

APPROVED

UAB "Artmedica" Director's Order No. V-31 of
23 December 2019 (revision of Order No. V-46/1
of 27 July 2023)

ARTMEDICA UAB

INTERNAL RULES OF THE COMPANY

I. GENERAL PROVISIONS

1. Artmedica UAB, registered company number 304103221, registered office address Birželio 23-iosios g. 4, Kaunas, with places of business at Savanorių pr. 245, Kaunas, Birželio 23-iosios g. 4, Kaunas, and Kaunakiemio g. 1A, Kaunas, is a private company engaged in individual health care.

2. These Internal Rules of the Company (the 'Rules') establish the procedures for receiving patients at Artmedica UAB (hereinafter referred to as 'Artmedica'), the list, assortment and procedures for the provision of services, procedures for referring patients to other medical treatment establishments, resolution of disputes and conflicts, provision of information, issue of medical documents, the rights and obligations of patients, and contain other information related internal rules of the Company.

3. Artmedica operates in accordance with the laws of the Republic of Lithuania, resolutions of the Government, orders of the Minister of Health, European and international medical and hygiene standards, and the Articles of Association of Artmedica UAB.

4. Artmedica provides outpatient and inpatient individual healthcare services that are either paid by the patient or are financed by the Compulsory Healthcare Insurance Fund (CHIF) for persons covered by the compulsory health insurance, under agreements concluded by Artmedica with territorial patient funds (TPF).

5. These Rules are binding on all employees and patients of Artmedica as well as patients' representatives, visitors and other persons present in Artmedica's premises.

6. Apart from the Rules, internal procedures of Artmedica are governed by other legal acts in effect in the Republic of Lithuania and other internal documents of the Company.

7. The Rules are published on Artmedica's website at www.nordclinic.lt and can be provided by the receptionists at Artmedica's clinics. Copies of the Rules are available to the patients for familiarisation.

8. The terms used in the Rules are in line with the terms defined in the Republic of Lithuania Law on the Healthcare System, Law on Healthcare Institutions, Law on Patients' Rights and Compensation for Damage to Health, and other legal acts.

II. WORKING TIME

9. Working time of Artmedica's administration: Mondays – Fridays from 8.00 until 17.00, lunch break from 13.00 to 14.00.

10. Working time of Artmedica's reception: Mondays – Fridays from 8.00 until 18.00.

11. Artmedica's inpatient department and emergency care unit are open 24/7.

III. RECEIVING OF PATIENTS

12. Patients wishing to consult a specialist doctor are registered by Artmedica's receptionists either in person or by telephone numbers (8-37) 79 29 95 / (8 700) 50051, or by email info@nordclinic.lt.

13. An advance booking is required in all cases unless a doctor has a free time slot when a patient without an appointment arrives.

14. During registration, the patient is provided with information on the Company's healthcare practitioners, their qualifications and working schedules, as well as information on the types and prices of services. The patient is offered to provide his/her telephone number. The patient is afforded the opportunity to

choose a specific doctor, however, patients can be informed that an appointment with that doctor is impossible due to the schedule of the doctor's work at Artmedica.

15. It is deemed that a patient voluntarily applying to Artmedica for healthcare services is informed and agrees that Artmedica's specialists would examine the patient, assess his/her health condition, and prescribe and perform requisite investigation and treatment procedures.

16. On arrival to Artmedica, the patient must first check-in at reception, except in cases of essential health care.

17. The patient must show a personal identity document. Individuals under 16 years of age must be accompanied by a parent or a guardian.

18. In cases where the patient wishes to receive a planned individual healthcare service financed by CHIF under an agreement concluded by and between Artmedica and a TPF, the patient must present a valid insurance document and a valid referral issued in the form prescribed by law (F Nr.027/a).

19. Individuals in need of urgent assistance are accepted on a walk-in basis. In such a case the patient checks in at reception and the receptionist calls a doctor on duty.

20. Patients are seen by the doctor at the registered time of the appointment. If the patient is late for his/her appointment, it cannot be guaranteed that the patient will be seen by the doctor.

21. If the doctor spends for a patient more time than planned, other patients will be accepted later than the appointment time. Artmedica seeks to ensure that all patients are seen no later than within 15 minutes after the appointment time.

22. If the patient is unable to arrive for his/her appointment at set time, the patient must inform Artmedica in advance (no later than 24 (twenty four) hours prior to the appointment time) by calling or in person, and agree on another appointment if needed.

23. In cases where the doctor falls ill and/or is unable to see the registered patients for another reason, the patients are informed by telephone provided that Artmedica has the patient's contact number, or via email.

24. The doctor has the right to refuse to provide a healthcare service if the patient's actions and/or conduct violate the patient rights established in the Republic of Lithuania Law on Patients' Rights and Compensation for Damage to Health, are contrary to the principles of professional medical ethics, or can pose a real threat to the patient's or the doctor's life, except in cases of urgent medical care.

25. On arrival to Artmedica for the provision of outpatient medical services, keeping of the patient's outpatient medical records (Form No 025/a) is started.

IV. PROCEDURES OF THE INPATIENT DEPARTMENT

26. Patients wishing to receive individual healthcare services have to apply to Artmedica's receptionists or directly to the doctor. The date of hospitalisation is agreed between the patient and the doctor. If the patient arrives to the inpatient department outside working hours, he/she is accompanied to the nurse post.

27. If the patient is a foreign national, the patient's daily schedule is drawn up and requisite consultations and examinations are booked. A daily schedule drawn up in advance may be adjusted upon the patient's arrival. Examinations and treatment strategy and the treatment plan are also drawn upon arrival. If necessary the receptionist arranges additional services for the patient (visas, logistic, additional services requested by the patient).

28. On the patient's arrival to Artmedica for inpatient medical services, keeping of the patient's inpatient medical records (Form No 003//a) is started.

29. In all cases, the receptionist informs the patient about the price of the planned inpatient treatment, obtains the patient's signature for requisite agreements, makes the patient conversant with the Rules, and presents the form of consent to the provision of healthcare services. The patient acknowledges his/her familiarisation with the Rules and the consent to the provision of healthcare services by signing them.

30. On completing the procedures at reception, a GP nurse/obstetrician is invited, and accepts the patient's documentation for hospitalisation.

31. In the inpatient department, the GP nurse/obstetrician accompanies the patient to the ward and shows its equipment.

32. Services provided to patients in the inpatient department: the patient's complaints are heard, health data are assessed, laboratory, instrumental etc. examinations are prescribed. If a surgical intervention or

invasive examination (procedure) is/are needed, patient consent forms are presented and must be signed by the patient (or his/her statutory representative) and the doctor who will perform invasive actions.

33. Patients are discharged on completion of provision of the inpatient services.

34. On completion of the inpatient healthcare services, the doctor prepares an extract from the patient's medical records. The extract may be presented to the patient at discharged, or sent by email subject to the patient's consent.

V. SERVICES PROVIDED BY ARTMEDICA UAB. LIST, ASSORTMENT AND PROVISION OF FREE SERVICES

35. The individual healthcare services that Artmedica has the right to provide are listed in a licence issued to Artmedica by the State Healthcare Accreditation Agency under the Ministry of Health. The current licence is published on the website of the State Healthcare Accreditation Agency www.vaspvt.gov.lt.

36. Urgent medical care is provided to any individual applying to Artmedica irrespective of his/her place of residence and social guarantees. Urgent medical care is provided on a walk-in basis.

37. Urgent medical care must be provided to the patient without delay. If Artmedica is unable to provide appropriate urgent medical care to the patient or has no competencies for this purpose, Artmedica informs the patient and ensures that the patient is transferred to another healthcare establishment as soon as possible.

38. Individual healthcare services financed by CHIF are provided to individuals covered by the compulsory health insurance, under agreements concluded by Artmedica with TPFs. The list of free services (services financed by CHIF) and the service provision procedures are available from receptionists and are published on Artmedica's website at www.nordclinic.lt.

39. All other services that are not specified in p. 36 and p. 37 above are provided by Artmedica at a charge and the patient must pay for them in accordance with the agreement on provision of individual healthcare services and/or these Rules.

40. The patient may pay for the services in the cash office located in Artmedica's premises. The cashier will issue a receipt to the payer in all cases. The patient may pay by bank transfer only if such method of payment has been agreed upon with Artmedica's administration. Artmedica has the right to refuse to accept payment by bank transfer.

41. A statutory representative of a minor must be present during the provision of individual healthcare services to the minor, however, the representative may not hinder work of the staff.

42. Prices for the paid healthcare services are set by the Director of Artmedica.

43. In cases where an agreement on healthcare services is concluded, the service price and the terms of payment are stipulated in the agreement.

44. In cases where no agreement on healthcare services is concluded, the patient must pay for the services at prices specified in the current price list of Artmedica valid at the time of provision of the services. The patient must pay immediately after provision of the services, either in cash or by bank payment card in the reception. If the patient wishes to pay for the services by a bank transfer, for this purpose the patient must apply to Artmedica in advance. In such a case, Artmedica issues a proforma invoice and the patient must pay the full invoiced amount to the bank account specified in the invoice by the scheduled date of the procedure. The patient's payment is deemed to be made properly if the amount has been credited to Artmedica's bank account by the end of the patient's visit to Artmedica.

VI. RIGHTS OF THE PATIENT

45. Right to quality healthcare services.

39.1. The patient has the right to healthcare services of good quality.

39.2. Indicators of quality healthcare services and requirements for their content are set by the Minister of Health.

39.3. The patient has the right to service provision conditions that do not degrade his/her dignity and honour and to respectful behaviour of healthcare specialists.

39.4. The patient has the right to science-based pain relieving methods so that he/she does not suffer because of their health disorders.

39.5. The patient has the right to be cared for and die in dignity.

40. Right to choose a healthcare establishment and a healthcare specialist.

40.1. The patient has the right to choose a healthcare establishment according to a procedure prescribed by law.

40.2. The patient has the right to choose a healthcare specialist. The procedure for choosing a healthcare specialist is set forth in Section 3 of the Rules.

40.3. This right can only be restricted by a written order issued by the Director of Artmedica on the grounds established in and according to a procedure prescribed by the Lithuanian law.

41. Right to information

41.1. The patient has the right to receive information about the services provided by healthcare establishments, their prices, and the opportunities to use the services. The procedure for the provision of such information is set forth in Section 3 of these Rules.

41.2. The patient has the right to receive information about the healthcare specialist providing the services (full name and position) including information on his/her professional qualifications. The name and position of the healthcare specialist are specified in his/her ID card (pin badge).

41.3. On presentation of a personal ID document, the patient has the right to receive information about his/her health condition and diagnoses, treatment and examination methods applied at Artmedica or other methods known to the doctor, possible risks, complications and side effects, treatment prognosis and other matters that can affect the patient's decision to agree to or refuse from the proposed treatment, also about consequences in the case of refusal of the treatment.

42. Right not to know

42.1. Information on the patient's health condition and diagnoses, treatment and examination methods applied at Artmedica or other methods known to the doctor, possible risks, complications, side effects and treatment prognosis cannot be presented to the patient against his/her will. The patient must express his refusal from information clearly and attest it by signature.

43. Right to access entries in his/her medical records

43.1. At the patient's request, his/her medical records must be provided for familiarisation. Provision of medical records to the patient can be restricted if the information contained therein could be damaging to the patient's health or pose a threat to his/her life. A decision on not presenting medical records to the patient is taken by the doctor treating the patient. The fact of deciding not to issue medical records and the motives therefor are noted in the medical records.

43.2. The healthcare specialist must explain, within the scope of his/her competence, to the patient the meaning of entries in the medical records. Provided that the patient's request to rectify, supplement, complete, delete and/or modify any inaccurate, incomplete or ambiguous data or data that are not related to the diagnosis, treatment or nursing is justified, the healthcare specialist must fulfil the request within 15 working days. Any disputes between the healthcare specialist and the patient over rectification, supplementation, completion, deletion and/or modification of entries in the patient's medical records are resolved by the head of the healthcare establishment.

43.3. Representatives of a minor patient under 16 years of age have the right to familiarise themselves with the minors medical records in accordance with the Republic of Lithuania Law on Patients' Rights and Compensation for Damage to Health.

43.4. On presentation of a personal ID document, the healthcare establishment must make, at the patient's request, copies of the patient's medical records, attest them and issue them to the patient, and must also issue descriptions of diagnoses and treatment. This right of the patient may only be restricted according to a procedure prescribed by the Lithuanian law.

44. Right to privacy

44.1. Private life of the patient is immune. Information on facts of the patient's life may only be collected subject to the patient's consent and provided that this is necessary for diagnosing/treatment of diseases or for nursing of the patient.

44.2. Data on the patient's stay at Artmedica, his/her health condition and diagnostic, treatment and nursing methods applied are entered in the patient's medical records of set type, kept in set form.

44.3. Confidentiality of any information about the patient's stay at the healthcare establishment, treatment, health condition, diagnoses, prognoses and treatment as well as any information of personal nature must be maintained also after the patient's death. Testamentary heirs and heirs at law, the spouse/partner, parents and children of the patient have the right to receive information after the patient's death.

44.4. Confidential information can be provided to other persons only subject to the patient's written consent specifying the ground and purposes of use of such information, except in cases where the patient has

specified in the medical records, and has signed them, who specifically can receive such information as well as the scope and timing of provision of such information.

44.5. The patient has the right to specify persons to whom provision of confidential information is forbidden.

44.6. Confidential information may be provided, without the patient's consent, to persons directly involved in the treatment/nursing of the patient or making an expert examination of the patient's health only in the cases when this is necessary for the protection of the patient's interests, and only to the extent necessary for this purpose.

44.7. When it is deemed that the patient is unable to reasonably assess his/her interests and his/her consent is absent, confidential information can be provided to the patient's representative, spouse, co-habiting partner, parents (or foster parents) or adult children to the extent necessary for the protection of the patient's interests. If there are no such persons or contacting them as quickly as needed is impossible, confidential information may be provided to one of the patient's adult brothers or sisters, or one of the grandchildren, or one of the grandparents, at the latter's request, to the extent necessary for the protection of the patient's interests.

44.8. Confidential information may be provided without the patient's consent, according to a procedure prescribed by the law, to the authorities that have the statutory right to receive confidential information on the patient.

44.9. All cases of injury of the patients where the damage could have been caused by a criminal act shall be reported to law enforcement authorities without delay.

44.10. Artmedica protects privacy and confidentiality of the patient's health information according to the law.

45. Right to anonymous health care

45.1. Patients not younger than 16 years of age, ill with a disease on the list approved by the Government or an institution authorised by it have the right to healthcare services without disclosing identity of the individual. The patient must pay for such healthcare services without disclosing identity, save for exceptions established by law.

46. Right to choose diagnostic and treatment methodologies and to refuse from treatment

46.1. Patients are treated or any other health care or nursing is provided to them only subject to the patient's consent. Health care or nursing is provided to minor patients under 16 subject to consent of their representatives, except in cases where requesting such consent would be contrary to the minor patient's interests.

46.2. Where there is an opportunity to choose diagnostic and treatment methods in line with healthcare standards, the patient is informed about characteristics of such methods and has the right to choose. The patient's choice is documented in writing. Representatives of minor patients under 16 as well as of patients who are unable to objectively assess diagnostic and treatment methodologies due to their condition make a choice and sign for the minor/the person. In the event of a disagreement between a minor patient under 16 and his/her representatives, the diagnostic and treatment methods are chosen by means of a doctors' consultation having regard to the interests of the minor.

46.3. Prior to requesting consent of the patient (or his/her representative), the purpose, type, consequences and risks of the intervention into health must be explained to them.

46.4. The patient may withdraw his/her consent at any time. Where the patient is unable, due to his/her health condition, to express his/her will regarding the consent to treatment and choice of diagnostic and treatment methods, then his/her wishes previously expressed in writing are taken into account, without infringing his/her interests as far as possible. Where the patient (or his/her representative) has not expressed his/her wishes according to established procedure, then nursing, diagnostics and treatment are applied solely on the grounds and according to procedures prescribed by law if there is a real threat to health or life of the patient or other people.

46.5. Where essential health care (first aid or urgent care) is provided to the patient who is unable to properly express his/her wishes due to age or health condition, a consent of the patient's representative is required. The patient participates, as far as possible, in deciding on the consent to treatment. Care may be provided without representative's consent if there is no representative, or timely obtaining the latter's consent is impossible, or the representative refuses to give consent and the provision of medical care is in line with the patient's interests. This must be noted in the patient's medical records.

46.6. If representative of the patient who is unable to properly express his/her wishes due to age or health condition refuses to give consent to treatment which is not urgent, and provision of medical care is in line with the patient's interests, then such patient can be treated if approved by a doctors' consultation or the Lithuanian Bioethics Committee. At the request of the doctor treating the patient, Artmedica's administration organises a doctors' consultation. Administration of a healthcare establishment or the treating doctor have the right to apply to the Lithuanian Bioethics Committee.

46.7. Conditions of treatment of a mental patient who is unable to reasonably assess his/her health condition are set forth in the Law on Mental Health Care. The patient must participate by giving his/her consent to treatment, as far as possible.

47. Patient's participation in biomedical studies and educational process

47.1. The patient may not be included in biomedical studies unless the patient gives his/her consent. The procedure for including patients in such studies is set forth in the Law on Ethics of Biomedical Studies.

48. Right to complain

48.1. If the patient (or his/her representative) considers that the patient's rights have been violated, he/she may apply, orally or in writing, to the Director of Artmedica or any authority performing statutory functions of control and supervision of individual healthcare establishments. The Director or the person substituting him/her considers the application within 20 working days and notifies the result to the patient (or his/her representative) in writing.

48.2. Complaints are considered according to a procedure set forth in Section 11 of the Rules.

49. Right to compensation for damage

49.1. The patient has the right to a compensation for damage caused to him/her in accordance with Republic of Lithuania Law on Patients' Rights and Compensation for Damage to Health and other applicable legal acts.

50. Artmedica processes personal data on the patient, his/her representatives and other persons specified by the patient in accordance with the General Data Protection Regulation (EU) 2016/679 (GDPR), the Republic of Lithuania Law on the Legal Protection of Personal Data (No I-1374 of 11 June 1996 as amended), other applicable legal acts, and Artmedica's Personal Data Protection Policy.

51. Apart from the rights listed in these Rules, the patient has also the rights stipulated in the individual healthcare services agreement concluded by and between Artmedica and the patient.

VII. OBLIGATIONS OF THE PATIENT

52. The patient must:

52.1. familiarise himself/herself with and sign these Rules and other documents presented by Artmedica, and perform his/her obligations thereunder;

52.2. take care of his/her health, exercise his/her rights in good faith, cooperate with Artmedica's healthcare specialists and fulfil their instructions including treatment, nursing and prophylactic measures; inform the doctor about refusal to take any medication, to undergo examinations, treatments etc.;

52.3. present a personal ID document in order to receive individual healthcare services, except for cases of essential health care;

52.4. provide healthcare specialists with as much as possible information on his/her health, history of diseases, current infection of particularly dangerous infectious diseases, previous operations, medicines taken previously and currently, allergic reactions, genetic hereditary diseases and other data known to the patient that are required for the proper provision of healthcare services;

52.5. on receipt of information about healthcare services prescribed, confirm his/her consent to or refusal from the services by signing the Patient's Consent to the Provision of Healthcare Services;

52.6. comply with prescriptions and recommendations of healthcare specialists or refuse from the healthcare services according to a set procedure. The patient must inform healthcare specialists about deviations from prescriptions or regimen to which he/she has given consent;

52.7. arrive for a visit to a doctor at set time; otherwise the patient must inform Artmedica no later than 24 hours prior to the start of the scheduled service;

52.8. timely pay for the services in full, at the current prices;

52.9. safeguard Artmedica's assets and assume responsibility for personal items that the patient has brought to the clinic;

52.10. comply with hygiene requirements;

52.11. indemnify Artmedica, according to a procedure prescribed by the law, for any damage done to the company.

53. The patient is prohibited from:

- 53.1. Making noise;
- 53.2. smoking, consuming alcohol, taking narcotic and/or psychotropic substances in Artmedica's premises and/or territory;
- 53.3. taking medical records out of Artmedica;
- 53.4. make arbitrary corrections in medical records;
- 53.5. insulting or otherwise abusing Artmedica's staff;
- 53.6. possessing firearms or blade arms;
- 53.7. taking to and/or keeping pets in Artmedica's premises;
- 53.8. use personal kettles, coffee machines or similar domestic appliances;
- 53.9. film or take photos of Artmedica's premises, staff other patients without permission of the Director of Artmedica;
- 53.10. visit other patients in their wards without permission of Artmedica's staff and consent of such other patients;
- 53.11. hospitalised patients may not leave Artmedica's premises unless the doctor treating them has given consent to such leaving.

54. Should the patient fail to comply with his/her obligations thus posing a threat to his/her life and health or life and health of other patients or preventing other patients from receiving quality health care, provision of services to such patient may be terminated, unless this would pose a threat to the patient's life.

55. On termination of service provision to the patient who fails to comply with his/her obligations, the patient assumes responsibility for his/her health condition.

56. In assisting the patient to exercise his/her rights, the patient's representatives exercise the same rights and obligations as the patient himself/herself.

VIII. VISITING PATIENTS IN THE INPATIENT DEPARTMENT, DISCHARGE AND TRANSFER TO OTHER TREATMENT ESTABLISHMENTS

57. Hospitalised patients may be visited in the inpatient department according to a procedure which has been approved by the Director of Artmedica and is available at the reception. Patients may be visited at other times only on receipt of a permission from the treating doctor or the doctor on duty.

58. If continued hospitalisation in Artmedica's inpatient department is not medically justified, the reasons for such decision and further health care is explained to the patient in detail prior to discharge or referral to another healthcare establishment. The patient confirms the receipt of such information by his/her signature.

59. Patients can be discharged from the inpatient department if they violate the regimen, show disrespect to Artmedica's staff, leave the inpatient department without a permission, or at the patient's request even though examinations and treatment have not been completed yet.

60. Anyone intending to visit a patient in Artmedica's inpatient department must check-in at reception.

61. Visitors in outdoor clothing (coats, jackets) will not be let into the inpatient department. Outdoor clothing must be left in the cloakroom. Artmedica's administration does not assume responsibility for valuable items left in the outdoor clothing.

62. Visitors intoxicated with alcohol or other substances and aggressive visitors will not be let into the inpatient department.

63. Visiting patients while being infected with an acute infectious disease is prohibited.

64. Visitors are not allowed to stay in the ward during doctors' visits and when the patients are undergoing procedures, except in cases where assistance of the person nursing the patient is required.

65. Only one visitor can be in the ward with patient at a time. Visitors' conduct must be quiet and orderly, they must comply with the staff's instructions, and respect other patients' rights and privacy.

66. Artmedica's administration may restrict or prohibit visiting patients due to pandemics or other emergencies. Such decision must be announced publicly.

67. Visitors are prohibited from bringing alcoholic beverages, tobacco products, narcotic, psychotropic and similar substances, prohibited substances, foodstuffs that are not recommended, and medications.

68. Foodstuffs brought for the patients must be fresh and well packed; packages with perishable foodstuffs must be marked with the name of the patient and given to the nursing staff who will put them into a designated refrigerator. Senior nurse is responsible for ensuring that no spoilt foodstuffs and beverages with expired validity are kept in the refrigerator.

69. A visitor may be issued a warning for violations of the visiting procedures, and if the visitor continues the violation, such visitor will be asked to leave Artmedica's premises/territory.

70. Subject to relevant medical indications, Artmedica issues to the patient a referral for higher-level health care or health care of a different kind, after explaining where the patient can receive the requisite care.

IX. GIVING AND WITHDRAWING PATIENT CONSENT. PROVISION OF HEALTHCARE SERVICES IN THE ABSENCE OF THE PATIENT'S CONSENT

71. In all cases, the patient participates in the giving of consent to treatment, as far as possible. The patient may withdraw his/her consent to treatment at any time.

72. If the patient gives his/her consent to provide healthcare services but later refuses from specific diagnostic and/or therapeutic actions and/or provision of healthcare services in general, the doctor records such decision of the patient in his/her medical records. Such entry must be signed by the patient (or his statutory representative).

73. If the patient's health condition is not critical and/or planned diagnostic and treatment actions are impossible, the patient is discharged from the inpatient department within 2 – 4 hours.

74. In the absence of the patient's/the representative's wishes expressed according to established procedure but there is a real threat to life and health of the patient or other persons, diagnostic and treatment can only be applied on the grounds and according to procedures prescribed by the law.

75. Where the patient is in a condition where he/she cannot express his/her wishes regarding the consent to treatment and to selection of diagnostic and treatment methods, the patient's will expressed earlier in writing is taken into account.

76. Medical care can be provided without the representative's consent if there is no representative or the consent cannot be timely received, or the representative refuses to give his/her consent, and provision of medical care is in line with the patient's interests.

77. If representative of the patient who is unable to properly express his/her wishes due to age or health condition refuses to give consent to treatment which is not urgent, and provision of medical care is in line with the patient's interests, then such patient can be treated if approved by a doctors' consultation.

X. LEGAL ACTS GOVERNING INTERNAL PROCEDURES AND SAFETY AT WORK

78. Work at Artmedica is organised in accordance with the Republic of Lithuania Law on Occupational Health and Safety (No IX-1672 of 1 July 2003) and other applicable legal acts governing occupational health and safety, fire safety and civil safety as well as internal procedures and safety instructions of Artmedica.

79. Smoking in the premises and territory of Artmedica is prohibited.

80. No employees, patients and visitors of Artmedica are allowed to stay in the premises/territory if they are intoxicated with alcohol, narcotic or toxic substances.

81. Artmedica's employees who are in direct contact with patients must wear clean and orderly clothing. Artmedica's employees work according to the Client Servicing Procedures approved by the Director of Artmedica.

82. Artmedica's employees must ensure that third parties (patients, individuals accompanying them etc.) are present at their workplaces only at times when the employee himself/herself is present.

83. Representatives of the mass media intending to film and/or take photos in Artmedica's premises or territory must inform Artmedica's administration in writing in advance and obtain consent of the relevant patient.

84. Artmedica's premises and territory must be clean and orderly at all times, and must be cleaned regularly.
85. Responsibility for health and safety at work shall rest with the Director of Artmedica.
86. Working environment and workplaces must comply with the occupational health and safety regulations.
87. All means of work and facilities used at Artmedica must be in good technical order and meet set requirements. The employees are provided with personal protection equipment and briefed/trained on working with harmful and hazardous substances in accordance with the Law on Occupational Health and Safety.
88. Health and safety instructions are formulated in order to ensure safe work at Artmedica, and the employees have to sign them as a confirmation that they have read them.
89. In the performance of their functions, Artmedica's employees must:
- 89.1. Be able to work safely, know and comply with health and safety at work instructions;;
- 89.2. follow the rules for using medical devices; not use a device for work if it not in a good technical order, and notify this to the Director;
- 89.3. use personal protection equipment;
- 89.4. take steps to eliminate, within the scope of the employee's competences, causes of potential accidents, and notify this to the Director;
- 89.5. comply with the laws, other legal acts and regulations governing safety at work and relevant hygiene and medical standards.
90. The patients must:
- 90.1. comply with the healthcare specialists' instructions on the matters of safe behaviour, environmental protection and fire safety; inform Artmedica's staff without delay about any circumstances in which patients or Artmedica's employees can be injured;
- 90.2. avoid any actions that can pose a threat to life and health of the patient or other persons;
- 90.3. not use any medical or household appliances of Artmedica;
- 90.4. Not open electrical cabinets and not move any equipment or furniture in the premises of Artmedica;
- 90.5. Take all possible precautions when moving on surfaces that were recently washed or where any liquids or other substances have been spilled.
91. Artmedica's staff must ensure protection of the patients' personal data according to the law.

XI. RESOLUTION OF DISPUTES AND CONFLICTS BETWEEN PATIENTS AND THE COMPANY

92. Should the patient consider that Artmedica has violated his/her rights, the patient may file a complaint to Artmedica no later than within 1 (one) year after the day when the patient learned about such violation but no later than within 3 (three) years after the date of the violation, except in cases where the violation of the rights has caused damage for compensation of which the patient is applying according to the procedure prescribed by the Law on Patients' Rights and Compensation for Damage to Health.

93. The patient may file a complaint in person by visiting Artmedica or send it to Artmedica (by registered letter or via courier to the address Birželio 23-iosios g. 4, Kaunas, Lithuania, or by email info@nordclinic.lt, or by other means of electronic communication that enable identification of the complainant). At delivery of the complaint to Artmedica in person, the patient must produce his/her personal ID document; where the complaint is sent as stated above, it must be accompanied by a copy of the patient's personal ID document certified by a notary or a solicitor representing the patient. The complaint must specify the rights that, in the patient's view, have been violated and state the arguments proving the violation and the patient's request to rectify the violation. The complaint must be accompanied by documents (if available to the patient) that prove the circumstances specified in the complaint and substantiate the patient's claim. If the complaint is filed by the patient's representative, it must be accompanied by a document evidencing representation.

94. If documentation accompanying the complaint is incomplete or improperly executed and/or such documentation and/or the complaint does not contain full information and/or the information is inaccurate, Artmedica shall, no later than within 3 (three) days after receipt of the complaint, indicate the deficiencies to the complainant, informing him/her that in the case if the deficiencies are not eliminated

within 30 (thirty) days after informing the complainant, the complaint will not be considered and that, in such a case, the patient has the right to re-submit the complaint to Artmedica.

95. Complaints are not considered but returned to the complainant, specifying the reasons for the return, in the following cases:

95.1. the documentation accompanying the complaint is incomplete or improperly executed and/or such documentation and/or the complaint does not contain full information and/or the information is inaccurate, and the complainant has failed to eliminate the specified deficiencies within set time limits;

95.2. the complaint is illegible.

96. The patient also has the right to apply to the State Healthcare Accreditation Agency under the Ministry of Health (www.vaspyt.gov.lt) by filing a complaint concerning his/her violated rights related to availability and quality of services of the health care establishment; to the State Patient Fund under the Ministry of Health – concerning his/her violated rights related to compulsory health insurance; to the Lithuanian Bioethics Committee – concerning his/her violated rights related to the healthcare services' compliance with the standards of bioethics. The patient may only apply to the bodies referred to above if he/she does not agree with the decision of the healthcare establishment, taken on consideration of his/her complaint or if the establishment did not accept the complaint at all, except in cases specified in p. 95 of the Rules, or if consideration of the complaint was not completed within the time limit set in the Rules. In the cases referred to in this paragraph, the patient may also apply directly to court or file a complaint to court concerning actions or omissions of the establishment in the consideration of his/her complaint.

97. Artmedica must complete consideration of the complaint and notify the results in writing to the patient or, if the complaint was filed by the patient's representative – to the representative no later than within 20 working days after receipt of the complaint. The period of elimination of deficiencies of the complaint as described in the Rules is not included in the said time limit. Artmedica considers complaints free of charge.

98. Provision of information on the patient's stay at Artmedica, his/her health condition, diagnoses, prognosis and treatment and any other personal information on the patient directly to Artmedica's employees who consider the complaint is lawful and justified. The employees receiving such information must use it only for the consideration of the complaint and must ensure its confidentiality.

99. The patient or another person specified in the Law on Patients' Rights and Compensation for Damage to Health may apply, according to the procedure prescribed by the said law, to the Commission for the Assessment of Damage Done to Patients' Health under the Ministry of Health (<https://sam.lrv.lt/lt/darbo-grupes/pacientu-sveikatai-padarytos-zalos-nustatymo-komisija>), which is the mandatory pre-judicial authority on matters related to compensations.

100. The patient may express his/her opinion (also anonymously) on the work of Artmedica and/or its staff by leaving feedback on Artmedica's website.

101. Anonymous complaints (complaints that do not contain the complainant's personal data and contact details) are considered depending on significance of the content of the complaint. Decisions on such complaints are taken by the Director of Artmedica; no replies are provided to such complaints.

XII. PROVIDING HEALTH INFORMATION TO THE PATIENT AND PEOPLE CLOSE TO THE PATIENT

102. Information on the patient's health condition, diagnoses, treatment and nursing is not provided to the patient or other persons by phone.

103. On presentation of a personal ID document, the patient has the right to receive information about his/her health condition and diagnoses, treatment and examination methods applied at Artmedica or other methods known to the doctor, possible risks, complications and side effects, treatment prognosis and other matters that can affect the patient's decision to agree to or refuse from the proposed treatment, also about consequences in the case of refusal of the treatment. The doctor must provide such information to the patient having regard to his/her age and health condition, in a form understandable to the patient, and with explanations of specific medical terms.

104. On presentation of a personal ID document, the patient has the right to access his/her medical records and other medical documents, except in cases where this can substantially damage the patient's health or even pose a threat to his/her health. In such cases, decisions on restrictions on provision of information are

taken by the treating doctor or by a doctors' consultation, with a relevant entry made in the medical records. Representatives of minor under 16 years have the right of access to medical documentation of the minor.

105. Any information about the patient's condition, diagnosis, treatment or nursing may be provided to other persons subject to the patient's (or his/her representative's) written consent.

106. Confidentiality of any information about the patient's stay at the healthcare establishment, treatment, health condition, diagnoses, prognoses and treatment as well as any information of personal nature must be maintained also after the patient's death. Testamentary heirs and heirs at law, the spouse/partner, parents and children of the patient have the right to receive information on the patient's stay at Artmedica, treatment, health condition, diagnoses, prognoses, and any other personal information on the patient after the patient's death.

107. Confidential information can be provided to other persons only subject to the patient's written consent specifying the ground and purposes of use of such information, except in cases where the patient has specified in the medical records, and has signed them, who specifically can receive such information as well as the scope and timing of provision of such information. The patient has the right to specify persons to whom provision of confidential information is forbidden. When it is deemed that the patient is unable to reasonably assess his/her interests and his/her consent is absent, confidential information can be provided to the patient's representative, spouse, co-habiting partner, parents (or foster parents) or adult children to the extent necessary for the protection of the patient's interests.

108. Confidential information may be provided without the patient's consent, according to a procedure prescribed by the law, to the authorities that have the statutory right to receive confidential information on the patient. Confidential information may be provided to such authorities at their written request that states the ground for such request, purposes of use of the information, and the scope of required information.

XIII. ISSUING COPIES (TRANSCRIPTS) OF MEDICAL RECORDS AND OTHER DOCUMENTS TO PATIENTS AND OTHER NATURAL AND LEGAL PERSONS

109. Outpatient individual health records (F No 025/a) and medical records of inpatient treatment (F No 003/a) are documents owned by Artmedica and stored in Artmedica's archives. Neither patients nor other persons have the right to keep or carry these records or take them out of Artmedica's premises.

110. At the request of the patient or a person authorised by the patient, Artmedica makes copies (or transcripts) of medical records at Artmedica's cost. Should the patient or his/her representative abuse this right, Artmedica's administration has the right to collect a charge for additional copies. Patients or their representatives have to apply to Artmedica's reception or administration for copies of extracts from their medical records.

111. Copies (or transcripts) of medical records required for referrals of patients to other treatment establishments for consultation or (in the case of certain medical indications) for treatment or to the Disability and Capacity-for-work Assessment Service are issued free of charge.

112. Patients or their representatives have to apply in writing to the Director of Artmedica for copies of medical records. The patient requesting copies of medical documents must present a personal ID document, his/her representative must present a document proving representation and the patient's personal ID document. The request must specify title of the document and the purpose of its use.

113. The patient wishing to receive descriptions of diagnoses and treatment must present his/her personal ID document and a written request.

114. If Artmedica has no documents on the patient and services provided to him/her, the patient (or his/her representative) is notified no later than within 5 working days after the date of filing of the request.

115. Transcripts of documents are issued to other natural persons subject to the patient's/representative's written consent, except in cases provided for in the laws.

116. Provision of information to other persons:

116.1. all information about the patient's visits to Artmedica, his/her health condition, diagnoses, prognoses and treatment as well as any information of personal nature on the patient is confidential. Confidential information can only be provided to other persons subject to the patient's written consent;

116.2. if information is provided to persons directly involved in the treatment/nursing of the patient or making an expert examination of the patient's health, law enforcement bodies or authorities that have the

statutory rights according to the Lithuanian law to control healthcare activities, and in other cases provided for in the laws, the consent is not necessary.

XIV. REGISTRATION AND STORAGE OF THE PATIENT'S ITEMS OF PRECIOUS METALS, EXPENSIVE PROSTHESES, CASH OR OTHER VALUABLES

117. On arrival to the inpatient department or prior to procedures during which confusion/disorientation is possible the patient may hand his/her valuables and cash to Artmedica's staff for custody.

118. Prior to such transfer for custody, a list of valuables and cash is drawn up in duplicate. Each copy is signed by the employee and the patient/his/her representative. The patient receives a copy of the list, and the other copy is put, together with the valuables and/or cash, into a safe box in Artmedica's premises.

119. At the patient's discharge/after the procedure, the valuables and cash are returned to the patient at his/her request. The patient signs the list, in the presence of the staff, as a confirmation of receipt. The list signed by the patient is stored in the patient's inpatient treatment records.

120. In the event of a sudden deterioration of the patient's health, when the patient is in a critical condition during an operation or an interventional treatment/diagnostic procedure, or in the event of the patient's death, Artmedica's staff have the right to take the patient's valuables into custody. The items are taken by drawing up a list of valuables which is signed by the Chief Nurse and the treating doctor; during duty hours – the doctor on duty and the GP nurse, and the items are put into the safe box for storage. The valuables are returned to the patient after his/her condition improves; in the event of the patient's death, the valuables are handed to the patient's representative or heirs, and the list is signed to confirm the return of the valuables. The patient's representative/heir accepting the valuables must present a personal ID document and document providing the basis of representation.

121. Artmedica's staff are not responsible for valuables and cash that are not put into the safe box for custody.

122. In the event of a dispute over custody and return of valuables and cash, the patient must apply to Artmedica's administration.

XV. FINAL PROVISIONS

123. The Rules enter into effect on the day of approval thereof and are binding on all employees, patients and visitors of Artmedica.

124. All employees are made conversant with the Rules against signature; patients and visitors can familiarise themselves with the Rules at reception, on notice boards or on the website of Artmedica.

125. These Rules replace all previous versions of Artmedica UAB's Internal Rules of the Company.

126. Representatives of supervisory bodies and other persons arriving to Artmedica for familiarisation with its activities and for other purposes must present themselves to the Director of Artmedica.

127. The Rules may be amended by order of the Director of Artmedica.
