

Patient Verification at MCOP Ukraine

Medical Center Orthotics & Prosthetics (MCOP) Ukraine

Representative Office "MCOP International LLC" located at 86D Kazymyra Malevycha Street, Kyiv, Ukraine, 03150, pays special attention to protecting personal data, ensuring the accuracy of information, and properly completing documentation. For this reason, we have a patient verification procedure.

Initial verification of patient's documents is a mandatory step. Without completing this verification, a patient cannot be registered as a client of the center and cannot receive prosthetic or recovery services.

Patient verification ensures:

- the accuracy of contact details (phone number, email address);
- confirmation of the patient's identity or their legal representative;
- compliance with the legislation of Ukraine regarding the processing of personal data and medical documentation;
- convenience and faster service when receiving prosthetic and recovery services.

Methods of Verification

1. Initial Document Verification

At the first visit, a patient is required to present an identity document to confirm their personal information. Without this step, cooperation with the center is not possible.

The following documents are accepted:

- Ukrainian citizen passport (new-format ID card);
- Ukrainian international passport;
- other documents as provided by the legislation of Ukraine.

2. Mobile Phone and Email Verification

- confirming the patient's mobile number via SMS code;
- confirming the email address via an activation code or link.

This is a convenient way to save time when completing documentation at the center's reception.

3. **Identity Verification via the "Diia" Mobile Application**

Patients can confirm their identity directly at the center's reception desk using the "Diia" mobile application.

Frequently Asked Questions

- **Will I be denied services if I do not complete verification?**

Yes. Initial document verification is a mandatory requirement for receiving services at the MCOP Ukraine. Without completing this step, a patient cannot become a client of the center.

- **Which documents are accepted from the "Diia" mobile application?**

Currently, the Ukrainian citizen passport in the form of an ID card and the Ukrainian international passport are accepted.

Is verification required for minor patients?

Information regarding minor patients is provided exclusively to their parents or legal guardians upon presentation of supporting documents in accordance with the legislation of Ukraine.

Additional Provisions

- MCOP Ukraine guarantees the protection of all personal data in accordance with the Law of Ukraine "On Personal Data Protection."
- All verification actions are carried out exclusively to ensure the legality and safety of service provision.
- Initial document verification is a mandatory condition, while additional methods (phone, email, "Diia") are designed to improve the convenience and efficiency of service.