



**INTERNAL RULES OF PROCEDURE OF  
THE TREATMENT UNIT OF  
GRAND SPA LIETUVA UAB**

Druskininkai

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## I. GENERAL PROVISIONS

1. The Rules of the treatment unit of Grand SPA Lietuva UAB, registered address: V. Kudirkos 45, Druskininkai (hereinafter referred to as "the Institution"), have been drawn up in accordance with the requirements of Article 46 of the Law on Health Care Institutions of the Republic of Lithuania "The Rules of Procedure for Personal Health Care Institutions" (No. VIII-940, 24/11/1998, Official Gazette, No. 109-2995 (11/12/1998)) with all its subsequent amendments, and in accordance with the specifics of the services provided.
2. The Institution is covered by voluntary public liability insurance and is engaged in the activities specified in its Articles of Association.
3. The common areas of use and grounds of the Institution are monitored by CCTV cameras with special signs marking the locations.
4. The Institution provides paid health care services in the areas of wellness, dentistry and outpatient rehabilitation.
5. The treatment unit also provides treatment services financed by the Compulsory Health Insurance Fund budget and paid treatment and health promotion services paid for by natural or legal persons.
6. The purpose of Internal Rules of Procedure (hereinafter referred to as "the Rules") is to promote honest work of the staff and quality assurance, rational use of working time, compliance with discipline, responsibility in accordance with the laws of the Republic of Lithuania, the Articles of Association of the Institution.
7. Issues relating to compliance with the Internal Rules of Procedure shall be dealt with by the administration of the Institution.
8. These Rules may be amended or supplemented by changes in relevant laws, other legislation, or in the activities or profile of the Institution.
9. In the event of a declared epidemic/pandemic or other emergency, the Rules may be supplemented by a separate document issued by the Director General.

## II. PROCEDURES FOR REFERRING PATIENTS TO THE INSTITUTION

10. The unit of Health Resort of the Institution shall provide outpatient services for planned medical rehabilitation, financed from the Compulsory Health Insurance Fund (hereinafter referred to as "CHIF") budget and other sources of funding.
11. Anyone wishing to receive information about treatment and health promotion services in the treatment unit of Grand SPA Lietuva UAB may contact the numbers indicated on the website or personally by contacting the reception desk of Aqua Park and Health Resort.
12. Reservations are made by e-mail in advance to [reservation@grandspa.lt](mailto:reservation@grandspa.lt) or by calling the reception desk of Aqua Park and Health Resort at +370 313 52824, when the registered patient is registered and placed in the queue **with a warning that the client must have a valid referral for outpatient rehabilitation on the day of their arrival**. Persons who fail to make a reservation will not be admitted to the Institution if there are no vacancies for treatment.

- 13. On arrival, the registrar of Health Resort checks whether the referral is valid on eHealth website.**
14. For clients with a physician's recommendation from other medical institution for procedures, the registrars of Health Resort will fill in the personal outpatient card with the physician's recommendation and refer them for a free consultation with a physical medicine and rehabilitation physician.
15. A personal outpatient card is filled in for each patient after providing proof of identity.
16. Patients coming for medical rehabilitation services covered by CHIF budget are admitted on weekdays **from 9:00 am to 5:00 pm**, unless an individual consultation time with a physician may be arranged at the time of reservation for objective reasons. Patients shall not be accepted on public holidays.
17. A patient who voluntarily comes to the Institution for healthcare services is informed and consents to be examined by specialists, to have their health condition assessed, and to have the necessary treatment prescribed and carried out. The patient is registered and referred for an initial consultation with a physician of physical medicine and rehabilitation.
18. Outpatient rehabilitation services provided at Health Resort for patients with:
- 18.1. nervous diseases;
  - 18.2. musculoskeletal conditions;
  - 18.3. respiratory diseases;
  - 18.4. digestive system diseases.
19. The duration of treatment for a patient admitted with funding from the Territorial Health Insurance Fund is specified in the Order of the Minister of Health of the Republic of Lithuania in force at the time: *No. V-676 of 13/06/2023, published in the Register of Legal Acts on 13/06/2023, reference number 2023-11740.*
20. The duration of outpatient medical rehabilitation for a single patient, as set out in the Annexes to the Description, may be extended or reduced depending on the degree of functional impairment of the patient and the indications.
21. The extension or reduction of the duration of treatment is decided by a physicians' consilium, including at least one physical medicine and rehabilitation (PMR) physician, based on the conclusion of a team of specialists providing medical rehabilitation services.
22. The duration of outpatient medical rehabilitation can be extended by up to 10 working days by decision of the physicians' consilium. If necessary, the physicians' consilium may be re-arranged and medical rehabilitation may be extended.
23. After completing outpatient rehabilitation, the client receives a free consultation from a PMR physician in Health Resort institution for 1 month after the end of treatment.
24. In case of any uncertainties at the reception desk, the receptionist and the patient shall consult the head of the treatment unit.
- 25. Patients are responsible for paying for the services provided if:**
- 28.1. the applicant is not insured with CHIF funds or is not registered with the Employment Service of the Republic of Lithuania.
  - 28.2. The applicant applies without a physician's referral and is not issued a certificate from the Territorial Health Insurance Fund entitling them to receive CHIF-paid treatment;

28.3. the applicant requests additional services of their own choice, which are not related to the paid rehabilitation treatment and can be provided with the authorisation of the attending physician.

28.5. the applicants are foreign nationals, stateless persons who are not permanent residents of the Republic of Lithuania.

### **III. THE NOMENCLATURE AND RANGE OF FREE SERVICES AND THE PROCEDURES FOR THEIR PROVISION**

26. The premium for the procedures and the number thereof provided for in the current Order of the Minister of Health of the Republic of Lithuania shall not apply.
27. If the patient acquires, in addition to outpatient rehabilitation, accommodation and meals, the patient shall pay at the reception desk of any Institution the amount determined by order of the Director General. The first and last day shall be counted as one bed day.
28. If a patient who has purchased a paid procedure is unable to arrive, they must cancel the reservation at least four hours in advance, otherwise the procedure will be charged.
29. The Institution provides PMR medical consultations, psychological consultations, therapeutic baths, showers, mud treatments, therapeutic body massages, physiotherapy and ergo therapy sessions, physiotherapy treatments, inhalation treatments and oxygen therapy.
30. Patients admitted for outpatient rehabilitation are entitled to free services, paid by the Compulsory Health Insurance Fund (the number of procedures set in *No. V-676, 13/06/2023, published in the Register of Legal Acts on 13/06/2023, reference number 2023-11740*).
31. For some additional procedures, if the choice of procedures exceeds the limit of procedures reimbursed by the Territorial Health Insurance Fund, a premium is applied by the order of the Director General.
32. The patient shall sign consent to receive paid services.
33. The patient pays for the paid services at the reception desk of the Institution complex.
34. All treatment and wellness services are subject to payment, the prices of which are determined and regulated by the administration of the Institution.
35. Clients who wish to receive more treatments than the number of treatments included in the procedure package purchased shall pay for the desired number of wellness services.
36. In all cases, a cash receipt shall be given to the patient after payment for paid services.
37. If the patient wishes, payment for paid services can be made by bank transfer or online banking.

### **IV . THE RIGHTS AND OBLIGATIONS OF PATIENTS**

41. *Patient rights:*

41. The rights of patients may not be restricted because of gender, age, race, nationality, origin, social status, faith and political views.

41.2. Patients must be accorded qualified health care. The physicians and nursing staff must respect the personal privacy of patients.

41.3. The required medical assistance must be provided for the patient without delay. In case of the absence of the opportunities for rendering of that type of medical assistance necessary for the patient, the administration or a physician must inform the patient as to where he can obtain the medical assistance necessary.

41.4. The patient shall have the right to select the health professional providing the services, where possible, provided that this does not infringe other patients' rights or the documents governing the working procedures and the rights of the employee.

41.5. Personal healthcare must not be provided against the patient's will.

41.6. In the course of providing required (first aid or urgent) medical assistance, which requires the consent of the legal representative of the patient, such may be provided also without the legal representative's consent, if this cannot be obtained in time or if the legal representative refuses to give their consent, while according to the treating physician, the rendering of medical assistance is in keeping with the interests of the patient. This must be recorded in the outpatient card.

41.7. The patient shall have the right, on production of identity documents, to be informed of their health condition, the diagnosis of the disease, other treatments or examination available or known to the physician, possible risks, complications, side effects, prognosis of the treatment, and any other circumstances which may influence the patient's decision to accept or refuse the proposed treatment, as well as the consequences of refusing the proposed treatment. This information must be supplied to the patient in a form comprehensible to them, with an explanation of the special medical terms involved.

41.8. The private life of patients shall be inviolable. Information concerning the facts of the patients' personal existence may be collected for the case history of the illness with the patients' consent and if, in the opinion of the treating physician, this shall be deemed necessary for treating the illness.

#### *42. Patients' obligations:*

42.1. The patient shall be obliged to familiarise themselves in writing with the Internal Rules of Procedure of the healthcare institution submitted to them, the procedure for the issue of an absence from work certificate and the Rules of Conduct during the absence from work, other documents established by the healthcare institution, and to comply with the obligations set out therein.

42.2. The patient must take care of their health, exercise their rights in good faith and not abuse them, and cooperate with the professionals and staff of the treatment unit.

42.3. The patient who has received information about the healthcare services to be provided to them shall, in the cases provided for in this Law, confirm in writing their consent or refusal to the provision of those healthcare services.

42.4. The patient must comply with the prescriptions and recommendations of healthcare professionals or refuse the healthcare services prescribed in accordance with the procedure laid down in this Law. The patient must inform the health professionals of any deviations from the prescriptions or set regimen for which they have given consent.

42.5. The patient must maintain hygiene, cleanliness and order in the treatment unit and throughout the Company's premises.

42.6. The patient must safeguard the property of the Institution.

42.7. The patient must compensate the Institution for any damage caused to it in accordance with the procedure laid down by law.

## **V. PROCEDURES FOR THE DISCHARGE OR TRANSFER OF PATIENTS TO OTHER PERSONAL HEALTH CARE INSTITUTIONS**

43. If the Institution is not able to provide the healthcare service the patient needs, the patient must be referred to a higher level of personal healthcare institution, by issuing a letter of referral and explaining in detail the reasons for the decision.

44. The duration of treatment is individual and patients leave:

44.1. when the duration of treatment expires, as stated in the Territorial Health Insurance Fund certificate;

44.2. at patients' request;

44.3. for non-compliance with these Internal Rules of Procedure.

45. The patient shall be informed in advance of the end of the treatment period. Before departure, the patient shall be informed of the follow-up care regime. The patient's extract on illness shall be completed electronically in eHealth system.

## **VI. PROVIDING INFORMATION TO THE PATIENT AND THEIR RELATIVES**

46. On arrival at the Institution's treatment unit, the patient shall be informed of these Rules.

47. With the patient's written consent, and provided it is in the patient's best interests and does not interfere with their health condition, the patient, their relatives and, in the absence of the latter, close persons have the right to receive information about the patient's health condition, to be informed of the results of the treatment and records in the medical documentation. The information shall be provided by the attending physician.

48. The case history or other medical documentation must be provided on the patient's request. The patient shall also have the right to request that copies of these documents be made at their expense, except where this could seriously harm the patient's health or even endanger their life (to be decided by the attending physician or the physicians' consilium). In such cases, the attending physician shall note the restrictions on the provision of information in the medical documentation.

49. Patients shall have the right to receive information about the services available in the treatment unit and how to access them. The list of free of charge services and services reimbursed by compulsory health insurance, the procedure for their provision, and the pricelist of paid services are available to patients at the reception desk of Aqua Park and Health Resort.

## **VII. PROCEDURES FOR THE PROVISION OF CONFIDENTIAL INFORMATION**

50. Confidential information may be disclosed to the patient and to other persons only with the patient's written consent, stating the basis for the disclosure and the purposes of the use.
51. In accordance with the patient's written request, information held by the treatment unit relating to the patient and their treatment shall be provided to the patient and/or to the persons (or their authorised representatives) specified in the patient's request in advance, naming the specific person entitled to receive such information and the scope and timing of the provision of such information. The patient (or their representative) shall, upon receipt of the relevant information requested, shall confirm in writing that they have received such information or documents (a copy thereof) by submitting such confirmation to the head of the treatment unit.
52. Authorised persons (in accordance with Clause 47) must show the original or copy of their and the patient's identity document to verify the identity of the persons before providing the requested patient's data. Otherwise, the documents/information shall not be provided.
53. The patient shall have the right to designate persons to whom confidential information may not be provided.
54. Verbal information relating to the patient's examination details, possible treatment options and outcomes, prognosis of treatment, consequences of refusing the proposed treatment shall be provided in a language that the patient and/or persons named in the patient's statement understand. Documents shall be submitted in the official Lithuanian language.
55. Information about the patient and information relating to their treatment, if the patient cannot be considered to be capable of exercising reasonable judgement of their interests, shall be provided to the patient's spouse (cohabitant), the patient's parents (adoptive parents) and the patient's adult children, on their written request, upon submission of a document confirming such right to the staff of the treatment unit together with the relevant request.
56. Without the patient's consent, confidential information may be disclosed, 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 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.
57. Information shall be provided to the patient and/or persons indicated in the application in a form which the patient can understand on the patient's health condition, the diagnosis of the disease, the findings of the medical examination, the possible treatments and the results of treatment, the prognosis of the treatment, and the consequences of refusal of the treatment proposed.
58. A physician may withhold information if it would harm the patient's health or endanger their life, or if the patient refuses to provide the information, or if the treating physician's decision to withhold the information is recorded in the medical documentation.

59. The provision of medical documentation to the patient may be restricted if the information it contain would harm the patient's health or endanger their life. The decision not to release medical documentation to the patient shall be made by the attending physician and shall be recorded in the patient's medical documentation.

## **VII. PROCEDURES FOR RESOLVING DISPUTES AND CONFLICTS BETWEEN THE INSTITUTION AND PATIENTS**

60. A patient who believes their rights have been violated shall have the right to complain.
61. The complaint can be made by the patient or their representative.
62. Complaints that are signed by the patient, with the patient's full name, actual place of residence and contact details, and the substance of the complaint is set out in detail shall be considered.
63. If the complaint is lodged by the patient's representative, the name and surname of the representative, their place of residence, the document certifying the representation, the contractual details and the patient's details (name, surname, date of birth) of the person making the complaint shall be specified.
64. Complaints that are illegible and non-compliant shall be returned to the patient and the reason for return shall be given.
65. The patient must provide proof of identity in the complaint. Where such a complaint is sent in writing or by courier, it must be accompanied by a copy of the applicant's identity document certified by a notary public or a lawyer representing the patient. The patient's representative requesting such information shall provide proof of identity and representation.
66. The patient shall have the right to lodge a complaint not later than within the time limits set out in the laws of the Republic of Lithuania.
67. Patient complaints received by the treatment unit shall be investigated and the results of the investigation shall be provided within twenty working days.
68. In the treatment unit, in exceptional cases, taking into account the complexity of the complaint and the unforeseen circumstances of the investigation, which make it impossible to carry out the investigation within the time limit set out in Clause 45, an extension may be granted by informing the patient and/or their representative in writing.
69. Verbal complaints shall be dealt with immediately by the head of the treatment unit or staff. They shall discuss with the patient possible, mutually acceptable solutions to the problem and agree on a time limit for implementing the solutions adopted.
70. Decisions taken shall be in writing and signed by the head of the treatment unit and the complainant or their representative.
71. Written complaints shall be dealt with through an internal investigation within the treatment unit, with the establishment of an investigation committee. In order to properly investigate a complaint from the patient or their representative, the staff of the treatment unit shall, if necessary, contact the patient or their representative using the contact details provided in the complaint, and shall ascertain all the circumstances relating to the complaint.
72. In the course of an internal investigation within the treatment unit, a representative of the treatment unit shall collect written explanations from the treatment unit concerning the circumstances of the complaint and any other information necessary for the investigation of the complaint.

73. After examining the complaint, the head of the treatment unit shall take a decision on whether the complaint/claim is satisfied/unsatisfied.
74. The granting of compensation shall be documented in writing, signed by the head of the treatment unit, and submitted to the complainant and/or their representative.
75. If, in the course of handling the complaint, it becomes apparent that the complaint or claim is complex, the head of the treatment unit shall decide that the complaint shall be dealt with by the establishment of the treatment unit complaints group.
76. Complex complaints/claims shall be deemed:
  - 76.1. Complaints where the patient is diagnosed with a functional/anatomical or personal health impairment that limits the person's ability to work or results in disabling effects.
  - 76.2. Complaints which, by implication, may result in the patient going to court and the process may be followed by legal proceedings on the part of the patient.
  - 76.3. Other specialists from other medical or legal institutions may be involved as medical experts to investigate the complaint, and the complainant and/or their representative shall be informed orally or in writing.
  - 76.4. If other medical experts are additionally involved in the investigation, the time limit for investigating the complaint may be extended by informing the patient and/or their representative.
  - 76.5. The final decision on the complaint shall be taken by the head of the treatment unit.
  - 76.6. The head of the treatment unit shall inform the complainant or their representative in writing of the decision taken, using the contact details provided in the complaint.
77. If the patient or their representative disagrees with the decision or proposal made by the head of the treatment unit following the examination of the complaint, they shall have the right to appeal to the public authorities concerning their claims, in accordance with the procedure laid down by the laws of the Republic of Lithuania and by informing the head of the treatment unit thereof in writing.

## **IX. PROCEDURES FOR ISSUING COPIES OF MEDICAL DOCUMENTS (OUTPATIENT CARDS) TO THE PATIENT OR OTHER NATURAL AND LEGAL PERSONS**

78. Personal case histories (outpatient card F. No. 025/a) are stored in accordance with a fixed storage period set out in the Order No. 515 of the Ministry of Health dated 29/11/1999 Regarding Accounting and Reporting Procedures of Healthcare Institutions.
79. Requests for making and issuing copies of medical documents and other documents may be submitted directly at the reception desk of Aqua Park and Health Resort of Grand SPA Lietuva UAB, or remotely (by registered mail, courier, e-mail, other electronic means of communication ensuring the possibility of establishing the identity of the person submitting the complaint).
80. Persons entitled to receive written information on the patient on the grounds and in accordance with the procedure laid down by law shall submit a written request and, where appropriate, the patient's written consent. The request shall specify the nature of the information sought and the purpose of its use.

81. Patients requesting written information (receiving copies) must provide proof of identity. The patient's representative requesting written information must provide their proof of identity and representation.
82. If the application is illegible or the documents submitted with the application are incomplete, improperly executed, and/or contain incomplete and/or inaccurate information, the head of the treatment unit of Grand SPA Lietuva UAB, not later than within 3 working days from the day of receipt of the application, shall specify to the applicant the deficiencies identified and inform them that if the deficiencies are not corrected within 30 working days of informing the applicant about the deficiencies, the application shall not be considered, and that in such a case, the patient shall have a right to re-submit the application to the Sanatorium.
83. The head of the treatment unit of Grand SPA Lietuva UAB shall provide the requested written information to the patient or their representative not later than within 20 working days from the date of receipt of the request. The time taken to remedy the deficiencies referred to in the Rules shall not be counted as part of this time limit.
84. All information on the patient's health condition, diagnosis and treatment shall be confidential. Without the patient's consent, confidential information may be disclosed to law enforcement authorities, bodies controlling health care services or other institutions entitled to do so by the laws of the Republic of Lithuania.

## **X. WORKING HOURS OF THE INSTITUTION'S ADMINISTRATION AND OTHER SUPPORT SERVICES**

85. The Institution is open seven days a week. The Institution has a mixed working time system: the administrative staff of the treatment unit work five days a week, while other staff shall be subject to a cumulative time recording.
86. The start of the working day, the lunch break and the end of the working day shall be determined in the work schedules and approved by the head of the unit.
87. The start and end of the working day may be adjusted by the order of the Director General in the event of increased occupancy, but the cumulative time recording of the quarter of a month shall be maintained.

## **XI. THE PROVISIONS OF LAWS, OTHER LEGISLATION AND NORMATIVE DOCUMENTS REGULATING OCCUPATIONAL SAFETY**

88. All employees of the Institution shall comply with the requirements of occupational safety, fire safety and electrical safety in compliance with the provisions of the Law of Safety and Health at Work and other legal acts of the Republic of Lithuania related to occupational safety, the requirements of the instructions for the performance of duties and the Rules of Procedures, and any other orders of the Director General related to work.
89. Employees of Grand SPA Lietuva UAB may start work only in the presence of equipment and work tools in good working order, complying with safety requirements, and in a properly arranged workplace.

90. In the premises of the treatment unit of Grand SPA Lietuva UAB, employees in the performance of their duties are prohibited to smoke, consume alcohol, narcotic, psychotropic substances and/or be under the influence of such substances.
91. It is prohibited for staff, visitors or patients to possess a cold weapon or firearm, except for a service weapon, within the premises of the unit of Health Resort of Grand SPA Lietuva UAB or its territory.
92. Employees of the treatment unit of Grand SPA Lietuva UAB serving patients and performing procedures and interventions must wear clean and tidy workwear.
93. Pets are prohibited to be brought onto the premises of the treatment unit.
94. No filming, photography or audio recording shall be permitted on the premises of the treatment unit without the written consent of the head.
95. Patients and visitors to the treatment unit must comply with the instructions of healthcare professionals regarding safe behaviour, environmental protection and fire safety.
96. The safety of minors shall be the responsibility of the persons accompanying them on the premises of the treatment unit.
97. The administration of the Institution shall not be liable for personal belongings of staff and patients left in the rooms, corridors of the treatment unit or in other premises not intended for the storage of belongings.
98. For the safety of patients and staff, the grounds and common areas shall be monitored by CCTV cameras.

## **XII. THE PROCEDURE FOR REGISTERING THE PATIENT'S POSSESSION OF PRECIOUS METAL ARTICLES, EXPENSIVE PROSTHESES AND MONEY**

99. Patients are advised not to carry large sums of money and valuables on the premises of the treatment unit of Grand SPA Lietuva UAB.
100. The administration or other employees of the treatment unit of Grand SPA Lietuva UAB are not liable for belongings, documents, money, etc. left in rooms, unguarded cloakrooms or other premises.
101. For storage of small items and money, the patients may use hotel safes of "Druskininkai" and "Dzūkija" hotels or individual safes located at the reception desk of "Lietuva" hotel for a fee set by the Director General.

## **XIII. THE JOB DESCRIPTION OF THE STAFF OF THE INSTITUTION**

102. All staff of the treatment unit of the Institution shall have job description.
103. The staff of the treatment unit are familiar with and committed to the job description.
104. The job description shall be kept in the Personnel Department.

#### **XIV. FINAL PROVISIONS**

105. The Internal Rules of Procedure of the treatment unit shall be effective from the date of their approval.
106. The Internal Rules of Procedure of the treatment unit may be supplemented or amended in the event of reorganisation of the Company, changes in the organisation of work, changes in legislation.
107. The head of the treatment unit and the staff shall have the right to initiate amendments to these Internal Rules of Procedure.
108. Amendments to Internal Rules of Procedure shall be subject to the approval of the Company's Labour Council prior to approval by the Director General.
109. The Internal Rules of Procedure shall be available on "Avilys" software. The Internal Rules of Procedure shall be communicated to the staff of the treatment unit by sending the Rules to the personal e-mail address indicated by each staff member. This order shall be deemed to have been duly notified to the staff member by e-mail one day after the date of its dispatch.
110. Visitors and patients shall be informed about the Internal Rules of Procedure at the reception desk of Aqua Park and Health Resort.