequences, and potential risks, provided that the patient's health condition allows for such communication.
6. During the patient's first visit (before the first medical procedure), the patient will be informed by the staff about the cost of healthcare services that are not covered or are only partially covered by public health insurance, as well as the payment method, and will be referred to the price list (provided that the patient's health condition allows it). During subsequent visits, the patient will be informed before the medical procedure about the estimated cost of services payable by the patient only by reference to the price list; upon request, the expected amount payable by the patient will be communicated and explained in detail.
7. If multiple treatment options are available, the patient will be informed by the doctor about the different options and their costs, provided that the patient's health condition allows for such communication.
8. The healthcare provider is obliged to adhere to the ethical principles of the doctor-patient relationship, minimize patient stress and any potential pain associated with the provided care, and communicate with the patient in a way that ensures the patient understands the information conveyed.

### **III. Rights of the Healthcare Provider**

1. Patients with scheduled appointments are invited into the examination room as close as possible to their appointed time. However, in exceptional cases, the healthcare provider reserves the right to cancel or reschedule the agreed treatment time, but only in the following circumstances:
  - a) The doctor must attend to an unplanned urgent procedure for another patient, where delaying such a procedure could endanger the patient's health or life;
  - b) The treatment of the previous patient has unexpectedly been prolonged;
  - c) The doctor is unable to work due to illness;
  - d) In case of serious technical obstacles, particularly technological malfunctions (X-ray, ultrasound, IT systems, etc.), or interruptions in water or electricity supply.
2. The healthcare provider is entitled to reschedule appointments. In case of a change in the appointment time, the patient will be informed in advance via phone or email.
3. The healthcare provider is entitled to refuse to provide healthcare services on a one-time basis if:
  - a) The patient arrives late for the scheduled appointment, as even a slight delay may cause significant operational disruptions;
  - b) The patient has an upper respiratory tract infection or another serious illness (such as influenza, tonsillitis, herpes infection of the lips or oral mucosa, or another infectious disease) that prevents proper medical treatment unless it is an acute case endangering the patient;
  - c) The patient exhibits signs of alcohol or substance intoxication;
  - d) The patient has not followed the doctor's pre-treatment instructions (e.g., regarding medication, food intake, etc.);
  - e) The patient does not comply with these Internal Regulations;
  - f) The patient fails to observe and respect extraordinary hygiene measures during a pandemic;
  - g) Operational or capacity constraints prevent treatment;
  - h) Other legal reasons prevent treatment.
4. The healthcare provider is entitled to permanently refuse to provide healthcare services or to terminate treatment if:
  - a) The patient has repeatedly (i.e., two or more times) failed to attend a scheduled appointment;
  - b) The patient has repeatedly canceled an appointment less than 24 hours before the scheduled time;
  - c) The patient refuses to cooperate with the doctor, does not follow the prescribed treatment plan to which they previously agreed, and shows no interest in receiving care;
  - d) No medical procedure has been performed on the patient by the healthcare provider in the past 36 months;
  - e) The patient does not comply with these Internal Regulations;
  - f) The patient's requests conflict with the doctor's professional and ethical convictions;
  - g) Operational or capacity constraints prevent further treatment;
  - h) The patient disagrees with or formally rejects a change or amendment to these Internal Regulations in writing;
  - i) Other legal reasons prevent further treatment.
5. With the patient's consent, the healthcare provider is entitled to invite persons training to become healthcare professionals to observe or assist with a medical procedure.

### **IV. Patient Rights**

1. The patient has a constitutionally guaranteed right to healthcare, its accessibility, and fair treatment according to their individual needs. The patient has the right to professional care, the right to actively participate in medical procedures, the right to make independent decisions, and all other rights under the Healthcare Services Act.
2. A medical procedure that, under applicable regulations, requires informed consent (most commonly tooth extraction) may only be performed if the patient provides their free and informed consent in the document "Informed Consent for Medical Examination and Treatment." This document specifies the name of the examination or describes the medical procedure requiring the patient's (or legal representative's) written consent. The patient has the right to be informed about the purpose and nature of the provided healthcare, each

- examination or medical procedure, as well as its consequences, alternatives, and risks. Based on this information, the patient has the right to freely, without coercion, with adequate time for consideration, and with the opportunity to ask additional questions, decide whether to undergo the proposed procedure (hereinafter referred to as "informed consent").
3. The patient, or their legal representative or authorized person, has the right to inspect, extract summaries from, and obtain copies of medical records maintained by the healthcare provider.
  4. If a patient registers with another dentist, the current provider will send an extract of the patient's medical records to the new provider only upon the patient's request—exclusively through the patient themselves, either by handing it over directly or mailing it to the patient's registered address at the patient's expense. The extract will include all necessary information for the continued provision of healthcare. Similarly, the patient may receive their RVG or ultrasound images on a data carrier. The preparation of extracts, copies of RVG, and ultrasound images is subject to a fee according to the healthcare provider's service price list (administrative service).
  5. If the patient is a minor or a person with limited legal capacity, they have the right to the continuous presence of their legal representative, a person designated by their legal representative, a foster parent, or another individual entrusted with the patient's care by a court or other authority, provided that their presence does not interfere with the provision of healthcare services.
  6. A patient with a sensory or physical disability who relies on a specially trained assistance dog is allowed to have the dog present, provided that its presence does not infringe upon the rights of other patients.
  7. A patient who is unable to communicate with the doctor due to physical, psychological, cultural, religious, or other reasons must be accompanied by a person capable and willing to facilitate and mediate communication with the healthcare provider.
  8. The patient has the right to be informed in advance of the cost of healthcare services not covered or only partially covered by public health insurance and of the payment methods, provided that their health condition allows it.
  9. The patient has the right to know the full name of healthcare professionals and other specialized staff directly involved in providing healthcare services, as well as the names of individuals in training at the healthcare facility who may be present during procedures or participating in educational activities.
  10. The patient has the right to refuse the presence of individuals who are not directly involved in the provision of healthcare services, including individuals preparing for a healthcare profession.
  11. The patient has the right to receive healthcare services in the least restrictive environment possible while ensuring the quality and safety of the provided care.

## **V. Patient Responsibilities**

### **A. Patient Registration, Contracted Health Insurance Companies, and Changes in Personal Information**

1. To be accepted into healthcare provided by the medical service provider, the patient is required to complete the "Patient Questionnaire" truthfully and fully. The Patient Questionnaire is available for completion at the reception in electronic form on a tablet. Any false information provided in the questionnaire may lead to an improperly chosen treatment plan, with all consequences arising therefrom.
2. When registering at the medical facility, the patient must present their health insurance card and one additional form of identification (ID card, driver's license, or passport). The patient is also required to present their health insurance card at every subsequent visit to the healthcare facility.
3. If the patient is insured by a health insurance company with which the healthcare provider does not have a contractual agreement, they are required to pay for all medical procedures via direct payment, including those typically covered by public health insurance. The healthcare providers have contractual agreements with the following health insurance companies: Všeobecná zdravotní pojišťovna (VZP), Oborová zdravotní pojišťovna (OZP), Vojenská zdravotní pojišťovna České republiky (VOZP), Zaměstnanecká pojišťovna Škoda (ZPŠ), Česká průmyslová zdravotní pojišťovna, Zdravotní pojišťovna Ministerstva vnitra ČR (ZP MV)

ČR), RBP, zdravotní pojišťovna. The current list of contracted insurance companies is also available on the provider's website [www.dentanela.cz](http://www.dentanela.cz).

4. The patient is obligated to inform the healthcare provider without undue delay of any changes since their last visit/treatment, particularly changes in contact phone number, email address, residential address, health condition, health insurance provider, type of health insurance coverage

#### **B. Appointment Scheduling, Absence Notification, and Repeated Absence Fee**

1. Patients are required to schedule an appointment in advance, except in cases of acute pain. Appointments can be arranged by phone at +420 233 375 683 or via email at [dentanela@dentanela.cz](mailto:dentanela@dentanela.cz).
2. In case of acute pain, the patient must immediately contact the medical facility at +420 233 375 683 to arrange the earliest possible treatment appointment.
3. The waiting period for an appointment depends on the current workload of the practice. In exceptional cases, the doctor may make an exception.
4. Patients with scheduled appointments are given priority for treatment; however, the final decision remains at the discretion of the attending doctor.
5. Patients must arrive for treatment on the scheduled date and time. Even a slight delay can cause significant operational disruptions.
6. If a patient cannot attend a scheduled appointment, they must inform the doctor at least 24 hours in advance. Cancellations and rescheduling must be done via phone at +420 233 375 683 or email at [dentanela@dentanela.cz](mailto:dentanela@dentanela.cz).
7. In exceptional cases, treatment outside regular working hours is possible, but it is subject to an additional fee of 2,000 CZK (two thousand Czech crowns) per each commenced hour beyond the treatment session.
8. If a patient fails to attend their scheduled appointment repeatedly (i.e., twice or more) or fails to cancel properly and in time according to the rule stated in point 6, and their appointments lapse at least twice, the healthcare provider is entitled to a compensation fee of 1,000 CZK (one thousand Czech crowns). This fee serves as a flat compensation for lost income (downtime coverage). The fee is due on the day of the repeated unexcused absence and may be subsequently invoiced to the patient. Registered patients are explicitly informed of this policy during their first visit after the implementation of these regulations and upon registration via the „Patient Questionnaire“. The purpose of this measure is not to impose penalties but to compensate for the idle time of healthcare workers and related costs, as well as to discourage unexcused absences.

#### **C. Arrival at the Facility and Conduct Rules in the Waiting Room and Examination Room**

1. Patients are required to arrive at the healthcare facility clean and well-groomed, in accordance with basic hygiene standards.
2. Upon arrival, the patient must check in at the reception desk or at a designated area.
3. In the waiting room, the patient should take a seat and wait for the medical staff to invite them into the examination room. Patients must treat the facility's property with care and must not damage or steal any equipment in the waiting room or examination area. While waiting, patients may use the waiting room amenities and restroom designated for patients.
4. Patients must behave with courtesy and respect toward the staff and other patients.
5. Smoking, alcohol consumption, and the use of narcotic and psychotropic substances are strictly prohibited within the healthcare facility. This ban also applies to all types of electronic cigarettes and similar inhalation devices that contain tobacco or its substitutes.
6. Audio and video recordings within the healthcare facility may only be made with the prior approval of the relevant medical or administrative staff. For important reasons, recording may be restricted or prohibited.
7. Examinations and treatments take place in the designated examination rooms, which patients may enter only when invited by medical personnel.

#### **D. Treatment and Prescription of Medications**

1. Patients are required to truthfully inform the healthcare provider about their medical condition, current medications, and related matters.
2. Patients with Hepatitis C, HIV, or other infectious diseases must inform the medical staff of their condition. These patients will be treated under special, stricter protocols to ensure safety.
3. Patients must strictly follow their treatment plan once they have given informed consent and been adequately informed about it. If they have any questions or concerns, they may contact their doctor in person during an appointment, by phone, email, or as agreed.
4. Patients are required to maintain proper oral hygiene, which will be monitored using the Papillary Bleeding Index (PBI). If a satisfactory level of oral hygiene is not achieved, certain treatments may not be performed.
5. It is recommended that patients attend a preventive dental check-up at least once every 12 months.
6. Medications are prescribed exclusively by the patient's treating doctor. If the treatment plan allows and complies with medical standards ("lege artis"), an electronic prescription (eReceipt) can be sent to the patient via SMS or email. The prescription can only be sent to the contact details (email or phone number) listed in the patient's records. An electronic prescription will only be issued upon the patient's direct and explicit request.

#### **E. Price List of Medical Services**

1. The price list of medical services is available to patients in the waiting room and examination rooms, as well as on the website [www.dentanela.cz](http://www.dentanela.cz) (hereinafter referred to as the "price list"). By consenting to a medical procedure, the patient also agrees to the price list.
2. Payments can be made in cash or by credit card. For custom-made prosthetic devices (manufactured externally in a laboratory), an advance payment of at least 50% may be required. The patient must pay the healthcare provider the full cost of medical services and prosthetic work according to the valid price list. Refusal to pay is a violation of the internal regulations and may lead to the termination of healthcare services for the patient.

#### **F. Minor Patients**

1. A minor patient under the age of 15 may only be treated in the presence of and with the consent of a legal guardian or a person authorized in writing by the guardian.
2. A minor patient aged 15 or older may be treated without the presence of a legal guardian, but only with written consent from the guardian.

### **VI. Office Hours**

1. The current office hours of the healthcare provider are posted on the entrance door of the facility and on the website [www.dentanela.cz](http://www.dentanela.cz).
2. Any exceptional closures due to serious operational reasons will always be announced on the website and posted on the entrance door of the facility.

### **VII. Protection of Personal and Sensitive Data**

1. In providing healthcare services, the provider processes personal and sensitive data. The provider ensures the highest level of security and full compliance with Act No. 110/2029 Coll. on Personal Data Processing (as amended), Regulation (EU) 2016/679 (GDPR), Directive 95/46/EC of the European Parliament and Council.
2. Only authorized personnel (such as the treating physician) have access to personal and sensitive data necessary for providing medical care. Data handling is regulated by internal policies and monitored via IT security mechanisms (access logs). Paper records are secured both physically and electronically. Electronic records are protected by advanced hardware and software security measures.

## VIII. Complaints, Claims, and Warranty

1. Every patient has the right to file a complaint, claim, or consult their treatment plan. In the case of technical complaints (e.g., prosthetic work), the patient must contact their treating dentist via the reception. The procedure for handling complaints is governed by the Healthcare Services Act.
2. The warranty is provided in accordance with legal requirements and applies to defects that arise as a discrepancy between the agreed contract and the final custom-made dental product after the patient receives it. A defect is considered any condition in which the product fails to meet the agreed, described, or expected properties, or if it does not comply with legal regulations or its intended purpose.
3. The warranty does not cover:
  - a) Wear and tear due to normal use;
  - b) Defects caused by the patient's actions or omissions or by external factors;
  - c) Defects resulting from improper use, lack of maintenance, changes in the patient's health condition or anatomy, accidents, chemical exposure, or extreme physical conditions (e.g., biting on hard objects like stones, glass, or bones, using teeth to open bottles, cutting fishing lines, performing fire-eating tricks, or carrying objects with teeth);
  - d) Temporary prosthetic work;
  - e) Endodontic treatment (root canal therapy);
  - f) Dental services that are non-permanent in nature (e.g., dental hygiene, teeth whitening, procedures on soft tissues, etc.).
4. The dentist provides a warranty 1 year from the completion of the procedure for permanent fillings (warranty applies to falling out, but not to chipping of the filling or tooth, nor to pulp necrosis); 2 years from the completion of the procedure for full-ceramic and metal-ceramic prosthetic work (warranty covers color stability, loosening of the prosthetic work, and complete breakage leading to detachment but does not cover chipping of the ceramic surface layer). Repairs and modifications of custom-made dental products are subject to the Civil Code and have a 24-month warranty period.
5. To maintain the warranty, the patient must attend one preventive check-up per year; maintain good oral hygiene. If the bleeding index (PBI) is unsatisfactory, the durability of the treatment cannot be guaranteed.
6. The warranty may be voided entirely or partially in cases such as:
  - a) Neglect of oral hygiene, despite repeated warnings;
  - b) Failure to follow medical recommendations;
  - c) Incorrect use of a dental prosthesis;
  - d) Untreated temporomandibular joint (TMJ) dysfunction;
  - e) Systemic diseases affecting oral health (e.g., diabetes, epilepsy, osteoporosis, chemotherapy);
  - f) Head and neck injuries that may have affected teeth or the jaw.

## IX. Final Provisions

1. This Internal Regulations document comes into effect on April 1, 2025.
2. The Internal Regulations are published in a way that allows remote access via the website [www.dentanela.cz](http://www.dentanela.cz) and are also displayed in the waiting area of the healthcare provider. Upon their first visit after these regulations come into effect, the patient must provide a written confirmation stating that they have read and accepted these regulations.
3. The healthcare provider reserves the right to unilaterally modify or supplement these Internal Regulations. Any updates will be published on the provider's website, with a notice indicating the change. Registered patients will also be informed about changes during their next visit. If a patient disagrees with the changes, they may formally reject them in writing without undue delay. In such cases, the healthcare provider has the right to refuse further treatment or permanently deny healthcare services to the patient. If the patient does not formally reject the new regulations in writing, they are considered accepted. This provision does not affect any rights or obligations that arose while the previous version of the regulations was in effect.