

INTERNAL REGULATIONS

Medical Center Orthotics and Prosthetics Ukraine

Representative Office "MCOP International LLC"

Address: 86D Kazymyra Malevycha Street, Kyiv, Ukraine, 03150

General Information

- The Medical Center Orthotics & Prosthetics (hereinafter – the "Center") provides **prosthetic and post-prosthetic recovery services** on days and during hours established by the administration of the center.
- Patients are received by the Center's specialists according to the approved schedule and by prior appointment (by phone, e-mail, or directly through the Center's administrator).
- Diagnostic and consultative conclusions from other healthcare institutions are taken into account, but cannot serve as the sole basis for determining a prosthetic plan, providing recovery services, or performing training without consultation with the Center's specialists.
- The prescription of prosthetic plans, the performance of recovery activities, or the provision of additional services is carried out only after consultation with a Center's specialist and, if necessary, undergoing diagnostic examinations.
- Recommendations regarding recovery or the use of prostheses are provided exclusively following consultation with the Center's specialist.
- All prosthetic and recovery services provided by the Center are paid services. Information about services and their cost is provided upon request by phone, e-mail, or directly at the Center's reception desk.
- Service prices may be changed unilaterally by the Center's administration. Updated price lists are made available at the Center premises. Patients are also informed of any changes during appointment booking or immediately before services are rendered.
- Payments for services are accepted in cash at the Center's cashier desk or by direct deposit to the Center's bank account. Depending on the type of service, prepayment may be required. Patients are informed of this during the appointment booking process.
- In case of outstanding debt for previously provided services, the Center reserves the right to refuse further services until full payment is made, provided such refusal does not endanger the patient's life or health.
- The Center's administrator may request confirmation of payment. In case of non-payment, the Center reserves the right to involve law enforcement authorities.

- Proposals, comments, or complaints are accepted only in writing and reviewed within the timeframes established by the legislation of Ukraine.
- All medical documentation (prosthetic history, diagnostic results, specialist conclusions, photo and video records related to the prosthetic and recovery process, etc.) is the property of the Center and is stored in accordance with applicable legislation. Patients (or their legal representatives) may review such documentation under the procedure established by the Center and in the presence of an authorized representative.
- A patient may receive certified copies of their documentation upon written request, provided they submit proof of identity. In case of a juvenile person, documents confirming legal representation, e.g., birth certificate.
- Video surveillance systems are installed on the Center's premises to ensure the safety of patients, visitors, and staff.
- Refunds are made only in cases provided for by Ukrainian law. To request a refund, the patient must submit a written application and provide the original receipt or payment confirmation.

Appointment Booking

- Appointments are scheduled in advance, depending on the availability of specialists.
- Same-day visits without prior booking are possible only if free slots are available in the schedule of the relevant specialist.
- Patients must arrive at the Center at the appointed time. If a patient is more than 15 minutes late, the appointment may be canceled.
- If a patient cannot attend, they must inform the Center in advance to cancel or reschedule.
- In case of a specialist's absence or unforeseen circumstances, the administrator shall inform the patient personally or by phone. Patients may reschedule their visit or be offered an alternative specialist.

At the first visit, the patient must present a passport or another identity document. **If the service is provided to a child or a legally incapacitated person, it is mandatory to present documents confirming legal representation.** Prosthetic and recovery services are provided only after the patient (or their legal representative) signs informed consent in accordance with Ukrainian legislation.

Patients are obliged to provide specialists with complete information about their health status, previous surgeries, and relevant medical history.

Rules of Stay at the Center

Patients and visitors are obliged to:

- Maintain cleanliness and proper behavior;

- Respect staff and other patients;
- Handle the Center's property with care.

It is strictly prohibited to:

1. Bring or store weapons, explosives, or hazardous substances.
2. Attend the Center under the influence of alcohol, narcotics, or toxic substances.
3. Take photos, audio, or video recordings without the administration's consent.
4. Smoke or consume alcohol or narcotics on the premises.
5. Remove equipment, prosthetic devices, instruments, or any property belonging to the Center.
6. Bring animals (except guide dogs).
7. Use obscene language, behave aggressively, or humiliate staff or other patients.
8. Leave children unattended.
9. Use electrical appliances without the administration's permission (for in-patients).

In case of violation of these rules, the Center reserves the right to refuse services, terminate the prosthetic/recovery process prematurely, and record the incident in the patient's documentation.

Special Safety Conditions

In the event of an **air raid alert**, patients and visitors are obliged to immediately leave the Center premises and proceed to the nearest designated shelter, as indicated by the administration and official authorities. Failure to comply with this requirement places full responsibility for related risks on the patient.

Rights of Specialists

In accordance with Article 34 of the Law of Ukraine "Fundamentals of the Legislation of Ukraine on Healthcare," the Center's specialists have the right to refuse further treatment or continuation of services if the patient fails to comply with medical prescriptions or violates these Internal Regulations, provided such refusal does not endanger the life or health of the patient or public health.