

APPROVED

by Order No. V-2024-042 of the Managing Director of UAB Eglės sanatorija dated  
26-06-2024

## **INTERNAL RULES OF PROCEDURE OF UAB EGLĖS SANATORIJA**

### **I. GENERAL PROVISIONS**

1. UAB Eglės sanatorija (hereinafter referred to as “Medical SPA”) is a personal healthcare facility of the Lithuanian national healthcare system providing outpatient and secondary inpatient medical rehabilitation and other personal health care services specified in the institution’s personal healthcare license. The Medical SPA shall be guided in its activities by the Constitution of the Republic of Lithuania, the Civil Code, the Healthcare System, Healthcare Institutions and other laws and legal acts, the Statutes of the Medical SPA, and these Internal Rules of Procedure.
2. The Medical SPA is covered by voluntary public liability insurance.
3. The Medical SPA carries out the activities specified in its statutes.
4. The Medical SPA’s internal rules of procedure (hereinafter referred to as the “Rules”) shall regulate the principles and norms of behavior between the Medical SPA’s employees, patients and their relatives.
5. These Rules must be observed by all employees of the Medical SPA, patients, their representatives, patients’ visitors, and other persons in the premises and territory of the Medical SPA.
6. These Rules are published on the Medical SPA’s website at: [www.sanatorija.lt](http://www.sanatorija.lt). Copies of the Rules shall be available at each reception desk and shall be available for inspection by the patients of the Medical SPA.
7. Abbreviations and terms used in these Rules:
  - 7.1. **Anti-relapse therapy** – inpatient medical rehabilitation services provided to patients with chronic progressive and relapsing diseases, involving the application of natural and treated natural factors for preventive purposes.
  - 7.2. **Accommodation and catering services** – the Medical SPA provides accommodation and catering services.

7.3. **PHCS** – personal healthcare services.

7.4. **Basic services** – medical rehabilitation services covered by the State Social Insurance Fund (SSIF).

7.5. **Rehabilitation centre** – A unit of the Medical SPA providing ambulatory healthcare services.

7.6. **ESPBI IS** – electronic information system for health services and collaborative infrastructure.

7.7. **PRM doctor** – Physical and Rehabilitation Medicine Doctor.

7.8. **Law** – law on the Rights of Patients and Compensation for the Damage to Their Health.

7.9. **Visitor** – a person visiting a patient undergoing medical rehabilitation at the Medical SPA, including those accompanying the patient to the Medical SPA Rehabilitation centre.

7.10. **Medical rehabilitation services** – integrated use of medical rehabilitation techniques to either restore the patient's impaired biopsychosocial functions, or, in the case of irreversible changes to the body, to compensate for them, or to maintain the patient's level of biopsychosocial functional capacity.

7.11. **Free services** – services that are paid for from the state or municipal budgets, or from the compulsory health insurance fund, or from state and municipal health funds. These services are commissioned and paid for by the commissioners of the Lithuanian national health system, as defined by the Law on Health Care Institutions of the Republic of Lithuania.

7.12. **Patient** – according to the Law on Health Care Institutions of the Republic of Lithuania, a patient is a person who uses the services provided by health care institutions, whether he/she is healthy or sick.

7.13. **Patient's representative** – a legal representative or a representative under an assignment.

7.14. **SSIF** – State Social Insurance Fund.

7.15. **Medical SPA treatment services** – Medical SPA treatment services are provided in accordance with the programs of treatments established in the Medical SPA.

7.16. **Unauthorized departure from the Medical SPA** – unauthorized departure from the Medical SPA for more than 12 hours by a patient who has arrived at the Medical SPA for inpatient medical rehabilitation services without completing the request to leave the Medical SPA form.

8. The common areas of the Medical SPA and the territory are monitored by CCTV cameras, with special signs marking the surveillance sites.

9. The Medical SPA trains healthcare professionals under contracts with training institutions. The patient shall be deemed to have consented to being included in the training process by signing the Rules. A patient who does not agree to participate in the training process or who does not consent to the use of information about him/her for scientific and educational purposes shall declare this in writing. His/her written declaration shall be kept in the patient's medical records.

10. The patient to whom accommodation services are provided in the Medical SPA must also comply with the Accommodation Rules (Annex 1), which are published on the Medical SPA's website, [www.sanatorija.lt](http://www.sanatorija.lt), and which are made known to the patient upon arrival at the reception desk by signature.

11. When using the services of the Medical SPA's swimming pool and sauna complex, the patient must comply with the Rules of the Swimming Pool and Sauna Complex (Annex 2), which are publicly available on the Medical SPA's website at [www.sanatorija.lt](http://www.sanatorija.lt), as well as at the entrance to the swimming pool and sauna complex and inside it. A patient who has signed the Internal Rules of Procedure shall be deemed to have signed the Rules of the Swimming Pool and Sauna Complex.

12. In the event of a declared epidemic/pandemic or other emergency, the Rules may be supplemented by a separate document.

## **II. PROCEDURE FOR APPLICATION AND ADMISSION TO THE MEDICAL SPA**

13. The Medical SPA shall provide general PHCS, scheduled inpatient and outpatient medical rehabilitation services, financed from the budget of the State Social Insurance Fund (hereinafter referred to as the "SSIF") and other sources.

14. To obtain information about the personal healthcare services provided by the Medical SPA, their prices and availability, legal entities and natural persons may contact the Medical SPA's Order Centre by phone or e-mail, or use the contact details indicated on the website [www.sanatorija.lt](http://www.sanatorija.lt).

15. Reservations for the Medical SPA are made in advance in writing or verbally at the contacts indicated on the Medical SPA's website [www.sanatorija.lt](http://www.sanatorija.lt). Persons who do not make a reservation may not be admitted to the Medical SPA if there are no vacancies.

16. At the Medical SPA in Druskininkai and Birštonas:

16.1. Patients coming for medical rehabilitation services paid from the funds of the PSDF budget are admitted on Mondays through Fridays from 8:00 a.m. to 12:00 p.m., unless an individual time of doctor's consultation is agreed upon at the time of reservation for objective reasons. Patients are not admitted on public holidays.

16.2. Patients coming for services not covered by the SSIF budget are admitted at the 24-hour reception desk. The specific time of arrival and the recommended time of arrival in order to receive all the services included in the programme are indicated separately in the description of each treatment programme available on the website at: [www.sanatorija.lt](http://www.sanatorija.lt).

16.3. For patients who arrive later than the time of admission specified in the treatment programme, personal healthcare services may be started on the following day.

16.4. For patients who arrive later than the specified time of admission for inpatient medical rehabilitation services paid from the funds of the SSIF budget, the plan of medical rehabilitation measures may be started the following day.

17. At the Medical SPA Rehabilitation Centres:

17.1. Patients are admitted during working hours of the Rehabilitation Centre, as posted on the website [www.sanatorija.lt](http://www.sanatorija.lt) and at the entrance to the Rehabilitation Centre.

17.2. Patients who arrive late for their scheduled PHCS may only be provided services at an arranged time, depending on the availability of the Rehabilitation Centre.

17.3. For patients attending the Rehabilitation Centre for the first time, it is recommended to arrive 15 minutes ahead of the scheduled time of service provision.

17.4. If, due to certain circumstances, the Patient cannot be provided with a reserved PHCS, the Rehabilitation Centre shall inform the Patient via a telephone provided by the Patient.

18. Patients shall be consulted in accordance with the procedure for the organization of specialist consultations approved by the Managing Director of the Medical SPA.

19. Upon arrival, the patient must contact the reception of the Medical SPA indicated at the time of booking.

20. The patient must pay in advance for all reserved services on the day of arrival.

21. Upon arrival for medical rehabilitation services covered by the SSIF budget, the patient shall present his/her identity document at the reception desk and wait for the receptionist to check in ESPBI IS whether a valid medical document extract/referral with the necessary entries of the PRM doctor necessary for the medical rehabilitation (form No. 027/a, hereinafter referred to as the "Referral") has been created for the patient

22. When arriving for services that are not covered by the SSIF budget, the patient shall present an identity document at the reception desk.

23. Patients who are provided with medical rehabilitation services paid for from the SSIF budget must arrive at the Medical SPA no later than within the time stipulated by the legislation of the Ministry of Health of the Republic of Lithuania regulating the provision of medical rehabilitation and medical spa (anti-relapse) treatment services. If the patient arrives at the Medical SPA later, the consortium of doctors of the Medical SPA shall assess the expediency of medical rehabilitation.

24. Persons coming for services financed by funds other than the SSIF budget shall pay for the services provided in the Medical SPA in accordance with the procedure approved by the Order of the Managing Director of the Medical SPA.

25. A patient who has arrived for inpatient medical rehabilitation services paid for by the SSIF budget shall be provided with the services of the Basic Services, the complement of which shall be approved by an order of the Managing Director of the Medical SPA. The patient shall be provided with one accommodation in a standard double or triple room:

25.1. in a double room in block Ž1 in Druskininkai;

25.2. in a triple room in block B in Birštonas.

26. If a patient who is entitled to receive the Basic services chooses improved/more expensive services, he/she shall pay the difference between the more expensive services provided by the Medical SPA and the Basic services paid by the territorial health insurance fund, with which the Medical SPA has signed an agreement for the provision of the PHCS and payment of the PHCS by means of the SSIF budget funds.

27. Paid health care services for patients who have come for medical rehabilitation services covered by the SSIF budget shall be provided in accordance with the procedure approved by the order of the Managing Director of the Medical SPA.

28. Patients who have arrived at the Medical SPA (excluding Rehabilitation Centres) for outpatient medical rehabilitation services paid for by the SSIF budget, may choose accommodation and catering according to their preferred level of comfort in their selected room, in accordance with the procedure approved by the order of the Managing Director of the Medical SPA.

29. Patients who have arrived at the Medical SPA (excluding Rehabilitation Centres) for services not covered by the SSIF budget may choose accommodation and catering according to their preferred level of comfort in their selected room, upon payment in accordance with the procedure approved by the order of the Managing Director of the Medical SPA, based on the selected treatment programme at the Medical SPA.

30. If possible, at the patient's request, they may be provided with accommodation and catering services of a higher level of comfort at the Medical SPA (excluding Rehabilitation Centres), upon payment in accordance with the procedure approved by the order of the Managing Director of the Medical SPA.

31. In the event of a declared epidemic or other emergency, the Medical SPA administration may arrange for patients to be accommodated singly, with the exception of cases where members of the same household are accommodated together if they so wish.

32. Patients receiving accommodation services are allowed to wear their own clothes and footwear in the Medical SPA, and are recommended to have sports and bathing clothes, personal hygiene products – toothbrush, toothpaste, comb, etc.

### **III. NOMENCLATURE AND RANGE OF SERVICES COVERED BY THE SSIF BUDGET AND OTHER SOURCES OF FUNDING, AND PROCEDURE FOR THEIR PROVISION**

33. The personal health care services that the Medical SPA is licensed to provide are

specified in the personal health care license No. 3723 issued to the Medical SPA by the State Accreditation Service for of Health Care Activities (hereinafter referred to as the "SASHCA") under the Ministry of Health of the Republic of Lithuania (hereinafter referred to as the "License"). The current version of the License is available on the website of the SASHCA at: [https://www.vaspvt.gov.lt/files/lstaigu\\_licencijavimas/ASPI.pdf](https://www.vaspvt.gov.lt/files/lstaigu_licencijavimas/ASPI.pdf).

34. Medical rehabilitation services paid for from the SSIF budget funds and the scope of these services in the Medical SPA are provided in accordance with the orders of the Minister of Health of the Republic of Lithuania, regulating the provision of medical rehabilitation and anti-relapse Medical SPA treatment services.

35. Planned medical rehabilitation services covered by the SSIF budget shall be provided only for the primary disease specified in the patient's referral.

36. Medical spa treatment services are not paid for from the SSIF budget and are provided in accordance with the programs drawn up in the Medical SPA and approved by the Managing Director of the Medical SPA. Procedures within the limits of the chosen spa treatment programme shall be individually selected for each patient by a PRM doctor, having assessed the patient's state of health as well as indications and contraindications.

37. Medical rehabilitation, regardless of the source of funding, starts with a consultation with an PRM doctor, during which an individual medical rehabilitation programme (treatment plan) is drawn up, based on an assessment of the patient's state of health, indications and contraindications.

38. The personalized medical rehabilitation treatment programme drawn up by the PRM doctor is subject to adjustment only by the attending (or substitute) doctor, and the procedures are subject to modification only within the limits of the relevant group of rehabilitation measures/procedures.

39. The programme of the medical spa treatment recommended by the PRM doctor and purchased by the patient may be adjusted by the attending (or substitute) doctor, and the procedures may be changed only within the limits of the relevant group of rehabilitation measures/procedures.

40. Patients who wish to purchase additional PHCS, in agreement with their treating physician and in the absence of contraindications, may purchase them in accordance with the procedure established by the order of the Managing Director of the Medical SPA.

41. Patient meals are organized and provided:

41.1. in accordance with the legal acts of the Ministry of Health of the Republic of Lithuania regulating the organization of patient catering in personal health care institutions;

41.2. in accordance with the comfort level of services purchased;

41.3. at least 3 meals a day;

41.4. if necessary, the doctor shall prescribe dietary meals to the patient, specifying the appropriate diet and frequency of meals;

41.5. the patient may be provided with room service, depending on his/her state of health;

41.6. in the event of a declared epidemic/pandemic or other emergency, meals shall be organized in accordance with the legislation in force at the time.

42. For patients who are not provided with accommodation services at the Medical SPA, treatment services shall be sold in accordance with the procedure established by the order of the Managing Director of the Medical SPA.

#### **IV. PATIENTS' RIGHTS IN THE MEDICAL SPA**

43. Patients have the right to quality healthcare.

44. The patient has the right to be treated with respect and dignity and to be treated with respect by healthcare professionals.

45. The patient shall be provided with scientifically based analgesics to not suffer from his/her own health problems.

46. The rights of the patient shall not be restricted on the grounds of age, sexual orientation, disability, racial or ethnic origin, religion or belief.

47. The patient has the right to choose the health care professional who will provide his/her services whenever possible, provided that this does not violate the rights of other patients or the Medical SPA's documents regulating work procedures, as well as the rights of the employee.

48. The patient shall have the right to an additional opinion from another professional with the same professional qualification upon payment for the service.

49. The patient shall have the right to receive information about the services provided by the Medical SPA, their prices and availability.

50. The patient shall have the right to receive information about the health care provider who provides him/her with health care services, the name and position of the healthcare professional providing the health care services and information about his/her professional qualifications.

51. The patient, upon presentation of identity documents, shall have the right to receive information about his/her health condition, diagnosis of the disease, other methods of treatment or examination applied in the Medical SPA or known to the doctor, possible risks, complications, side effects, prognosis of the treatment, and other circumstances that may influence the patient's decision to accept or refuse the proposed treatment, as well as about the consequences of the refusal. This information shall be provided in a form that the patient can understand, with an explanation of specific medical terms.

52. If the patient's continued stay in the Medical SPA is not medically justified, the patient or his/her representative shall be given a full explanation of the rationale for such a decision and the continuity of care before being discharged from the Medical SPA to his/her own home or sent to another health care facility. Upon receipt of such information, the patient or his/her representative shall confirm this by signing.

53. Information about the patient's state of health, the diagnosis of the disease, other methods of treatment or examination applied in the Medical SPA or known to the doctor, possible risks, complications, side effects, prognosis of treatment shall not be provided to the patient against his/her will. The patient must expressly refuse the information and confirm it by signature. Restrictions on the provision of information to the patient shall not apply where the patient's refusal to receive the information may result in harmful consequences for the patient or other persons.

54. The patient shall have the right to have access to his/her medical records and to request, at his/her own expense, that copies of medical records certified by the Medical SPA, as well as descriptions of diagnoses and treatment, be made and issued. This right of the patient may be restricted in accordance with the procedure established by the laws of the Republic of Lithuania.

55. The healthcare professional must explain to the patient the meaning of the entries in the patient's medical records within the scope of his or her competence. If the patient's request is justified, inaccurate, incomplete, ambiguous data or data not related to diagnosis, treatment or care shall be corrected, supplemented, completed, cancelled and/or replaced by the healthcare professional within 15 working days. A dispute between a healthcare professional and a patient concerning the correction, addition, completion, cancellation and/or amendment of entries in his/her medical records shall be settled by the Medical Director of the Medical SPA.

56. The patient's private life is untouchable. Information about the facts of a patient's life may be collected in accordance with the procedure laid down by the legislation governing the processing of personal data only if it is necessary for the diagnosis, treatment or care of a disease.

57. The patient shall have the right to designate the persons to whom confidential information about his/her person may be provided.

58. The patient shall have the right to designate persons to whom confidential information may not be provided.

59. The patient has the right to consent or refuse to participate in biomedical research. The patient's consent or refusal shall be in writing.

60. A patient has the right to refuse to participate in education or to refuse the use of information about him or her for scientific and educational purposes. The patient's refusal shall be in writing and shall be kept in the patient's medical records.

61. The patient shall have the right to contact the administration of the Medical SPA on any disputable matter.



62. The patient has the right to claim damages for violation of his/her rights in the provision of health care services, compensation.

63. The patient shall have other rights provided for by the legislation of the Republic of Lithuania.

## **V. PATIENTS' OBLIGATIONS IN THE MEDICAL SPA**

64. The patient shall be obligated to get acquainted with the Rules, other documents established by the Medical SPA and to fulfil the obligations specified therein.

65. The patient may not claim privileges on the grounds of sex, age, race, nationality, language, origin, social status, faith, beliefs, opinions, sexual orientation, genetic characteristics, disability or any other grounds.

66. The patient is obligated to take care of his/her health, to exercise his/her rights in good faith, not to abuse them, and to cooperate with the Medical SPA's specialists and employees.

67. Patients registered for an elective personal health care service but who are unable to arrive at the reserved time, must inform the Medical SPA's booking centre at least twenty-four hours before the scheduled time of the service. Failure to inform the Medical SPA's booking centre and to arrive at the reserved time may result in cancellation of the reservation.

68. The patient must present identification documents in order to receive healthcare services, except in the case of urgent healthcare.

69. The patient shall, to the best of his/her ability, provide healthcare professionals with information about his/her health, illnesses, operations, medications taken and being taken, allergic reactions, genetic inheritance and any other data known to the patient that are necessary for the proper provision of healthcare services.

70. The patient, having received information about the healthcare services he or she receives, shall give his or her consent to or refusal of the provision of those healthcare services shall confirm his/her consent or refusal in writing.

71. The patient must comply with the prescriptions and recommendations of healthcare professionals or refuse the prescribed healthcare services in accordance with the procedure laid down in these Rules.

72. The patient must inform healthcare professionals of any deviations from prescriptions or prescribed regimen for which he/she has given consent.

73. The patient must treat all healthcare professionals, employees and other patients of the healthcare facility with respect and dignity.

74. The patient must arrive on time for the procedure. If the patient fails to arrive on time for the procedure, the Medical SPA has the right not to provide the procedure.

75. Not to interfere with the work of the Medical SPA employees.
76. The Medical SPA has a quiet time from 22:00 to 06:00. Patients must not make noises or disturb the rest of others during this time.
77. Comply with the lawful instructions of the doctor, nursing staff and other professionals within their competence within the limits of their professional authority.
78. To observe personal hygiene, cleanliness and tidiness as far as health conditions permit.
79. Patients may only keep food, water and soft drinks in the room in the manufacturer's packaging.
80. Patients must behave properly and respect the property of the Medical SPA.
81. Patients must observe fire and electrical safety rules, take care of their own safety and that of others.
82. The patient is not allowed to switch on, switch off or change the Medical SPA's medical devices settings.
83. Patients who are provided with medical rehabilitation services covered by the SSIF budget, if they wish to leave the Medical SPA for more than 12 hours, must write a request (Annex 3) and obtain a doctor's permission to leave the Medical SPA.
84. It is forbidden for patients of the Medical SPA:
  - 84.1. to organize and participate in gambling activities;
  - 84.2. to take food and drinks from the canteen, except for take-away fruit and/or take-away food agreed with the canteen when feeding a sick patient of the Medical SPA;
  - 84.3. to use of radios, other players and television, if other patients in the room object;
  - 84.4. to leave unattended electrical appliances switched on;
  - 84.5. to use other spare beds in the room and their bedding;
  - 84.6. to carry a weapon (e.g. firearm or cold weapon, etc.);
  - 84.7. to allow their guests to stay overnight in their room without paying for accommodation;
  - 84.8. to take photographs, videos, recordings during medical consultations and procedures without the permission of the Medical Director of the Medical SPA.
85. It is forbidden in the Medical SPA (territory and premises):
  - 85.1. to drive motor vehicles on the territory of the Medical SPA, except for the Medical

SPA employees and suppliers when performing agreed specific functions; it is forbidden to ride skateboards, scooters and other similar vehicles on the territory and premises of the Medical SPA, except for the Medical SPA employees when performing agreed specific functions;

85.2. to perform actions that would violate the right to image, privacy and data protection of other persons staying at the Medical SPA (e.g. to take photographs, video recordings of persons staying at the Medical SPA, to publish their images or other private information through social networks, media or other information channels without the express and free consent of such persons and the authorization of the administration);

85.3. to bring in pets, except as provided for in the Accommodation Rules;

85.4. to disturb public peace and order;

85.5. to be drunk or under the influence of alcohol, narcotic or psychotropic substances.

86. The patient is responsible for the behavior of his/her visitors and is obligated to inform them of the Rules in force in the Medical SPA. Repeated and gross violations of the rules of visitors may result in the patient being discharged from the Medical SPA.

87. Patients and their visitors shall be liable for damages caused to the Medical SPA or its employees in accordance with the procedure established by the laws of the Republic of Lithuania.

88. A patient who violates his/her obligations, thereby endangering his/her own health, life or property, or that of other guests, the Medical SPA or its employees, or who interferes with other patients' access to quality health care services, may be subject to the termination of the healthcare services, unless the patient's life would be endangered by such a breach. In such a case, a patient whose treatment is not covered by the SSIF budget shall not be reimbursed for services that were not provided due to the patient's fault.

89. The patient may be included in the list of unwanted clients of the Medical SPA by the decision of the Administration for the violation of the Rules, taking into account the size and repetitiveness of the violation, upon the patient's notification thereof.

## **VI. PROCEDURES FOR VISITING PATIENTS**

90. Drunk or otherwise intoxicated or aggressive Visitors are not allowed within the Medical SPA.

91. Visitors with a fever or acute infectious diseases are not allowed within the Medical SPA.

92. Visiting hours: from 6:00 to 22:00.

93. Visitors are not allowed to be present during the procedures prescribed for patients, doctors' visits, unless the attending physician grants permission in accordance with the

procedure laid down by the Medical SPA's Medical Director and the patient's consent.

94. Visitors must observe order, follow the instructions of the employees, respect the wishes of other patients, rights and privacy.

95. Visitors are not allowed to stay overnight in the Medical SPA without paying for accommodation services. Payment for visitors' accommodation is the responsibility of the patient.

96. Visitors shall not be allowed to bring alcoholic beverages, tobacco and/or related products, narcotic, psychotropic and other psychoactive and prohibited substances, non-recommended food and medicines to the patients.

97. Patient attendance shall be monitored by receptionists, employees on duty and security employees.

98. The Medical SPA Administration may restrict or prohibit the visit of patients due to a declared epidemic/pandemic or other emergency situations by publicly announcing it on the Medical SPA's website at: [www.sanatorija.lt](http://www.sanatorija.lt).

99. Visitors may be warned verbally about violation of the procedure of visiting patients and, if they do not obey the warnings, they may be asked to leave the premises or territory of the Medical SPA.

## **VII. PROCEDURES FOR DISCHARGE AND TRANSFER OF PATIENTS TO OTHER HEALTHCARE FACILITIES**

100. The patient is discharged from the Medical SPA:

100.1. at the end of the prescribed period of medical rehabilitation;

100.2. upon transfer for treatment to another medical facility;

100.3. in case of contraindications to continue medical rehabilitation, in accordance with the current version of the Order of the Minister of Health of the Republic of Lithuania of 23 November 2022 No. V-1738 "On the Approval of the Description of the Procedure of Prescribing and Provision of Services of Medical Rehabilitation and Anti-relapse Medical SPA Treatment";

100.4. before the end of the prescribed period of medical rehabilitation, when the objectives of rehabilitation have been achieved;

100.5. at the patient's request, although the treatment has not been completed. The patient shall enter his/her request on a form approved by the Managing Director of the Medical SPA and sign it; the doctor treating/on call the patient shall be responsible for providing the form to the patient to enter his/her request;

100.6. for violation of the internal rules of the Medical SPA;

100.7. for unauthorized absence from the Medical SPA for more than 12 hours;

100.8. in other cases stipulated by the legislation.

101. Reasons for discharge are stated in the medical records.

102. If the patient's continued stay in a healthcare facility is not medically justified, the patient or, in the cases provided for by law, the patient's representative, shall be given a full explanation of the rationale for such a decision and of the continuity of the care before being discharged from the healthcare facility to home or sent to another healthcare facility. On receipt of such information, the patient or, where applicable, the patient's representative, shall sign it. When a patient who, at the time of his hospitalization, cannot be considered to be capable of exercising a reasonable judgement as to his/her own interests is discharged from a healthcare facility or sent to another healthcare facility, the information referred to in this paragraph shall be provided to the patient's representative if he/she is named in the patient's medical records by signature or if the patient's representative has provided the healthcare facility with a document confirming his/her representation in accordance with the requirements laid down by law. The patient/patient's representative shall acknowledge receipt of the information by signing the patient's declaration of intent for inpatient services.

103. A patient, if in the opinion of the physician his/her medical condition requires active treatment, may be referred to other inpatient personal healthcare facilities after the transfer has been coordinated with the facility and a referral has been issued and the patient has been informed in accordance with the above procedure. If this is not necessary due to the patient's condition, the patient shall be transported to another healthcare facility at the expense of the patient or his/her representative. The patient may also be transported at the request of the patient or his/her representative by means of transport provided by the Medical SPA, subject to the payment of the patient or his/her representative in accordance with the procedure laid down in the order of the Managing Director of the Medical SPA.

104. Upon discharge from the Medical SPA, the patient shall be provided with all the medical documents required in his/her specific case, in accordance with the procedures laid down by law.

105. Patients whose medical rehabilitation services are covered by the SSIF budget and whose further stay in the Medical SPA is not medically justified shall be discharged from the Medical SPA and shall leave the Medical SPA by 12:00 a.m.

106. Patients whose services are not covered by the SSIF budget shall be discharged from the Medical SPA and shall leave no later than the time specified in the purchased treatment programme.

107. If the patient chooses a later departure time than in the booked service, a late check-out fee will be applied, as approved by order of the Managing Director of the Medical SPA.

108. In case of early departure from the Medical SPA, a penalty of 30% of the value of

the unused services shall be applied, except in emergency situations (e.g. illness of the patient, death of relatives, etc.). In case of departure after 18:00, a penalty of 50% of the value of the unused services shall apply.

109. In the event of the death of a patient, the Medical SPA's Managing Director's order about the procedure for employee actions in the event of the death of a patient shall apply.

## **VIII. DISPUTE RESOLUTION AND COMPENSATION FOR DAMAGES**

110. The patient has the right to lodge a complaint with the Medical SPA about the violation of the patient's rights within one year from the date of becoming aware that his/her rights have been violated, but not later than 3 years from the date of the violation of rights.

111. Complaints can be submitted directly (upon arrival at the Medical SPA), from another location (by registered mail, via courier, sent by e-mail, other means of electronic communication that ensure the possibility of determining the identity of the person making the complaint). The complaint must specify the patient's rights, which he/she believes the Medical SPA has violated, the circumstances confirming this and the patient's demands to eliminate the violation of his rights. The complaint must be accompanied by documents (if the patient has them) confirming the circumstances stated in the complaint and justifying the requirements stated in the complaint. If the complaint is submitted by the patient's representative, a document certifying the representation is also attached to it.

112. If not all, improperly formalized documents that must be submitted with the complaint are submitted together with the complaint, and/or they and/or the complaint contains incomplete and/or inaccurate information, the Medical SPA no later than within 3 working days from the day of receiving the complaint, to the person who submitted the complaint indicates the identified deficiencies and informs that the complaint will not be considered if the deficiencies are not eliminated within 30 days from the day of informing the person who filed the complaint about the identified deficiencies, and that in this case the patient has the right to submit the complaint to the Medical SPA again.

113. Complaints are not examined and are returned to the person who submitted them, indicating the reasons for the return in the following cases:

113.1. not all, improperly formalized documents that must be submitted with the complaint were submitted together with the complaint, and/or they and/or the complaint contained incomplete and/or inaccurate information and the person who filed the complaint did not fulfill the requirement within the time limit specified in part 3 of this article correct deficiencies;

113.2. the complaint is written illegibly.

114. The Medical SPA must examine the patient's complaint and notify the patient in writing or, if the complaint was submitted by the patient's representative, the results of the investigation to the patient's representative no later than within 20 working days

from the date of receipt of the complaint at the Medical SPA. The time for eliminating deficiencies is not included in this term. Complaints at the Medical SPA are processed free of charge.

115. A patient who disagrees with the Medical SPA's decision taken after examining his/her complaint, or if his/her complaint is not accepted for examination at the Medical SPA, or if his/her complaint is not examined within 20 working days, with a complaint about the defense of his/her violated rights related to the availability and quality of personal healthcare services has the right to apply to the State Accreditation Service for Health Care Activities under the Ministry of Health, for the defense of his/her violated rights related to compulsory health insurance issues - to the State Social Insurance Fund under the Ministry of Health, for his/her violated rights related to the compliance of personal healthcare services for bioethics requirements, defense - to the Lithuanian Bioethics Committee.

116. When a patient has suffered damage to health during the provision of personal healthcare services due to a violation of his/her rights, he/she shall apply directly to the Commission on Evaluation of Damage Inflicted upon the Health of Patients, operating under the Ministry of Health of the Republic of Lithuania, in accordance with the procedure set out in the Description of the compensation procedure for material and non-material damage caused by damage to the patient's health.

## **IX. REPRESENTATION**

117. The patient acquires rights, assumes obligations and fulfils them himself/herself or through his representatives.

118. In cases established by law, the patient acquires rights, assumes obligations and fulfils them only through representatives or with the permission of the court.

119. Representatives, acting on behalf of the patient, must submit a document confirming the representation and their personal documents.

120. A patient aged 16 or over may be represented by: legal representatives and authorized representatives.

121. A patient recognized by a court as mentally incompetent at making healthcare decisions is represented by a guardian.

122. A patient recognized by a court as having limited capacity in the field of healthcare acquires rights and assumes obligations and exercises them in accordance with the procedure established by the Civil Code of the Republic of Lithuania.

123. Patients aged 16 and over can choose an authorized representative. This representation shall be notarized or the patient may indicate his/her choice of representative by signature in his medical records.

124. A minor patient under the age of 16 years shall be represented by his/her legal representatives: a parent (adoptive/foster parent), or guardian.

125. A minor patient under the age of 16 who is placed under institutional care (guardianship) shall be represented by the persons appointed by these institutions upon presentation of a document certifying representation.

126. A minor patient aged 16 years or over who cannot be considered capable of exercising a reasonable judgement as to his or her own interests shall be represented by his or her legal representatives: a parent (adoptive/foster parent), or guardian.

127. An adult patient who cannot be considered to be capable of exercising a reasonable judgement as to his or her own interests shall be represented by his or her legal representatives: the spouse, the partner, or, in the absence of a spouse or partner, by one of the patient's parents (adoptive parents), or by one of the patient's adult children, or by one of the patient's adult brothers (sisters), or by one of the patient's adult grandchildren, or by one of the patient's grandparents. The relatives of an adult patient who cannot be considered to have the capacity to judge his/her own interests in a reasonable manner shall be approached in the following order for consent to be the patient's legal representative: spouse, partner, parents (adoptive parents), adult children, adult brothers (sisters), adult grandchildren and grandparents. If one of these persons agrees to be the legal representative, the consent of the others is not required. The persons referred to in this paragraph shall not be regarded as legal representatives of an adult patient if they refuse to act as representatives, if the patient has authorized a representative or if the patient has been placed under guardianship (custody).

## **X. PROCEDURE FOR PROVIDING INFORMATION ABOUT THE PATIENT'S CONDITION TO THE PATIENT AND HIS RELATIVES**

128. All information about the patient's stay in the Medical SPA, treatment, state of health, diagnosis, prognosis, as well as all other personal information about the patient is considered confidential even after the patient's death.

129. Confidential information can be provided to other persons only with the written consent of the patient, which specifies the basis for providing such information and the purposes of use, except for cases where the patient has signed in the medical records which specific person has the right to receive such information, as well as such information scope and terms of provision.

130. Confidential information may be provided to persons directly involved in the treatment or care of the patient, performing the patient's health examination, without the patient's consent, and to the extent necessary to protect the patient's interests.

131. Information about the health status of a patient who cannot be considered capable of reasonably assessing his/her own interests is provided to the patient's spouse (partner), the patient's parents (adoptive parents) and the patient's adult children upon their request. If the specified persons are not available or it is not possible to contact them as quickly as necessary, information about the health status of a patient who cannot be considered capable of reasonably assessing his own interests is given to one of the adult brothers (sisters) of this patient or one of the adult grandchildren of this patient, or to one of this patient's grandparents at their request. Without limiting the rights granted to other persons, these persons, with the consent of the doctor(s)



responsible for the patient, also have the right to visit the patient.

132. The patient has the right to information about his health condition, test results, disease diagnosis, treatment methods, goals, effects, risks, options and treatment prognosis. His decision to have such information is recorded in the medical history.

133. Without the patient's consent, confidential information may be provided, in accordance with the procedure laid down by the legislation, to state institutions which are entitled by the laws of the Republic of Lithuania to receive confidential information about the patient, as well as to the insurance institution which insures the civil liability of the healthcare institution, and to the persons who directly examine the complaint. Confidential information may be provided to these persons only upon their written request, specifying the grounds for the request for confidential information, the purposes for which it is to be used and the extent of the information required. In all cases, the provision of confidential information shall be in accordance with the principles of reasonableness, fairness and the protection of the patient's rights and interests as a priority. Such information shall be provided in writing by the administration of the Medical SPA upon request.

134. In accordance with the patient's declaration of intent, information about the patient's condition shall be provided to the patient and/or to the persons specified in the declaration in the context of the provision of inpatient/outpatient services (hereinafter referred to as "Declaration").

135. Information shall be provided to the patient and/or to the persons named in the Declaration in a form which the patient and/or the persons named in the Declaration can understand, on the patient's state of health, the diagnosis of the disease, the medical examination data, the possible treatments and results, the prognosis of the treatment, and the consequences of refusal of the proposed treatment.

136. A doctor may withhold information if it would harm the patient's health or endanger his/her life, or if the patient refuses the information, or if the medical records contain a decision by the attending doctor not to provide the information.

137. Information on the condition of patients undergoing treatment may be provided by attending physicians, heads of wards, doctors on duty and nurses within the scope of their functions, in accordance with the procedure laid down in the Rules.

138. At the patient's request, his/her medical records shall be made available for inspection on presentation of an identity document. The patient's representative shall also have the right to inspect and obtain copies of the patient's medical records and, when acting on behalf of the patient, shall be obligated to produce a document certifying his/her representation and his/her identity document.

139. The disclosure of medical records to a patient may be restricted if the information contained therein would harm the patient's health or endanger his or her life. The decision not to release medical records to a patient shall be taken by the attending physician and recorded in the patient's medical records.

## **XI. PROCEDURE FOR PROVIDING INFORMATION ABOUT THE PATIENT, MAKING**

## **COPIES OF MEDICAL RECORDS AND OTHER DOCUMENTS, AND ISSUING THEM TO THE PATIENT OR OTHER NATURAL AND LEGAL PERSONS**

140. Requests for making and issuing copies of medical records and other documents may be submitted directly (upon arrival at the Medical SPA), remotely (by registered mail, by courier, by e-mail, or by other means of electronic communication ensuring the possibility of establishing the identity of the person submitting the complaint).

141. Persons entitled to receive written information about the patient on the grounds and in accordance with the procedure established by the legislation shall submit a written request and the patient's corresponding written consent to the Medical SPA. The request shall specify the nature of the information sought and the purpose of its use.

142. A patient submitting a request to the Medical SPA for the provision of written information (receiving copies) must present a personal identity document. The patient's representative, when requesting written information, shall provide a document proving his/her identity and representation.

143. If incomplete, improperly executed documents and/or incomplete and/or inaccurate information is submitted together with the request, the Medical SPA shall, not later than within 3 working days from the date of receipt of the request, indicate to the applicant the deficiencies identified and inform that if the application is not corrected within 30 days from the date of informing the applicant of the deficiencies, and in such a case the patient has the right to submit the request to the Medical SPA again.

144. The Medical SPA shall provide the requested written information to the patient or his/her representative not later than within 20 working days from the date of receipt of the request by the Medical SPA. The time for rectification of deficiencies referred to in the Rules shall not be included in this time limit.

145. Without the patient's consent, confidential information may be provided to law enforcement, institutions controlling healthcare services or other institutions which are entitled to such information by the laws of the Republic of Lithuania.

146. Personal healthcare facilities wishing to receive information about a patient shall submit a letter to the Medical SPA, signed by the head of the facility, stating the nature of the information to be received and the purpose of its use.

147. Other facilities or institutions wishing to obtain information about the patient shall provide the Medical SPA with a letter signed by the head of the facility or institution and the order, decision or other document required in such cases under the legislation governing the work of those facilities or institutions, or a letter signed by the head of the facility or institution stating the nature of the information sought and the purpose of its use, and accompanied by the patient's written consent or the patient's legal representative's consent and a document confirming identity.

148. Medical documents (medical records, health records, etc.) shall be the property of the facility; patients and their representatives shall not be allowed to take these documents out of the facility arbitrarily. Patients coming for services not covered by the

SSIF budget are allowed to take their procedure cards with them.

149. In case the Medical SPA does not have the requested written information (does not have medical documents about the patient and the services provided to him/her), it shall inform the applicant about it in writing not later than within 5 working days from the date of receipt of the request for information.

## **XII. STORAGE OF PRECIOUS OBJECTS (PRECIOUS METAL ARTICLES, PROSTHESES) AND MONEY**

150. Patients are advised not to bring large sums of money or any valuables within the Medical SPA.

151. The Medical SPA shall not be responsible for objects, documents, money, etc. left in rooms, unguarded coatrooms, or other premises of the Medical SPA. Patients are obligated to protect them themselves.

152. For storing small items and money, an individual safe is provided in the room at the Medical SPA, which can be used in accordance with the instructions provided inside the safe, or lockable lockers in the changing rooms at the Rehabilitation Centres.

153. In the event that there is no individual safe in the room, a loan agreement may be concluded with the medical SPA for the use of an individual safe in other rooms.

154. Items lost by patients and found by employees or other patients shall be handed over to the Medical SPA's administration and handled in accordance with the procedures approved by the Medical SPA's Managing Director.

155. The Medical SPA undertakes to keep the belongings of patients found (left behind) for three months from the date of departure of the patient, with the following exceptions: a) hygiene products, underwear and other similar items shall not be kept and shall be disposed of after the departure of the guest; b) precious metal articles, documents, watches, vehicle or door keys and money shall be kept for one year from the day of discovery.

156. At the request of the patient, items found in the Medical SPA belonging to the patient, after identification by individual characteristics, may be sent to him/her by post or otherwise handed over to him/her, provided that the patient agrees to arrange for the dispatch of the item(s) and to pay the costs.

## **XIII. PROVISIONS OF DOCUMENTS GOVERNING SAFETY AT WORK**

157. At the workplace, it is obligatory to observe the requirements of occupational safety, fire safety and electrical safety, to follow the provisions of the Law on Safety and Health at Work of the Republic of Lithuania and other legal acts related to occupational safety, the requirements of the instructions for duties and the rules of procedures, other orders of the Managing Director of the Medical SPA.

158. The employee of the Medical SPA may commence work only if the equipment and instruments are in good order, complying with the safety requirements, and in a clean workspace.

159. Employees of the Medical SPA shall not consume alcohol in the course of their duties in the Medical SPA, alcohol, narcotic drugs, psychotropic substances and be under the influence thereof.

160. The employees of the Medical SPA, when carrying out procedures and interventions on patients, shall wear clean and tidy medical uniforms and wear an employee badge.

161. Medical SPA employees shall ensure the security of patients' personal data in accordance with the procedures laid down by law.

162. Persons staying in the territory of the Medical SPA are obligated to follow the instructions of the information and prohibition signs and other signs.

163. Persons staying in the territory and premises of the Medical SPA may use the free Wi-Fi network of the Medical SPA only for legal purposes.

164. Patients and their visitors shall comply with the instructions of healthcare professionals regarding safe behavior, environmental protection and fire safety.

165. Patients who notice abnormal operation of the equipment in the room (increase in noise, vibration, temperature rise, specific smell, etc.) and other causes of danger to health or life must immediately inform the employees of the Medical SPA.

166. Patients are not allowed to troubleshoot any equipment on their own. Patients must report any faults observed in the room to the Medical SPA's employees either directly or via the Medical SPA's FIX system, in accordance with the information provided in the room.

167. The patient must not touch at the same time parts of his/her body to grounded parts (central heating radiators, pipes, etc.) and electrical equipment, open electrical panels, power cabinets.

168. The patient shall not be allowed to arbitrarily change the position of equipment and furniture in the room, narrow the gaps between the bed and the walls, between the beds, etc. without the permission of the Medical SPA employees.

169. The patient shall take every precaution when moving on floors that have been recently wet-cleaned or have spillages or splashes on them, and when taking a bath or shower.

170. When moving about at night in the room or in the common areas of the Medical SPA, the patient shall beware of obstacles. If necessary, healthcare professionals must be called upon.

#### **XIV. OPENING HOURS OF THE ADMINISTRATION AND OTHER SUPPORT SERVICES**

171. The Medical SPA's administration is open on weekdays, Monday to Thursday from 8:00 to 17:00, Friday from 8:00 to 15:45, with a lunch break from 12:30 to 13:15.

172. The inpatient units operate on a continuous (24 hours a day and all week) basis.

173. The Medical SPA (excluding Rehabilitation Centres) has a 24/7 reception.

174. The working hours of the Rehabilitation Centre are available on the website [www.sanatorija.lt](http://www.sanatorija.lt) and at the entrance to the Rehabilitation Centre.

## **XV. FINAL PROVISIONS**

175. The Rules shall be approved and amended by an order of the Managing Director of the Medical SPA.

176. The Rules shall be reviewed at least once a year.

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Annex 1 to the Rules of Internal Procedure of UAB Eglės sanatorija

### **RULES OF ACCOMMODATION**

1. The Rules of Accommodation are attached as Annex 1 to the Internal Rules of Procedure of UAB Eglės sanatorija (hereinafter referred to as the "Medical SPA's Internal Rules of Procedure"). The Medical SPA's Internal Rules of Procedure and their annexes are available on the Medical SPA's website, [www.sanatorija.lt](http://www.sanatorija.lt), and at the reception.

2. Guest – a person of legal capacity who has reached the age of 18 years, or a younger person who has been recognized by a court as having full legal capacity (emancipated), and who is provided with accommodation services at the Medical SPA. For the purposes of these Rules, the term Guest includes patients.

3. Guests are required to present their ID at check-in.

4. Guests are accommodated in the comfort level of their choice. Patients coming for basic health care services paid for by the SSIF budget shall be accommodated in accordance with the procedure laid down in the Medical SPA's Internal Rules of Procedure.

5. If a treatment programme has been purchased, the arrival and departure times shall be specified in the purchased treatment programme.

6. For medical rehabilitation services paid from the SSIF budget funds, patients arriving at the Medical SPA shall be admitted on Mondays - Fridays from 8:00 to 12:00, except for the cases when an individual time of a doctor's consultation is agreed upon at the time of booking for objective reasons. Patients are not admitted on public holidays.

7. Guests arriving for bed and breakfast service shall be accepted from 15:00 on the day of arrival specified in the reservation, and must check out by 11:00 on the day of departure.

8. If guests choose a later departure time than the one booked, for the later departure time a late check-out fee will be applied, approved by order of the Managing Director of the Medical SPA.

9. Meals for patients and guests shall be organized and provided according to the comfort level chosen and the treatment programme purchased.

10. Guests who have purchased a medical spa treatment and arrive after 19:30 or leave before 07:30 can order a "dry ration" to take away by informing reception before 15:00.

11. All booked services have to be paid in full in advance on the day of arrival.

12. Guests are expected to observe the general order of the Medical SPA (no noise, no disturbing other guests, no skateboards, no scooters and other similar vehicles on the premises).

13. Smoking is prohibited on the premises of the Medical SPA, including balconies, terraces and rooms, as well as in the territory, except in designated and marked areas. The fine is EUR 100.

14. It is forbidden to take photographs or videos of other persons on the premises and territory of the Medical SPA without their consent.

15. Guests are responsible for their own safety throughout the Medical SPA, including when visiting the swimming pool and sauna complex and the gym. The care and safety of children under 16 years of age is the responsibility of the parents and/or other legal representatives of the child and/or other adults having legal custody of the child.

16. It is forbidden to bring pets to the Medical SPA, except when staying in Birštonas apartments (D block). The rules for the care of animals are set out in Annex 1 to the Rules of Accommodation.

17. Quiet time in the Medical SPA is from 22:00 to 6:00. Guests are expected to be calm and respect the rest of others during this time. Failure to comply with this rule will result in a first warning, and if the warning is not responded to, the police may be called.

18. The Medical SPA is not responsible for guests' belongings, documents, money, etc. left in rooms, in the unguarded coat rooms or other areas of the Medical SPA. Guests are obligated to protect them themselves. It is recommended to keep valuables locked in the individual safe in the room.

19. The Medical SPA is not responsible for the loss or damage of any personal data contained in a treatment card or barcode bracelet issued to a guest. Guests are responsible for their protection.

20. For the safety of the guests, only registered persons must stay in the rooms. Guests shall pay for all persons actually occupying the room.

21. For the safety of the guests, it is forbidden to take food and drinks out of the canteen, with the exception of takeaway fruit and/or takeaway food agreed with the canteen employees when feeding a sick patient of the Medical SPA.

22. A guest who violates the Medical SPA's Internal Rules of Procedure, thereby endangering his/her own and/or other persons' health, life, property, or the Medical SPA's property, may be subject to termination of accommodation services. In this case, the amount paid by the guest for the services not provided due to his/her fault shall not be refunded.

23. For violation of the Medical SPA's Internal Rules of Procedure, disrespectful behavior towards the employees, other guests, depending on the gravity and repetitiveness of the violation, the guest may be included in the list of the Medical SPA's unwanted clients by the decision of the administration, after notification.

24. Upon departure, the guest is obligated to return the room key (card) to the reception. For lost room key 20 EUR fine shall be applied for a lost room key (card).

25. In case of early departure, a penalty of 30% of the value of the unused services will be applied, except in emergency cases (e.g. illness of the patient, death of relatives, etc.). In case of departure after 18:00, a penalty of 50% of the value of the unused services shall apply.

26. Guests and their visitors shall be liable for damages caused to the Medical SPA or its employees in accordance with the procedure laid down by the laws of the Republic of Lithuania.

If something disturbs your rest, inform the reception. Enjoy your stay.

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Annex 1 to the Rules of Accommodation

### **RULES FOR ANIMAL CARE**

1. Guests arriving with pets must comply with the following rules:

1.1. Animals must be booked in advance;

1.2. Only healthy and non-aggressive animals are accepted;

- 1.3. Additional charges apply for arrival with a pet;
  - 1.4. The pet can only be kept in the room and in the apartment area (it cannot be taken/carried to other areas of the Medical SPA and the grounds);
  - 1.5. If a guest wishes to bring more than one pet, the conditions must be agreed at the time of booking.
2. The owner is responsible for any damage caused by the animal to the Medical SPA and/or third parties and for noise.
  3. The room is only cleaned after this service has been booked in advance at the reception, when the animal is not in the room or when the animal is with the owner.

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Annex 2 to the Internal Rules of Procedure of UAB Eglès sanatorija

## **SWIMMING POOL AND SAUNA COMPLEX RULES**

### **I. GENERAL PROVISIONS**

1. The Rules of the Swimming Pool and Sauna Complex (hereinafter referred to as the Rules) shall determine the procedure of the services provided to the visitors of the swimming pool and sauna complex of UAB Eglès sanatorija (hereinafter referred to as the Medical SPA), the mandatory safety and hygiene requirements, the rights, duties and responsibilities of visitors.
2. A visitor to the Swimming Pool and Sauna Complex (hereinafter referred to as "Visitor" and/or "Visitors") is every person who uses the services provided by the Medical SPA in the Swimming Pool and Sauna Complex.
3. The Rules are published publicly at the entrance of the Swimming Pool and Sauna Complex and on the Medical SPA's website at: [www.sanatorija.lt](http://www.sanatorija.lt) and are binding on all Visitors, regardless of their age.
4. Every Visitor must read and unconditionally comply with the Rules before entering the Swimming Pool and Sauna Complex. The Visitor shall be solely responsible for the consequences arising from ignorance of the Rules or failure to comply with them.
5. Visitors are fully responsible for their own health condition and their ability to use the services of the Swimming Pool and Sauna Complex when visiting the Swimming Pool and Sauna Complex.
6. Persons of any age are entitled to use the services of the Swimming Pool and Sauna Complex, except for the exceptions specified in these Rules.
7. The following persons are prohibited from using the services of the Swimming Pool



and Sauna Complex:

7.1. persons under the influence of alcohol, narcotic or psychotropic substances;

7.2. persons suffering from infectious and parasitic diseases;

7.3. persons suffering from pink eye, purulent skin diseases, fungal diseases of the skin and nails;

7.4. persons with open wounds;

7.5. persons with hypertensive diseases (with diastolic blood pressure >120mmHg), acute and exacerbated systemic connective tissue diseases, acute thrombophlebitis (3 months after established deep leg vein thrombosis and 6 weeks after established superficial leg vein thrombosis), oncologic diseases (3 months after specific treatment), epilepsy;

7.6. persons with fever, heat intolerance;

7.7. persons with disorders of the excretory system (urination, defecation), decompensated heart failure, respiratory failure (type III), Barthel index less than 61, mental disorders with personality desocialization, lesions on skin;

7.8. persons with an allergy to swimming pool water;

7.9. persons with other disabilities which pose or may pose a threat to their health and safety or that of other visitors;

7.10. persons whose behavior endangers the Swimming Pool and Sauna Complex, its safety and hygienic condition or contradicts the socially accepted rules of good behavior.

8. Children under 16 years of age must be accompanied by a supervising adult who is fully responsible for their safety during their visit. The adult must be over 18 years of age and take full responsibility for the safety, health, behavior, compliance with these Rules, the safekeeping of the children's belongings and the safe locking of lockers.

Accompanying persons who are not acquainted with the Internal Rules of Procedure of UAB Eglés sanatorija shall verify with their signature at the treatment centre reception desk the age of the children in their care and that they have read the Rules of the Swimming Pool and Sauna Complex (Annex 1). No more than three children may be supervised by one accompanying person, except in the case of an organized group of children and in accordance with the conditions agreed with the administration of the Medical SPA.

9. Before using the services of the Swimming Pool and Sauna Complex, it is recommended that all Visitors have their health checked by a doctor and/or be sure that their health condition is suitable for the use of the services of the Swimming Pool and Sauna Complex.

10. If the employees suspect that the Visitor is not complying with the prohibitions set

out in Clause 7 of the Rules when purchasing the services of the Swimming Pool and Sauna Complex, the employees shall have the right to recommend to the Visitor a consultation with a doctor of the Medical SPA and the service shall only be sold in the event of a positive opinion of the doctor regarding the Visitor's visit to the Swimming Pool and Sauna Complex.

11. Persons with disabilities who, due to their medical condition, require the supervision of another person may only visit the Swimming Pool and Sauna Complex accompanied by an adult person/personal assistant.

12. In the event of the Visitor's need for the service of an assisting person, which is recommended by a doctor, this assistance shall be provided only by prior arrangement.

13. Children under 3 years of age in the Swimming Pool and Sauna Complex must wear special diapers for the pool.

14. Children under 8 years old and children under 14 years old who cannot swim must wear life-saving equipment in the pool (life jackets, inflatable armbands, etc.). This is the responsibility of the accompanying adult.

15. Children aged 14 to 18 must wear life-saving equipment when instructed to do so by the employees of the Swimming Pool and Sauna Complex (when the employees of the Swimming Pool and Sauna Complex deems it necessary or appropriate).

16. Visitors to the Swimming Pool and Sauna Complex must wear rubber slippers with non-slip soles.

17. The Medical SPA's physiotherapists and pool attendants (hereinafter referred to as "The employees of the Swimming Pool and Sauna Complex") are responsible for the order of the Swimming Pool and Sauna Complex.

18. Visitors are obligated to obey the lawful instructions of the employees of the Swimming Pool and Sauna Complex.

19. Visitors who have taken the tokens issued at the reception desk to lock the lockers in the changing room must return them when they leave.

20. The employees of the Swimming Pool and Sauna Complex and the Medical SPA's security guards shall have the right to remove Visitors from the Swimming Pool and Sauna Complex who violate these Rules and/or disobey the instructions of the Swimming Pool and Sauna Complex employees. In this case, no refund will be made to the Visitor.

21. The Medical SPA shall not be liable for the loss, loss or damage of the Visitors' personal belongings. Please do not leave personal belongings unattended.

22. In the event of an epidemiological emergency, Visitors are required to comply with additional requirements and recommendations set by the Ministry of Health.

23. The Medical SPA has the right to refuse to provide services to persons who violate these Rules. A Visitor may be placed on the Medical SPA's list of unwanted clients by a

decision of the Administration for a violation of the Rules, taking into account the gravity and repetitiveness of the violation, upon notification of the Visitor.

## **II. PROCEDURE FOR USE OF THE SWIMMING POOL AND SAUNA COMPLEX**

24. To maintain cleanliness and hygiene in the Swimming Pool and Sauna Complex:

24.1. Visitors entering the Swimming Pool and Sauna Complex wearing outdoor footwear must wear boot swabs;

24.2. Visitors with long hair must tie their hair up;

24.3. before entering the swimming pool and sauna area, Visitors must take a clean shower in the changing room using a body wash. Washing must be done without swimwear;

24.4. It is essential to take a shower:

24.5. after using the sauna, before entering the swimming pool;

24.6. after using the toilet.

25. Each Visitor entering the Swimming Pool and Sauna Complex must present one of the following forms of identification to the Swimming Pool and Sauna Complex employees: a client's treatment card, a client's wristband, a membership card or any other form of identification, or a voucher confirming the purchase of a service.

26. Visitors who have a membership card must bring it with them every time they enter the Swimming Pool and Sauna Complex.

27. When using the services of the Swimming Pools and Sauna Complex, visitors must wear: swimwear for women and girls, swimwear for men and boys.

28. Access to and from the pool is only via the designated steps.

29. Swimming goggles and swim caps are recommended when using the pool. These protect the eyes and hair from exposure to chlorine in the pool water.

30. When sitting or lying on a lounge in saunas, it is compulsory to put a towel under the whole body.

31. Slippers must be left at the entrance to the dry sauna.

32. In a steam room, the seating area must be washed with a shower. Use the shower in such a way that does not disturb other Visitors in the vicinity.

33. Minors under the age of 16 must be accompanied in the sauna by an adult responsible for their safety.

34. Please stay quiet in the Swimming Pool and Sauna Complex.

35. After using the services of the Swimming Pool and Sauna Complex, the Visitor must take a shower, dry himself/herself and wring out his/her swimming clothes.

36. The Swimming Pool and Sauna Complex has a quiet area every day, except Sundays, from 21:00 to 22:00. The services are only available to persons over 15 years of age.

37. If a visitor considers that he/she has suffered damage to his/her health or property, he/she must immediately contact a member of staff of the Swimming Pool and Sauna Complex at the scene of the incident and inform him/her of the place, time and other circumstances of the incident, the persons who witnessed the incident.

### **III. PROHIBITIONS FOR VISITORS**

38. Visitors are not allowed:

38.1. to use loungers and trapeze bars in the vertical baths for non-treatment purposes;

38.2. to take photographs or videos of other persons without their consent;

38.3. to run, jump or dive into the pool, to push, to swim in the pool while chewing gum, to disturb other guests; to damage the equipment;

38.4. to create dangerous situations for themselves and other Visitors;

38.5. to shout loudly, whistle, falsely call for help, simulate drowning;

38.6. to get in and out of the swimming pool outside the designated areas;

38.7. to bring mobile phones and other sound emitting devices;

38.8. to bring glass, breakable or sharp objects;

38.9. to bring and use intoxicating substances: alcoholic beverages, drugs or psychotropic substances, to smoke;

38.10. to bring in and consume drinks and food;

38.11. to come in with animals;

38.12. to wear inappropriate clothing, such as underwear, or not wear clothes;

38.13. to wearing outer clothing and outdoor footwear;

38.14. to spitting on the floor or in water;

38.15. to urinate and defecate outside the toilet;

38.16. to leave children unattended;

38.17. children under 16 years of age entering the swimming pool without the permission and supervision of an accompanying person;

38.18. to bring and use their own baths, potions, extracts, cosmetic products;

38.19. to clip nails, dye hair, shave, wax and perform other personal hygiene procedures;

38.20. to pour liquids they have brought with them onto the heating elements or beds in the sauna.

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Annex 1 to the Rules for Swimming Pools and Sauna Complex

**CONSENT FORM FOR AN ADULT ACCOMPANYING A CHILDREN UNDER THE AGE OF 16**

The Privacy Policy and the rules of the Swimming Pool and Sauna Complex are available at the reception and on the website: [www.sanatorija.lt](http://www.sanatorija.lt).

I have read and agree to the rules of the Swimming Pool and Sauna Complex. I have been informed that I am responsible for accompanying children under the age of 16.

Accompanying adult (name, surname)	Supervised children under 16 (name, surname, year of birth)	Date	Signature
1.	1.		
	2.		
	3.		

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Annex 3 to the Rules of Internal Procedure of UAB Eglės sanatorija

To the Head of the

Medical Rehabilitation

Unit of UAB Eglė sanatorija

REQUEST

..... - .....- 202.....

Please allow me to leave the Medical SPA from ..... 202..... : ..... (hour)  
to

..... 202..... : ..... (hour),

Due to.....

Patient's name, surname, date of birth date, signature

\_\_\_\_\_

Doctor's name, surname, signature \_\_\_\_\_

Nurse's name, surname, signature \_\_\_\_\_

**I have read and accepted Internal rules of procedure of UAB Eglės sanatorija.**

Detailed information about the processing of personal data is provided in the [Privacy Policy](#). This document can be found at: [www.sanatorija.lt](http://www.sanatorija.lt)