



## CONFIDO HEALTH CENTRE HOUSE RULES

### 1. GENERAL PRINCIPLES

- 1.1. Ennetuskliinik OÜ is a provider of general medical services on the basis of the family physician's patient list. The service is provided under the **Confido Health Centre** brand in all (including those with the single patient list) locations throughout Estonia.
- 1.2. The Confido Health Centre operates **on a group practice basis**, i.e. the practice has several family physicians with patient lists, who provide family medicine services under one company and share resources and tasks, including substituting for each other when a colleague is absent. Family physicians are supported by general practitioners and assistant physicians, who also provide substitution for the family physician if needed.

### 2. JOINING THE PATIENT LIST OF A FAMILY PHYSICIAN

- 2.1. It is possible to join the family physician's list by submitting an application. We display information on how to join the family physician's list, along with the application form, on the location subpages of Confido Health Centre's website.
- 2.2. Your application will receive a response within 5 working days. A family physician has the right to refuse to add a patient to their list if there is a legal basis for refusal, e.g. the patient list limit has been reached.
- 2.3. A newborn baby is automatically registered with his or her mother's family physician. In order to change the registration, the child's legal representative must submit an application to join another list.

### 3. CONTACTING THE HEALTH CENTRE AND BOOKING AN APPOINTMENT

- 3.1. Contact your family physician about your health issues and book an appointment:
  - 3.1.1. **online at [www.perearst24.ee](http://www.perearst24.ee)**, where you can submit your request at any time;
  - 3.1.2. **by telephone**, using the contact details on the Health Centre's website.
- 3.2. For general organisational questions, you can contact us by email using the email address on the Health Centre's website. **It is not possible to book appointments, extend prescriptions or resolve other health issues by email.**
- 3.3. Requests will be answered during the Centre's opening hours on working days, based on the severity of the health issue. Requests related to acute illnesses are generally handled on the day the request is submitted or on the first working day thereafter; requests concerning chronic illnesses are handled within 3-5 working days and certificates and prophylactic checks within 14 working days.
- 3.4. **Appointment at the Health Centre is only guaranteed with prior booking.** You must make a booking for both a family physician and a family nurse appointment. The appointment time and the service provider are determined by the Centre according to the severity of the health issue. The decision on whether the patient needs a contact appointment or whether remote service

provision is sufficient is made by the healthcare professional after collecting the initial information.

- 3.5. **One appointment is made for one patient and one health issue at a time.** If you come to the appointment with several family members, please make a separate appointment for each family member. If you have more than one health issue, please let us know in your request so that we can book a longer appointment or several appointment times to address all of your issues.
- 3.6. If the patient **cannot come to the appointment at the agreed time**, please inform the family medicine centre as soon as possible by phone or via the Perearst24 online environment.

#### **4. APPOINTMENT**

- 4.1. **Patients are provided with a service only after identification.** Patients are identified by means of an identity document before appointment at the Health Centre and at least by means of an identification code by telephone. The Centre has the right to ask the representative of a minor or a person with limited legal capacity for proof of the right of representation.
- 4.2. If a patient is late for an appointment, the healthcare professional has the right to refuse to provide the service if the patient's health concern cannot be addressed within the remaining appointment time. In case of refusal, a new appointment will be arranged with the patient.
- 4.3. Taking photographs, filming and recording are prohibited in the public areas of the Health Centre and at the appointment, unless explicit prior consent has been given by a member of staff of the Health Centre.
- 4.4. Treatment decisions are made by the healthcare professional providing the service, based on the patient's complaints, health history and the results of the examination. Tests, analyses and medicines are prescribed only when there is a medical indication and on the basis of the professional assessment by the healthcare professional.
- 4.5. The service is provided to the patient in Estonian. The service is provided in another language only to the extent possible. It is the patient's responsibility to involve an interpreter if they wish to receive services in a language in which the service provider is unable to provide a high-quality service.
- 4.6. The relationship between the patient and the healthcare professional is based on mutual respect and trust. **The Health Centre has the right not to serve a verbally or physically aggressive patient or the patient who uses obscene language.**
- 4.7. For **uninsured people**, there is a fee for seeing a family nurse or family physician. The prices of tests and analyses are added to the appointment fee.

#### **5. HOME VISITS**

- 5.1. Home visits are only made by a family physician or family nurse if the patient is unable to come to the Health Centre for medical reasons. The indication for a home visit is decided by the healthcare professional.

#### **6. REFERRALS**

- 6.1. A family physician can issue a referral for an examination, e-consultation or appointment with a specialist. The family nurse does not issue referrals.
- 6.2. Referrals are not issued by email or telephone.
- 6.3. A referral is only issued if the need for it is medically justified. The physician does not issue referrals at the patient's request.

## **7. ISSUING PRESCRIPTIONS**

- 7.1. An appointment with your family nurse or family physician must precede the issuing of a new prescription. The healthcare professional decides whether a prescription for medicine is necessary.
- 7.2. It is possible to extend a repeat prescription via the online environment [www.perearst24.ee](http://www.perearst24.ee), in which case the request will be approved within 3 working days or by phone.

## **8. ISSUING CERTIFICATES OF INCAPACITY FOR WORK AND MEDICAL CERTIFICATES**

- 8.1. To obtain the certificate of incapacity for work, you must contact the Health Centre on **the first day of illness**.
- 8.2. **Medical certificates and certificates of incapacity for work are not issued retrospectively.** Outside the Health Centre's opening hours, you can call the family physician advisory line 1220, where an adviser will make a note on the Health Portal for the family physician to prove the need for opening a certificate of incapacity for work.
- 8.3. When the certificate of incapacity for work is opened, the time of the patient's recall is indicated on the certificate of incapacity for work. To close the certificate earlier, you must contact the Health Centre. If a patient fails to appear for a physician's appointment at the appointed time without a valid reason or violates any other agreement made when the certificate was opened, they lose the right to receive the benefit for temporary incapacity for work from the day of the breach of the agreement.
- 8.4. **The Health Centre issues only the medical certificates listed on its website.** PLEASE NOTE! Certificates for admission to vocational schools, camps, sports competitions, etc. will not be issued.
- 8.5. When issuing certificates, follow the instructions of the Centre. Information on the procedures and appointments required to obtain a certificate will be provided when you contact the Health Centre.
- 8.6. There is a fee for issuing certificates and for the medical check-up required. The patient is obliged to pay for the service in accordance with the price list valid at the time of reservation, available on the Health Centre's website.

## **9. PATIENT FEEDBACK AND COMPLAINT HANDLING**

- 9.1. Suggestions and feedback on the work of the Health Centre can be sent by email to [tervisakeskus@confido.ee](mailto:tervisakeskus@confido.ee).
- 9.2. Please submit your written complaint in clear and understandable language, including the name and contact details of the person making the complaint, so that we can identify you and provide feedback on your complaint. Anonymous complaints will not be responded to.
- 9.3. Patients also have the right to submit their complaints, questions and suggestions to the following institutions:
  - 9.3.1. Health Insurance Fund: tel. 669 6630, [info@tervisekassa.ee](mailto:info@tervisekassa.ee);
  - 9.3.2. Health Board: tel. 794 3500, [kesk@terviseamet.ee](mailto:kesk@terviseamet.ee).

