
APPROVED BY
Director General
of the management company
JSC «EMC»
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INTERNAL CODE OF CONDUCT
for Patients, their Accompanying Persons and other Visitors of EMC
(Including the Procedure of Familiarization with the Patient's Health Information and Personal Reception of
Citizens)
(as amended on 10.05.2023)

This Internal Code of Conduct for Patients, their Accompanying Persons and other Visitors of EMC (including the Procedure of Familiarization with the Patient's Health Information, and Personal Reception of Citizens) *hereinafter referred to as the Code*, is adopted and approved in accordance with Federal Law No. 323-FZ «On Fundamental Healthcare Principles in the Russian Federation» dated 21.11.2011 (hereinafter referred to as FL No. 323-FZ), and shall be mandatory for all persons in the territory, inside buildings and on the premises of EMC medical centers (hereinafter referred to as the Medical Centers) located at the following addresses:

- 1) 5, Spiridonievsky pereulok, bld.1, Moscow;
- 2) 7, Orlovsky pereulok, Moscow;
- 3) 35, Shchepkina ul., Moscow;
- 4) 15, Pravdy ul., bld. 1, Moscow;
- 5) 24, Durova ul., bldg. 3; 26, Durova ul., bldg. 1, 2, 4, 6 (all facilities);
- 6) 187, Rublevo-Uspenskoye shosse, Zhukovka Village, Odintsovsky District, Moscow Region.

This Code outlines the rules of conduct of patients, their accompanying persons and other visitors of EMC, both in the territory of the Medical Centers and outside thereof, including in ambulances and on other premises, where it concerns compliance with doctors' instructions; internal regulations of the EMC Medical Centers, including the procedure for familiarization with health information; procedure for personal reception by EMC officers from among senior employees; as well as other provisions concerning rules of stay in the EMC Medical Centers.

I. SPECIAL PROVISIONS

1. In order to ensure epidemiological safety of patients and to organize planned inpatient medical care in conditions of continuing risk of new coronavirus infection COVID-19, with a view to ensuring treatment efficacy, EMC is entitled to request the following from the patient in case of planned hospitalization in the EMC Medical Centers:
 - a. a patient shall have a negative result of biological material laboratory testing for COVID-19 by PCR method (express antigen testing is allowed), performed not earlier than 3 days before hospitalization;
 - b. if medically indicated, lung X-ray or CT scan shall be performed.

Also, EMC has the right to request similar documents from the persons accompanying the patient and other visitors of the EMC Medical Centers.

For the purposes of this Clause, other requirements stipulated by the current legislation of the Russian Federation shall also apply.

2. In order to ensure and implement family health rights established by the current legislation of the Russian Federation, EMC may allow one parent, family member, or other legal representative to stay with a child when providing inpatient medical care for the entire period of treatment, regardless of the age of the child, providing such a person with a bed and meals on the following terms:
 - in case of children up to 4 years of age – joint presence of the above persons is provided without charge;
 - in case of children over 4 years of age – joint presence of the above persons is provided without charge only if medically indicated;
 - in other cases, joint presence of the above persons is provided for a fee according to the price list established in EMC.

II. RULES OF CONDUCT FOR PATIENTS, THEIR ACCOMPANYING PERSONS AND OTHER VISITORS OF THE MEDICAL CENTERS

3. **In the Medical Centers, it is prohibited to:**
 - a. keep outer clothes on and/or stay without changing shoes (or without wearing shoe covers), except for rooms such as reception areas, halls, lounges, located on the first floors of the Medical Centers;
 - b. smoke tobacco products, or use electronic cigarettes, vapes and other tobacco heating and/or burning systems, and other smoking products, except in designated areas;
 - c. consume alcoholic beverages and other alcohol-containing beverages, as well as to consume narcotic drugs, psychotropic substances, or to have them in one's possession;
 - d. remain in the territory of the Medical Centers while under the influence of alcohol, drugs and/or toxicants, except in cases of emergency or urgent medical aid;
 - e. interfere with the activities of medical and non-medical personnel and disturb their work;
 - f. carry objects and means, the presence or use of which may pose a threat to the safety, life and health of others, interfere with the movement of visitors on the territory of the Medical Centers, including but not limited to:
 - fire, traumatic, pneumatic, gas, throwing, cold and any other weapons and ammunition, stun guns, as well as their mockups, imitators and dummies;
 - explosive, flammable, radioactive, poisonous, toxic, caustic and corrosive substances;
 - pepper-spray balls and spray guns;
 - oxidizers, organic peroxides, bleaching agents, hazardous biological substances;
 - bulk items (the sum of measurements of which in length, width and height is within 150 cm, long items, the length of which exceeds 151 cm);
 - wheel devices for children transportation;
 - other items and substances banned or restricted for free circulation in the Russian Federation;

- g. use service telephone devices, computers and other equipment not intended for use by visitors;
 - h. stay in office premises without being accompanied by medical or administrative staff of EMC;
 - i. use medical equipment (medical devices) of EMC without any professional help;
 - j. bring/carry any animals;
 - k. run down corridors, staircases and stair flights, as well as sit on the steps and railings;
 - l. use personal electrical appliances, electric water heaters, electric heaters, adapters, extension cords; install personal electrical equipment (additional TV, DVD-player, home theater system, etc.) in wards and other rooms of EMC without staff permission;
 - m. make any video/photo/audio recordings (including filming/recording with photo cameras, video cameras and voice recorders built into cell phones and other devices, as well as webcams built into laptops, netbooks, etc.), as otherwise would violate the applicable legislation on personal data protection, endanger the disclosure of medical confidentiality, interfere with the legitimate activities of a particular doctor in the provision of medical care;
 - n. carry and/or use medications as patients undergoing inpatient treatment see fit without the permission of the attending physician (for medication safety reasons);
 - o. bring in/carry and/or use food as patients undergoing inpatient treatment see fit without the approval of the attending physician.
- 4. When visiting the Medical Centers, patients, their accompanying persons, and other visitors shall:**
- a. observe the Code, and keep silence and order;
 - b. comply with fire safety requirements, and notify EMC personnel in case of detection of any fire outbreak signs;
 - c. in case of emergencies (regardless of their nature) or a threat of a terrorist act, comply with the instructions of the security service of EMC or the competent state authorities;
 - d. be respectful to the medical staff, be friendly and courteous to other patients, attendants, and other visitors, and not use abusive or obscene language in speech;
 - e. treat the property of EMC and other patients, accompanying persons, and other visitors with care;
 - f. respect medical privacy of others;
 - g. comply with the requirements and prescriptions of the attending physician, observe the diet recommended by the doctor, cooperate with the attending physician at all stages of medical treatment, formalize (in the prescribed manner) a refusal to receive information about the health status, the results of examination, the presence of a disease, diagnosis and prognosis against one's will, including in cases of unfavorable forecast of the disease, and/or refusal of medical intervention or its termination; warn the nurse if it is necessary to leave the territory of the building, room, department of EMC; not stop treatment without notifying the attending physician (for the patient);
 - h. not receive treatment in another medical organization at the same time without the consent of the attending physician, and not take medications at one's own discretion (for the patient);
 - i. attend doctor's appointments or other medical procedures on time according to the preliminary appointment, and notify EMC at least one day in advance in case of impossibility to attend (for the patient). If a patient is ten or more minutes late for an appointment, the doctor or other specialist of EMC will have the right to start treatment of the next patient with an offer for the late patient to wait for an appointment, or the patient will be offered an appointment with another doctor or other specialist of the same specialty, or, if such appointment is impossible, the patient will be offered an appointment for another time within the same day for which the appointment was scheduled.
- 5.** The provisions set forth in sub-clause «i» of Clause 2 of the Code shall apply in the event that the patient is late for medical appointments and other medical procedures by not more than one hour from the beginning of such appointment, and EMC shall have the right, but not the obligation to offer the patient another time within the same day for which the appointment was scheduled, if such opportunity exists and the relevant specialist has free time. If the patient fails to attend the doctor's appointment or other medical procedures, or the patient cannot be seen at another time within the same day for which the appointment was scheduled, the patient (customer) bears the risk of legal and financial consequences as stipulated by the terms of the concluded contract.
- 6.** For violation of the Code, a patient may be prematurely discharged from EMC with a corresponding note in the hospitalization record and/or other medical records. Against other persons in the Medical Centers violating the Code, other legal action may be taken.
- 7.** In appropriate circumstances, the Code applies not only to the Medical Centers, but also regardless of where the patient is located (e.g., if the doctor's orders are violated).
- 8.** The foregoing provisions of the Code also apply in their entirety to patients and their accompanying persons while they are in ambulances during medical evacuation, transportation to the Medical Centers, and provision of emergency medical aid, in connection with which, along with the above provisions and for safety reasons, it is prohibited to:
- a. leave the seat, walk around the ambulance, including when the vehicle is on the move, on one's own accord;
 - b. bring into the ambulance objects that weigh more than 5 kg and are larger than 30x30x50 cm, including, but not limited to: blankets, mattresses, gurneys, carts, etc., without the consent of the physician, paramedic or other medical worker being the head of the mobile emergency medical service team;
 - c. videotape the process of ambulance movement;
 - d. interfere with medical personnel in the performance of their duties;
 - e. cause discomfort to the ambulance driver or otherwise create a potentially dangerous situation, to avoid an accident;
 - f. disobey instructions of medical personnel.

9. In correlation with Clause 5 of the Code, the number of persons accompanying a patient in an ambulance shall not exceed one.

Violation of the Code may entail liability under the current legislation of the Russian Federation, including civil liability, which may be expressed in termination of the contract for the provision of paid medical services and recovery of damages; administrative or criminal liability in connection with the obstruction of the legitimate activities of doctors in providing medical care, illegal collection of personal data, as well as in other cases.

III. PROCEDURE OF FAMILIARIZATION WITH HEALTH INFORMATION

10. In accordance with Article 22 of Federal Law No. 323-FZ «On Fundamental Healthcare Principles in the Russian Federation» dated 22.11.2011, a patient, their legal representative, and other authorized persons (hereinafter referred to as «persons entitled to receive the patient's health information») shall have the right to receive the patient's health information.
11. In addition to receiving the patient's health information from the attending physician and/or other health care provider involved in the provision of health care (medical service), Persons entitled to receive the patient's health information are also entitled to:
- familiarize themselves with the patient's medical records on the premises of the Medical Centers;
 - receive medical documents, their copies, and extracts therefrom, including in electronic form.
12. Persons entitled to receive the patient's health information wishing to familiarize themselves with such information by the means specified in Clause 10 of the Code shall send a written application (request) to the medical organization, indicating the following:
- full name (of the applicant and the patient);
 - details of the identity document of the applicant (number and series (if any), date of issue, name of the issuing authority);
 - details of the document confirming the authority of the representative (legal representative), if the request is submitted by such a representative (number and series (if any), date of issue, name of the issuing authority);
 - place of residence (registration, stay) of the patient;
 - place of residence (registration, stay) of the applicant;
 - reference to a specific medical document (medical treatment period) that the applicant wishes to review or receive (a copy thereof);
 - way of receiving medical documents or copies thereof (postal address, e-mail address), or contacts for communication with the purpose of notifying the date and time of the possibility of first-hand review of the medical records.

The above written application (request) may be submitted by a Person entitled to receive the patient's health information in person, by postal mail, or by e-mail to dearclients@emcmos.ru. When sending a written application (request) to the above email address, indicating such a method of obtaining health information as email message sending, medical records in electronic form (scanned images thereof) can only be sent to the email address specified by the patient in the patient's application.

When submitting an application in person, as well as when personally receiving medical documents (copies) and extracts therefrom, as in case of first-hand review of medical records, the persons entitled to receive the patient's health information shall present their identity document, as well as documents confirming their authority (if necessary).

13. The received written request for the provision of medical records for review during the working day is registered in the medical organization. Within a working day after registration of a written request, an employee of the medical organization, using available means of communication, including by contact phone number (if available) or by e-mail (if available), shall notify the person who sent the written request of the date of registration and of the incoming number of the registered written request.
14. The person who sent the request for the provision of medical records for review, within two working days from the date of receipt of the request, shall be informed by available means of communication about the date from which it is possible to familiarize with the medical records, taking into account the work schedule of the medical organization, as well as about the place in the medical organization, where familiarization will take place.
15. Familiarization with medical records is possible within five working days, starting from the date specified in Clause 14 of this Regulation
16. The maximum waiting period for a person who submitted a request for the provision of medical records for review, for providing an opportunity to review the medical records, shall not exceed ten working days from the date of receipt of a written request.
17. Medical records are available for review on weekdays from 10 a.m. to 5 p.m. in the Senior Administrators' Offices of the Medical Centers. The administration of the Medical Centers may allocate another room within the same Medical Center

for the purpose of first-hand review of medical records, subject to the operational need and appropriate technical capabilities, without changing the agreed date and time of such review.

Patients who receive inpatient and day-patient treatment and whose movement is restricted for medical reasons, including due to the prescribed treatment regimen, have the right to familiarize themselves with medical records directly in the structural subdivision (including the ward) in which they are staying.

Information about the existence of grounds for familiarization with medical records directly in the structural subdivision of the medical organization shall be indicated in a written request and certified by the signature of the head of the relevant structural subdivision of the medical organization. The head of structural subdivision of the medical organization provides the patient with the opportunity to familiarize themselves with the medical records.

When providing primary medical care on an outpatient basis, the patient has the right to familiarize themselves with the records made by the medical worker in the medical records during the appointment (home visit).

18. To ensure the safety of medical records, their review is carried out in the presence of EMC employees. Persons entitled to receive the patient's health information shall properly and carefully handle the medical records provided for review. In the process of familiarization with medical records, Persons entitled to receive the patient's health information have the right to write down any information in any volume, make copies of medical records, including using technical means.
19. Provision of medical documents (copies thereof), extracts therefrom shall be ensured by EMC within 30 days from the date of registration of the written application (request) specified in Clause 12 of the Code. If a patient undergoes inpatient treatment or day-patient treatment, an extract from their medical records and copies of medical documents shall be provided within 24 hours from the date of application.
20. In case of refusal to provide medical documents (copies thereof), extracts therefrom due to the absence of information about the specific medical document (period of medical care provision) in the request that the applicant wants to receive, or the absence in the annexes to the request of a document confirming that the applicant has the status of the legal representative of the patient, EMC shall inform the applicant about this within a period not exceeding fourteen calendar days from the date of registration of the request in the medical organization.
21. For the purposes of enforcement of the rights of citizens with regard to familiarization with health information, taking into account the provisions established in Clause 12 of this Code, EMC maintains appropriate logs of accepted requests and issued medical documents (copies thereof) and extracts therefrom, appointments book, as well as operation logs of the premises for familiarization with medical records, which can be kept in electronic form, and also provide for the signature of the Person entitled to receive the patient's health information, information about the facts of familiarization/receipt of medical documents (copies thereof) and extracts therefrom.
22. Information about the familiarization of the person, entitled to receive the patient's health information, with medical records is entered into the patient's medical records, indicating the date of receipt of the written request, date of familiarization, last name, first name, patronymic (if any) of the familiarized person, as well as the last name, name, patronymic (if any) and position of the employee who recorded the fact of familiarization, with the signature of the specified employee.

IV. PROCEDURE FOR PERSONAL RECEPTION BY EMC OFFICERS FROM AMONG SENIOR EMPLOYEES

23. EMC patients and other persons have the right to make a personal appointment with the Medical Director, their deputies, Chief Medical Officer and heads of separate subdivisions of EMC (hereinafter referred to as the EMC officers) to discuss issues related to the organization of EMC operation and/or to bring complaints and suggestions.
24. In order to make an appointment with an EMC officer, a written application in any form shall be sent to EMC indicating the following:
 - full name of the applicant;
 - EMC officer, with whom a personal appointment is planned;
 - purpose of application for personal appointment;
 - contact details (address, phone number, email address).

The application mentioned in this Clause may be submitted either in person (to the Medical Centers' registration/reception desk) or by sending such an application to the e-mail address dearclients@emcmos.ru or by postal mail. The waiting period for a personal appointment shall not exceed 30 calendar days from the date of registration of the application. The date and time of personal reception shall be communicated to the person concerned either in person (if possible) or via the contact information given in the written application.

25. The standard schedule for personal reception of citizens by EMC officers is as follows:

- Tuesday: from 10:00 a.m. to 12:00 p.m.;
- Thursday: from 2:00 p.m. to 4:00 p.m.

Specific date and time of personal reception can be changed taking into account the workload of the relevant EMC officers, subject to compliance with the maximum waiting period for a personal appointment specified in Clause 16 of the Code.