

**GRUPA
LUXMED** 

Part of  **Bupa**

**PATIENT'S
GUIDE**



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WE ARE VERY PLEASED TO WELCOME YOU AMONG THE PATIENTS OF LUX MED GROUP. WE ARE THE LARGEST PROVIDER OF PRIVATE MEDICAL SERVICES IN POLAND, AS WELL AS A PART OF BUPA – A LEADING INTERNATIONAL HEALTHCARE GROUP.

WE PROVIDE COMPREHENSIVE SERVICES: OUTPATIENT, DIAGNOSTIC, REHABILITATION, HOSPITAL AND LONG-TERM CARE. WE RUN THE LARGEST NETWORK OF NON-PUBLIC HEALTHCARE FACILITIES IN POLAND. LUX MED GROUP ENCOMPASSES LUX MED INSURANCE, LUX MED DIAGNOSTICS, 5 HOSPITALS AND THE TABITA CARE AND REHABILITATION CENTRE.

We will do our best to ensure that you feel healthy and safe with us.

This useful guide contains a summary of the most important facts regarding our medical services, as well as answers to frequently asked questions.

RANGE OF SERVICES

HOW DO I CHECK THE RANGE OF AVAILABLE SERVICES?

Detailed information on the **range of services** rendered within your package is available from your company's HR department or from another person in charge of contacts with LUX MED.

Services not covered by the Patient's agreement are charged in accordance with the principles and prices determined by each individual facility. **The price list of medical services** is available at www.luxmed.pl.

WHERE CAN I ACCESS MEDICAL CARE SERVICES?

We run our own medical centres chiefly under two brands: **LUX MED** and **Medycyna Rodzinna**. We also cooperate with partner facilities all over Poland. The details of access to particular LUX MED Group's own and partner facilities are specified in the agreement.

Services outside the scope of the Patient's package are provided at LUX MED Group's own medical centres run under the brands of LUX MED and Medycyna Rodzinna; Patients with a healthcare package get a **10% discount** on the currently applicable prices. Additionally, we offer a **10% discount** on medical procedures provided by the **LUX MED Hospital in Warsaw** and **10% discount** on medical procedures provided by the **Carolina Medical Center in Warsaw** - the hospital specialises in orthopaedics and sports medicine.

A current list of our own facilities can be found at www.luxmed.pl.

You can obtain information about our partner facilities available as part of your package by logging on to the Patient Portal or by calling our infoline 22 33 22 888.

SCHEDULING APPOINTMENTS AND TESTS

HOW DO I MAKE AN APPOINTMENT AT A LUX MED GROUP MEDICAL CENTRE?

Appointments and examinations can be booked in the following ways:

✓ via the Internet:

- by logging on to the **Patient Portal** on the website www.luxmed.pl. Access to the Patient Portal can be activated on-line;
- by opening the **e-center** messenger, which is available at www.luxmed.pl.

✓ via our infoline at **22 33 22 888**.

HOW DO I CANCEL AN APPOINTMENT?

An appointment may be cancelled by:

- sending a **"NIE" ["NO"] text message** as a reply to the appointment confirmation message. If you have scheduled more than one visit, please indicate the one to be cancelled.
- via the **Patient Portal**;
- by using the appointment cancellation form at www.luxmed.pl;
- by contacting our infoline at **22 33 22 888**.

Such information may facilitate access to our services for other Patients.



HOW DO I MAKE AN APPOINTMENT AT A PARTNER FACILITY?

Appointments at partner facilities may be booked:

- ✓ **by making a phone call** directly to the partner facility where you wish to book the appointment,
- ✓ **in person** - when visiting the partner facility.

You can also obtain information about our partner facilities available as part of your package by logging on to the **Patient Portal** or by calling our infoline **22 33 22 888**.

HOW DO I SCHEDULE AN OCCUPATIONAL MEDICINE EXAMINATION?

In order to book an occupational medicine examination, please contact **22 33 81 666**.

The occupational medicine information line is available from Monday to Friday, 7:00 am to 7:00 pm.

PATIENT PORTAL

WHAT IS THE PATIENT PORTAL AND WHO CAN USE IT?

The Patient Portal is a solution developed for the Patients of LUX MED Group to enable them to:

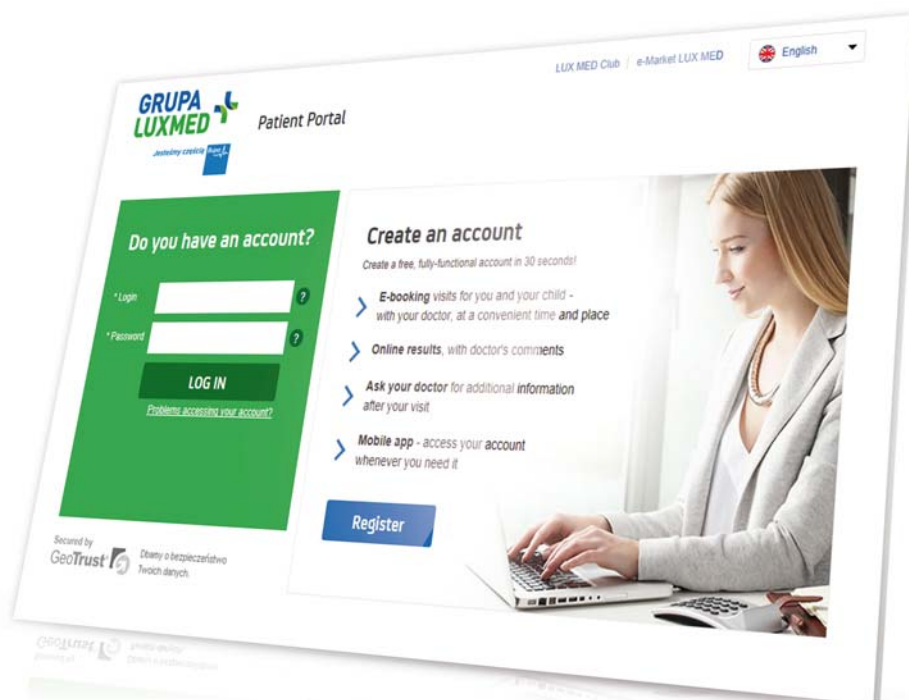
- book and cancel appointments,
- consult doctors' schedules,
- access laboratory test results,
- view the doctor's commentary to laboratory tests,
- check the available cooperating facilities,
- ask their doctor a question via e-Questions,
- voice their opinions on our medical services,
- access to e-Patient Card.

Detailed terms and conditions of using the online Patient Portal may be found in the regulations available at www.luxmed.pl and at the reception desks of our facilities. All patients with an active medical care package with the LUX MED Group are entitled to use this service.

We have also prepared a mobile version of the Patient Portal. The app is available for iPhones, iPads and for other Android devices. For those who use devices with other operating systems, we have devised a Mobile Patient Portal available at: m.grupaluxmed.pl.

HOW CAN I GET ACCESS TO THE PATIENT PORTAL?

Go to www.luxmed.pl and click "register" in the Patient Portal/e-booking section, then enter your details in the appropriate fields (name, PESEL (Personal ID No), e-mail and mobile phone number as well as your login). The password for your first login will be sent to you via a text message. In order to gain access to all the functionalities of the Patient Portal (II level), including the possibility of viewing test results on-line, you need to **personally report to a reception desk** at any LUX MED Group medical centre to verify your data and sign a copy of our regulations.



ASSISTANCE IN EMERGENCY CASES

WHAT SHOULD I DO IN THE EVENT OF AN EMERGENCY?

You can get assistance in emergency situation round the clock by calling our **HOTLINE number: 22 196 70**.

WHEN AND HOW CAN I REQUEST A DOCTOR'S HOME VISIT?

Home visits are performed in the case of patients who have access to such services as part of their package.

The decision on accepting or refusing a home visit is made by the medical dispatcher, based on the information provided.

Home visits are carried out only in cases of **sudden illnesses** or **sudden deterioration** of medical condition, e.g. exacerbations of chronic disorders, excluding conditions constituting an imminent threat to life. Children are eligible for a home visit if their condition prevents them from coming to a medical centre.

A home visit is a service of emergency assistance, which is provided only on the day it is requested.

It is not possible to choose the physician who will perform the home visit.

Please note that the following situations do not warrant a doctor's home visit:

- problems in reaching a facility,
- a follow-up visit,
- the need to obtain a prescription for a drug, a medical certificate, a referral, or a medical leave.

To check the area covered by medical assistance, please consult the **Toolbox** section at www.luxmed.pl or call our infoline **22 33 22 888**.

MEDICAL CARE AT OUR FACILITIES

WHAT DO I NEED TO HAVE WITH ME TO USE A MEDICAL SERVICE AT A FACILITY?

Details of access to particular facilities are specified in the agreement. Please present your ID card at the reception desk during each visit to a facility. Patient's rights are verified on the basis of the ID card and the PESEL number (Personal ID No).

In LUX MED Group partner facilities throughout the country please show additionally your Patient Card or Patient e-Card.

Patient e-Card is available via:

- Patient's Portal at www.luxmed.pl,
- Mobile LUX MED applications for iOS and Android devices,
- Mobile Patient's Portal — for mobile devices at: <https://m.grupaluxmed.pl/PatientPortalMobile>.

WHAT DOCUMENT IS NEEDED TO EXPLAIN ABSENCE FROM WORK DUE TO ILLNESS?

In order to explain the employee's absence from work due to inability to work resulting from an illness or a need to take care of a sick family member, the physician issues the certificate on the ZUS ZLA form. To issue such certificate (sick leave certificate) the following data are needed: **PESEL (Personal ID No) and NIP (Tax ID No) of the employer**. If PESEL not granted, enter the series and number of passport or other document confirming the identity.

If you are employed at more than one company simultaneously (irrespective of the position and time basis), you should ask for issuing the certificate for every employer separately, by specifying NIP (Tax ID No) of every employer.

The ZUS-ZLA is used only for employees employed in an employment relationship. Persons employed on other basis do not receive the ZUS-ZLA form.

WHAT DO I NEED TO GET A PRESCRIPTION FOR REIMBURSED DRUGS?

To obtain a prescription for reimbursed drugs you need to **confirm your eligibility for healthcare services funded by the NFZ** (National Health Fund). LUX MED doctors have access to the eWUŚ system which verifies the eligibility of beneficiaries (the "Electronic Verification of Eligibility of Beneficiaries" portal — eWUŚ"). To obtain a prescription for reimbursed drugs, the outcome of verification in the eWUŚ system, based on the PESEL number, must be positive. Patients who do not feature in the system eWUŚ as insured parties will be asked to fill in a declaration that they are covered by insurance. In the absence of a positive verification and the Patient's refusal to fill in the declaration of eligibility for benefits, a non-reimbursed prescription will be issued. Verification in the eWUŚ system is valid only on the day (24-hour period) of providing the service.

CAN A FAMILY MEMBER OR A PERSON WHO IS NOT THE LEGAL GUARDIAN OF A CHILD ACCOMPANY THE CHILD TO A VISIT AND UNDER WHICH CONDITIONS?

Patients under the age of 18 may take advantage a medical consultation, blood sample taking, diagnostics and rehabilitation services solely in the presence of a statutory representative or a de facto guardian. If the child is under the care of a de facto guardian, the said guardian is obligated to present **a written authorisation from the statutory representative**. A template of the authorisation can be downloaded from our website www.luxmed.pl you will find it in the **Toolbox – Document samples**.



DIAGNOSTIC TESTS AND EXAMINATIONS

HOW DO I PREPARE FOR A TEST OR EXAMINATION?

Information on how to prepare for the most popular types of tests and examinations can be found:

- at the **Patient Portal**,
- at www.luxmed.pl in the **Toolbox section**.

CAN SOMEONE ELSE COLLECT TEST RESULTS ON BEHALF OF A PATIENT?

In order to enable someone else than the owner to collect test results, it is necessary to submit appropriate **forms** at the LUX MED Group medical centres. A template of the authorisation can be downloaded from our website www.luxmed.pl you will find it in the **Toolbox – Document samples**.

PATIENT SATISFACTION

Feedback from our Patients is of crucial importance to us. That is why we continually develop tools that allow us to learn your opinions. We strongly encourage you to give us feedback on our services to date by filling in the following questionnaires:

✓ **Patient Satisfaction Survey – Doctor** concerning medical consultations, which can be filled in after a visit through the Patient Portal. Additionally, each patient whose e-mail address is stored in the LUX MED database will receive a questionnaire within 24 hours after the medical consultation. Patients are asked to assess aspects such as the doctor's communication skills, attentiveness towards the Patient, comprehensibility of the information provided to the Patient;

WHAT IS THE TERM OF VALIDITY OF A REFERRAL FOR LABORATORY TESTS OR DIAGNOSTIC EXAMINATIONS?

The term of validity of a referral for laboratory tests or diagnostic examinations is **3 months**. The term of validity may be different if the doctor decides otherwise and makes an annotation on the referral.

✓ **Patient Satisfaction Survey** available at www.luxmed.pl, at each **medical centre**, and periodically distributed **by e-mail** to a randomly selected group of Patients after a visit.

COMPLAINTS MANAGEMENT DEPARTMENT

HOW CAN I SUBMIT MY COMMENTS AND OPINIONS ON MEDICAL SERVICES?

You are welcome to submit any comments or suggestions:

- by using the **complaint form** available at www.luxmed.pl in the section **For Patients**,
- via e-mail: obsługa.klienta@luxmed.pl,
- directly to our reception or information line staff.

ADDITIONAL INFORMATION

WHERE CAN I OBTAIN ADDITIONAL INFORMATION ABOUT LUX MED?

We encourage you to visit our website, www.luxmed.pl, where you will find information on our healthcare facilities, doctors' schedules, preparation for examinations, our promotional and preventive campaigns, as well as interesting articles and interviews concerning health care.

HOW CAN I CHANGE MY PERSONAL DATA?

Personal data is modified on behalf of employees by their **employers**.

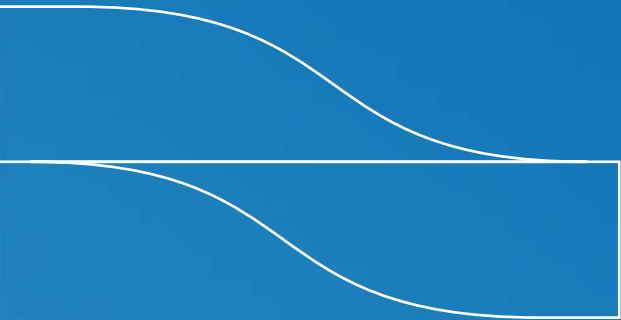
WHAT IS LUX MED CLUB AND WHO CAN BECOME A MEMBER?

LUX MED Club is a free-of-charge scheme for anyone wishing to:

- benefit from discounts on LUX MED products,
- receive special offers prepared by our Partners,
- get access to interesting articles about health, as well as to free consultations and chats with specialists,
- participate in competitions with attractive prizes.

Membership in LUX MED Club is open to any adult who has read the terms and conditions available at www.luxmed.pl/KLUB and sent us the application form.





To learn more about the LUX MED Group, our offer and news, visit www.luxmed.pl