

**ORGANIZATIONAL REGULATIONS  
of the Healthcare Entity**

**FIZJOSPORT – Centrum Rehabilitacji Funkcjonalnej Ilona Menżyńska  
ul. Mogilska 118, 31-445 Kraków,  
NIP: 9452119738**

**§ 1**

**General Provisions**

1. FIZJOSPORT – Center for Functional Rehabilitation Ilona Menżyńska (hereinafter: “Healthcare Entity”) conducts healthcare activities in accordance with applicable laws, in particular:
  - a) the Act of April 15, 2011 on Medical Activity,
  - b) the Act of September 25, 2015 on the Profession of Physiotherapist,
  - c) the Act of November 8, 2008 on Patients’ Rights and the Patients’ Rights Ombudsman.
2. The registered office of the Healthcare Entity and the place of providing healthcare services:  
ul. Mogilska 118, 31-445 Kraków.
3. The Healthcare Entity operates on the basis of an entry in the register of healthcare entities kept by the Voivode of Małopolska, registry book number 000000208689.
4. The purpose of the Healthcare Entity is to provide outpatient healthcare services in the field of physiotherapy, rehabilitation, and health prevention.
5. The healthcare facility includes the following organizational unit:  
Name of the organizational unit: PHYSIOTHERAPY.

**§ 2**

**Scope of Provided Health Services**

1. The Healthcare Entity provides services in the field of:
  - a) functional diagnostics of patients,
  - b) individual manual therapy and kinesitherapy,
  - c) massage,
  - d) physical therapy,
  - e) preparation and implementation of preventive and health-promoting programs,
  - f) physiotherapy consultations and health education.
2. The Healthcare Entity provides services for a fee. Price information is available in the price list at the Entity’s office and on the website [www.fizjosport.krakow.pl](http://www.fizjosport.krakow.pl) in the "Price List" tab.
3. The Healthcare Entity also provides free healthcare services to patients of private insurance companies and other healthcare entities under cooperation agreements.
4. The Healthcare Entity does not provide healthcare services under the National Health Fund.

### **§ 3**

#### **Organization and Procedure of Service Provision**

1. Healthcare services are provided by medical professionals with appropriate qualifications, confirmed by legally required documents, in particular physiotherapists registered in the National Register of Physiotherapists.
2. Services are provided at the office of the Healthcare Entity from Monday to Friday, from 8:00 a.m. to 8:00 p.m.
3. Registration of patients using paid medical services is carried out:
  - a) in person at the reception,
  - b) by phone,
  - c) via the online booking system "LekarzeBezKolejki" available on the Entity's website.
4. Registration of patients using free medical services under medical packages of insurance companies, with which the Entity has signed a cooperation agreement, is carried out:
  - a) in person at the reception,
  - b) by phone,always after prior confirmation via the insurance company helpline of the insured patient's active package and the type and number of procedures available.
5. The method of verifying and confirming the type and number of procedures available to the patient is determined by the agreement between the Healthcare Entity and the insurance company. Information on verification rules is provided by reception staff.
6. The receptionist offers the patient the nearest available appointment, with the possibility of arranging another suitable date within the available slots.
7. The Entity reserves the right to designate specific hours for admitting patients under agreements with insurance companies and other healthcare entities. These hours may differ from standard hours for commercial patients. Information on available dates for such patients is provided at the reception.
8. In case of online booking, the patient is required to make a prepayment of 100% of the service price. Failure to pay results in cancellation of the booking.
9. The e-Payment Regulations are available on the Entity's website in the "Documents" tab and during the online booking process.
10. The Entity, subject to organizational capacity, sends SMS reminders to patients about scheduled visits, no later than on the business day before the visit.
11. Detailed information and rules regarding SMS reminders are described in § 5 of these Regulations.
12. A patient visiting the Entity must complete a patient card and provide personal data necessary for medical documentation, required consents and declarations, and contact details for organizational matters.
13. The Entity maintains medical documentation in accordance with applicable laws and ensures the protection of patients' personal data.

14. Patients are required to register each arrival at the reception, giving their name and surname.
15. Reception staff have the right to request an ID card or another identity document to verify the patient.
16. A patient must go to the locker room to change into sportswear that does not restrict movement and facilitates physiotherapist's work. The patient must also bring a change of footwear.
17. Patients are obliged to maintain proper personal hygiene.
18. Information on how to properly prepare for a visit is available on the Entity's website under "Information" → "Preparation for a Visit".
19. After changing, the patient goes to the waiting room, from where they will be invited by their physiotherapist for treatment.
20. During the first visit, the physiotherapist conducts a physiotherapy consultation, including medical history, physiotherapeutic examination, and functional tests to determine the cause of the patient's pain or dysfunction. The physiotherapist also reviews medical records brought by the patient. Then, a hypothesis about the cause of the patient's pain or dysfunction is formulated, and based on it, the type, course, and plan of physiotherapy are established.
21. Conducting a physiotherapy consultation with history, examination, and functional tests is necessary for proper therapeutic management.
22. An exception is when the patient comes for physical therapy procedures prescribed in a referral by a doctor or physiotherapist. In this case, the physiotherapist only collects medical history and determines possible contraindications to the prescribed procedures.
23. The Entity has the right to refuse to provide healthcare services. Grounds for refusal include, among others:
  - a) lack of patient's consent to perform a service,
  - b) failure to provide necessary personal data for medical documentation,
  - c) medical staff identifying contraindications to performing the service,
  - d) patient's condition indicating alcohol intoxication or influence of psychotropic or similar substances,
  - e) inappropriate patient behavior preventing calm and proper performance of the service.

#### **§ 4**

##### **Rules for Using Rehabilitation Packages**

1. Rehabilitation packages are an offer for patients using paid (commercial) services.
2. Packages consist of pre-purchasing a specified number of rehabilitation visits at a unit price lower than the standard single visit price.
3. To use a package, full payment for the entire package must be made in advance, before the first visit.

4. Each package includes one so-called “joker” – the option to miss a scheduled appointment without canceling it and without consequences. In such a case, the visit is not considered completed and can be rescheduled for another available date.
5. Unused “jokers” do not carry over to subsequent packages and cannot be exchanged for other services.
6. Any subsequent missed appointment, beyond the used “joker,” is considered completed and deducted from the package.
7. Packages are valid for 3 months from the purchase date. Unused visits after this period are forfeited and non-refundable.
8. Detailed types and prices of packages are specified in the current price list available at the Entity’s office and on the website in the "Price List" tab.

## **§ 5**

### **Visit Reminders**

1. The Entity, subject to organizational possibilities, sends SMS reminders about scheduled visits no later than on the business day before the visit.
2. The SMS is voluntary and auxiliary information and does not constitute an obligation of the Entity.
3. Receiving an SMS does not release the patient from the obligation to record the visit date and attend according to schedule.
4. The Entity stipulates that SMS reminders may not be delivered due to reasons beyond its control, in particular:
  - a) failures of IT systems,
  - b) issues on the side of telecom operators or SMS service providers,
  - c) anti-spam or technical blocks on the patient’s phone,
  - d) incorrect phone number provided by the patient.
5. Failure to receive an SMS is not grounds for complaint, claims, or demands to reschedule a missed appointment.

## **§ 6**

### **Cancellation of Appointments**

1. The patient is obliged to cancel an appointment no later than on the working day preceding the visit, between 8:00 a.m. and 7:00 p.m., in person, by phone, or electronically.
2. If the patient does not cancel the appointment within the required timeframe and does not attend, the appointment is considered completed, with no right to reschedule.
3. Patients who purchased a rehabilitation package have the right to one “joker,” the rules of which are explained in § 4 of these Regulations.
4. If a patient is late for the appointment, the delay time will be deducted from the visit duration.

5. Patients using visits under their insurance package, with which the Entity has a cooperation agreement, must cancel appointments directly with FIZJOSPORT – Center for Functional Rehabilitation, where the services are provided.

## **§ 7**

### **Patient Rights and Obligations**

1. The patient has the right to:
  - a) healthcare services provided with due diligence,
  - b) reliable information about their health condition, diagnosis, proposed therapies, and treatment-related risks,
  - c) give or refuse consent to healthcare services,
  - d) respect for dignity and privacy,
  - e) access to medical documentation,
  - f) file a complaint or request regarding provided services.
2. The patient is obliged to:
  - a) provide the medical staff with reliable information about their health condition,
  - b) report their arrival at the reception desk each time, stating their full name,
  - c) arrive for the scheduled appointment in advance — at least 10–15 minutes before the planned start time — to check in at the reception desk, change clothes, and take care of other matters related to preparation for the healthcare service,
  - d) cancel a scheduled appointment no later than on the business day preceding the appointment, between 8:00 a.m. and 7:00 p.m.,
  - e) follow the physiotherapist's recommendations,
  - f) comply with the organizational and procedural rules applicable at the healthcare entity,
  - g) comply with the rules for the implementation of referrals/orders for medical services and follow the patient admission procedures applicable under agreements with private insurance companies,
  - h) pay for provided healthcare services in accordance with the current price list.

## **§ 8**

### **Medical Records, Access and Fees**

1. The Entity maintains, stores, and provides medical documentation in accordance with legal requirements.
2. Medical documentation is provided upon request (Annex No. 1 to these Regulations) to the following entities and bodies:
  - a) the patient or their legal representative, or a person authorized by the patient,
  - b) state health authorities to the extent necessary for inspections and supervision,
  - c) the Minister of Health, courts, prosecutors, forensic doctors, professional liability courts, and ombudsmen in connection with proceedings,
  - d) private insurance companies and healthcare entities with which the Entity has a cooperation agreement, for the purpose of contract performance or audits.
3. The request form for access to medical documentation (Annex No. 1) is available on the website [www.fizjosport.krakow.pl](http://www.fizjosport.krakow.pl) in the "Information" → "Documents" tab and at reception.

4. The patient, legal guardian, or authorized person must read the instruction attached to the request form (Annex No. 2). It is available on the Entity's website and at reception.
5. Medical documentation is provided only to authorized entities as specified in § 8.2, in the following forms:
  - a) for inspection at the Entity,
  - b) as a printout.
6. Documentation is provided in a manner ensuring confidentiality and protection of personal data.
7. Issuance of documentation requires identity verification with an ID card or another official photo ID.
8. Documentation is issued as quickly as possible.
9. Uncollected copies are destroyed 14 days after notifying the applicant of their availability.
10. The Entity does not charge fees for providing medical documentation.
11. Upon request, documentation may be sent by registered mail. The fee for postage is PLN 50.

## **§ 9**

### **Management of the Healthcare Entity**

1. The Healthcare Entity is managed by the owner – Ilona Menżyńska.
2. The owner makes decisions regarding the Entity independently.
3. The duties and powers of the owner include, among others:
  - a) organizing and managing the work of employees,
  - b) ensuring efficient use of employees' working time,
  - c) supervising work discipline of all employees,
  - d) overseeing compliance with health and safety and fire regulations,
  - e) supervising the quality of healthcare services,
  - f) making decisions regarding employment, remuneration, disciplining, and dismissing employees,
  - g) issuing internal orders regulating ongoing activities,
  - h) designing, implementing, and supervising all innovation-related activities,
  - i) supervising maintenance of equipment, medical apparatus, and premises in proper technical condition,
  - j) making decisions regarding current purchases of equipment and materials,
  - k) preparing monthly reports and settlements with private insurance companies,
  - l) preparing settlements for self-employed contractors providing services under B2B arrangements.

## **§ 10**

### **Complaints and Requests**

1. Patients have the right to submit complaints and requests regarding the functioning of the Healthcare Entity.

2. Complaints and requests may be submitted at reception in paper form to the head of the Entity or electronically to: [info@fizjosport.krakow.pl](mailto:info@fizjosport.krakow.pl).
3. Complaints and requests are reviewed within 14 days of receipt.

## **§ 11**

### **Final Provisions**

1. These Regulations enter into force on June 1, 2019.
2. In matters not regulated by these Regulations, separate legal provisions apply.
3. The Regulations are made available to patients at reception upon request and on the website [www.fizjosport.krakow.pl](http://www.fizjosport.krakow.pl) in the "Information" → "Documents" tab.
4. The Regulations include as integral parts:
  - a) Annex No. 1
  - b) Annex No. 2