



Basic package

**For adults and children
(age 0-70)**



The Basic Package is intended for patients aged 0 to 70. It will **provide you or your family members with primary healthcare**, which includes appointments and consultations with selected specialists and access to basic prophylaxis and diagnostics.

Payment options	Amount of instalment
Payment in 12 instalments (monthly)	149,00 PLN
Payment in 4 instalments (every 3 months)	433,00 PLN
Payment in 2 instalments (every 6 months)	849,00 PLN
Lump payment	1 608,00 PLN
Monthly rate in a case of annual payment	134,00 PLN

The contract is concluded for 12 months

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Basic Package:

Scope of medical care	
Medical Helpline 24/7	•
Online Consultations	•
Physician Consultations	•
Physician and medical specialist consultations (7 for adults, 5 for children)	•
LUX MED MentalCare Mental Health Support	•
Nursing procedures	•
Outpatients procedures (35)	•
Laboratory test panel (no referral needed)	•
Diagnostic tests and examinations (54)	•
Access to LUX MED Group's (LUX MED and Medycyna Rodzinna) own facilities listed at www.luxmed.pl	•
Nationwide network of partner facilities listed at http://www.luxmed.pl/placowkiwspolpracujace	•

* The detailed list of services which are the part of the Package is defined in Detailed definitions of services.
The presented table is only a dictionary of services available in the Package.

Detailed definitions of the services



Medical Helpline 24/7

Medical Helpline 24/7 is provided to the Eligible Person in cases requiring the Eligible Person to obtain immediate consultation by a Physician or medical specialist.

The health benefit consists in the possibility for an Eligible Person to obtain telephone advice from medical personnel (doctors, nurses) regarding:

- internal medicine
- family medicine
- paediatrics
- nursing

through 24/7 nationwide medical helpline of the LUX MED Group.

In medically justified situations, medical personnel providing advice to an Eligible Person **may**: refer them to an on-site visit; recommend that an emergency medical team be called to them; refer them to a Hospital Emergency Department on an urgent basis.

The following documents **cannot be issued** through Medical Helpline 24/7:

- ✓ **e-prescriptions** for: vaccines; narcotics drugs, drugs with strong sedative, analgesic, anti-anxiety effects (which require on-site consultation for medical indications); preparations with addictive potential; postcoital contraception (so-called emergency contraception);
- ✓ **e-referrals** for: diagnostic tests and examinations including: procedures using ionizing radiation; biopsies; endoscopic tests; exercise tests.

The final decision to issue an e-prescription/e-referral/e-sick leave during a Medical Helpline consultation is at the discretion of the Physician who may refuse to issue such a document, based on medical indications and the Entitled Person's welfare.

Medical Helpline 24/7 is available only to an Eligible Person. Use of the Health Benefit by third parties is not permitted. The Eligible Person is obliged to provide data in accordance with the facts, in accordance with the principles of reliability and due diligence required for the use of health services.

Medical Helpline 24/7 is used to provide an Eligible Person with remote medical consultations in situations that do not require intervention in a life or health emergency. Due to its remote nature, this service is not a substitute for an on-site consultation, as it does not allow for a physical examination.



Online Consultations

The health service “Online Consultations” allows an Eligible Person to make an interactive one-on-one conversation with a Physician, midwife or nurse via ICT systems or communication systems provided by LUX MED. The consultations are provided in the fields of:

- internal / family medicine
- paediatric nursing
- paediatrics
- obstetrics

Consultations within the service may be used by Eligible Persons with full access to the Patient Portal.

Accessibility of “Online consultations” with a Physician, a midwife or a nurse depends on the schedule of medical specialists and can be accessed under the “Online Consultation” tab in the Patient Portal. An Eligible Person may choose a communication channel from among those provided by LUX MED in the Patient Portal. The service is accessed by “queuing” the Eligible Person under the “Online Consultation” tab. The content of an “Online Consultation” is saved and entered into the Eligible Person’s medical records.

An online consultation **does not replace** an in-person consultation because there are no direct examinations. In medically justified cases, the medical specialist may refuse remote advice and refer the Eligible Person for an in-patient consultation.

Online consultation is available only to Eligible Persons. Use of the service by third parties is not permitted. The Eligible Person is obliged to provide data in accordance with the facts, in accordance with the principles of reliability and due diligence required for the use of health services.

As part of an online consultation a medical specialist **can**:

- ✓ issue an e-prescription (for continuation of chronic treatment or de novo treatment – according to documentation and medical indications);
- ✓ issue medical recommendations resulting from an online consultation, a medical certificate in case of medical indications;
- ✓ issue a referral: for tests and examinations, to another specialist, for another online consultation or for an in-patient service.

As part of an online consultation a medical specialist **cannot issue**:

- ✓ e-sick leaves;
- ✓ referrals for medical examinations with the use of ionising radiation;
- ✓ referrals for biopsy, endoscopy and exercise tests;
- ✓ e-prescriptions for: vaccines; narcotics drugs, drugs with strong sedative, analgesic, anti-anxiety effects (which require on-site consultation for medical indications); postcoital contraception (emergency contraception).

If medically justified, a medical specialist providing an online consultation **may refuse** to give remote medical advice and refer the Eligible Person for an in-person consultation with a physician, midwife or nurse.

The final decision to issue an e-prescription during an online consultation is at the discretion of the Physician who may refuse to issue such a document, based on medical indications and the Entitled Person’s welfare.



Physician Consultations

The health service allows an Eligible Person to receive a consultation with a Physician **without the need for a referral**. These consultations are carried out in case of: health complaints, sudden illnesses and for general medical advice.

Consultations can be provided:

- ✓ on-site – in medical facilities indicated by LUX MED;
- ✓ remotely – in the form of telephone, online or video consultations;
- ✓ in Infection Treatment Centres – in the form of on-site visits for Entitled Persons with symptoms of infections, provided in selected Medical Facilities indicated by LUX MED.

The form in which consultations are carried out is determined by LUX MED – up-to-date information in this regard may be obtained by the Eligible Person at the Patient Portal or through the LUX MED Phone Line.

The scope of the Health Benefit depends on the form of its implementation and **may include**: taking a medical history, providing advice by a Physician and performing basic activities necessary to make a diagnosis, make a therapeutic decision or monitor the treatment process.

A healthcare service relates to a consultation in the field of:

- internal medicine
- paediatrics
- family medicine.

The health service “Physician Consultations – basic option” does not include: consultations provided by Doctors on duty, Doctors holding a postdoctoral degree, a professor title, or Doctors holding the positions of: associate professor or full professor.

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Physician and medical specialist consultations

The health service allows an Eligible Person to receive a consultation with a Physician or a medical specialist **without the need for a referral**. These consultations are carried out in case of health complaints, sudden illnesses and for general medical advice.

Consultations can be provided:

- ✓ on-site – in medical facilities indicated by LUX MED;
- ✓ remotely – in the form of telephone, online or video consultations;
- ✓ in Infection Treatment Centres – in the form of on-site visits for Entitled Persons with symptoms of infections, provided in selected Medical Facilities indicated by LUX MED.

The form in which consultations are carried out is determined by LUX MED – up-to-date information in this regard may be obtained by the Eligible Person at the Patient Portal or through the LUX MED Phone Line.

The scope of the Health Benefit depends on the form of its implementation and **may include**: taking a medical history, providing advice by a Physician or a medical specialist and performing basic activities necessary to make a diagnosis, make a therapeutic decision or monitor the treatment process.

The scope of consultation depends on the age of the Eligible Person:

Eligible Persons **over 18 years of age** may use consultations in the following fields:

- general surgery
- gynaecology
- laryngology
- neurology
- ophthalmology
- optometry
- urology

Eligible Persons **under 18 years of age** may use physician consultations in the following fields:

- paediatric surgery
- gynaecology (from the age of 16)
- laryngology
- neurology
- ophthalmology

The service “Physician and medical specialist consultations” does not include: consultations provided by Doctors on duty, Doctors holding a postdoctoral degree, a professor title, or Doctors holding the positions of: associate professor or full professor.



LUX MED MentalCare Mental Health Support

The healthcare service provides an Eligible Person with access to mental health assistance.

The scope of assistance, depending on the age of the Eligible Person, may include: **consultation of Physicians and specialists in mental health and speech development**, as well as **access to the Mental Health Platform** (detailed scope for each age category of Eligible Persons is indicated below).

Consultations with physicians and with mental health and speech therapy specialists can be conducted in the following formats:

- ✓ on-site – in medical facilities indicated by LUX MED;
- ✓ remotely – in the form of telephone, online or video consultations.

The format is determined by LUX MED – up-to-date information in this regard may be obtained by the Eligible Person on the Patient Portal or through the LUX MED HotLine.

Consultations **include** history taking, specialist advice and basic activities necessary to establish a diagnosis, implement relevant therapeutic activities and monitor the treatment process.

Consultations **do not** include:

- ✓ consultations carried out by physicians with a postdoctoral degree, professors, associate or full professors;
- ✓ consultations in the fields of speech therapy for the hearing impaired and neuro speech therapy;
- ✓ management of therapy;
- ✓ psychological diagnostics;

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- ✓ services provided by the non-public psychological and pedagogical clinic.

The Mental Health Platform is a digital medical service provided by LUX MED for Eligible Persons over the age of 18, available by logging into a verified Patient Portal account. It complements medical consultations, provides preventive support in between visits to a specialist, and gives access to medical information as part of self-care for those concerned about mental well-being.

The platform provides the Eligible Person with access to clinically validated content and tools to support mental health. By using the functionalities available on the Platform, the Eligible Person may:

- ✓ perform initial symptom qualification and obtain referral for standardized screening tests (depression, anxiety, chronic stress, overwork, ADHD),
- ✓ get recommendations for personalized preventive pathways based on test results,
- ✓ keep a mood and sleep diary with a timeline presentation of trends,
- ✓ receive prophylactic tasks from psychologists and psychiatrists to complete and undergo verification of their implementation between visits.

The scope of help depends on the age of the Eligible Person:

Eligible Persons **over 18 years of age** may use the following:

- access to the **Mental Health Platform** and
- **without referral, in each 12-month agreement period, one consultation** in one of the following areas: psychology **or** sexology **or** speech therapy.

Eligible Persons **under 18 years of age** may use the following:

- **without referral, in each 12-month agreement period, one consultation** in one of the following areas: psychology **or** speech therapy.



Nursing procedures

The health service “Nursing procedures” is provided at medical facilities designated by LUX MED and consists in basic measurements and minor procedures, including diagnostic procedures, in accordance with the professional competence of the nurse or midwife.

The scope of available nursing procedures depends on:

- ✓ the range of consultations with Physicians, which the Eligible Person may use under the concluded agreement;
- ✓ the age of the Eligible Person;
- ✓ the availability of the procedure at a given medical facility designated by the LUX MED.

The health service “Nursing procedures” **includes:**

procedures performed **on a doctor's recommendation:**

- intravenous injection
- subcutaneous/intramuscular injection
- emergency drip administration
- blood drawing
- oral medicine administration in emergency
- placement/change/removal of a small dressing

procedures performed **without a referral:**

- office-based midwife service – breast palpation
- body temperature measurement
- blood pressure measurement
- height and weight measurement

Standard medical materials and supplies used during the above-specified procedures such as: dressings, bandages, cannulae, syringes, swabs, adhesive strips, needles, serum — tetanus antitoxin and disinfectants **are provided by LUX MED free of charge.**

In the case of use of other materials or medical supplies not included above, an additional fee may be charged to the Eligible Person – in accordance with the applicable price list of the respective Medical Facility designated by LUX MED.



Outpatient procedures

The health service includes measurements and medical procedures performed by a Physician, nurse or another medical professional, according to their competence, as part of:

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- ✓ a medical consultation, during which there is a need to perform a given procedure, or
- ✓ a separate treatment visit that does not require a medical consultation.

The procedures are performed at medical facilities indicated by LUX MED **with no need for a hospital stay or operating room standards.**

The scope of available procedures depends on:

- ✓ the scope of consultations with Physicians and medical specialists to which the Eligible Person is entitled;
- ✓ the age of the Eligible Person;
- ✓ their availability at a given medical facility.

If an outpatient procedure is marked below as **“standard”** it should be understood as a service that is generally available and commonly used in the territory of the Republic of Poland, in accordance with current medical knowledge and clinical practice accepted under the conditions of the health care system in Poland.

The health service Outpatient procedures **includes:**

Basic outpatient medical treatments:

- blood pressure measurement
- non-surgical tick removal
- height and weight measurement

Outpatient surgical procedures:

- stitching a wound of up to 3 cm
- removal of another foreign body without incision
- surgical tick removal
- suture removal after procedures performed out of the medical facilities indicated by LUX MED, qualification based on the LUX MED doctor's assessment (we do not remove sutures after childbirth)
- suture removal in a treatment room after procedures performed in the Medical Facilities indicated by LUX MED
- placement/change/removal – small dressing (not requiring surgical debridement)

Outpatient laryngological procedures:

- Eustachian tube examination, insufflation;
- suture removal in a treatment room after laryngological procedures performed at the Medical Facilities indicated by LUX MED
- catheterisation of the Eustachian tube
- ear irrigation
- removal of a foreign body from the nose/ear
- suture removal after laryngological procedures performed outside of Medical Facilities indicated by LUX MED, qualification based on the LUX MED doctor's assessment
- simple laryngological dressing
- coagulation of blood vessels of the nasal septum
- electrocoagulation of blood vessels of the nasal septum
- nasal administration of mucosa-shrinking medicine in emergency cases
- nasal tamponade removal
- unilateral dressing of nasal hemorrhage
- bilateral dressing of nasal hemorrhage
- application/change/removal of a drain in the ear canal

Outpatient ophthalmologic procedures:

- visual acuity examination
- corrective lens selection (excludes varifocal lenses)
- gonioscopy (iridocorneal angle assessment)
- lacrimal duct irrigation (for the Eligible Persons over 18 years of age)
- medicine instillation into the conjunctival sac
- standard* autorefractometry
- standard* ocular fundus examination
- standard* stereoscopic vision examination
- standard* intraocular pressure measurement
- removal of a foreign body from the eye

Outpatient gynaecological procedures:

- HPV HR test with possible LBC cytology (in the case of a positive HPV HR result)

Anaesthesia:

- local (infiltration or permeation) anaesthesia

Standard medical materials and supplies used during the above-specified procedures such as: dressings, bandages, cannulae, syringes, swabs, adhesive strips, needles, serum — tetanus antitoxin and disinfectants **are provided by LUX MED free of charge.**

In the case of use of other materials or medical supplies not included above, **an additional fee may be charged** to the Eligible Person – in accordance with the applicable price list of the respective Medical Facility.



Laboratory test panel (no referral needed)

The health service “Laboratory testing panel (no referral needed)” allows an Eligible Person to perform **once during each 12-month agreement period** the set of laboratory tests specified below.

The health service is performed **with no referral needed** at Medical Facilities indicated by LUX MED.

If a laboratory test is marked below as “**standard***” it should be understood as a service that is generally available and commonly used in the territory of the Republic of Poland, in accordance with current medical knowledge and clinical practice accepted under the conditions of the health care system in Poland.

The scope of laboratory tests depends on the age of the Eligible Person and **includes:**
and additionally for Eligible Persons **over 18 years of age:**

- beta HCG
- fasting glucose
- lipid profile
- urinalysis
- blood count + platelet count + automated smear
- hPV HR test with possible LBC cytology (in the case of a positive HPV HR result)
- TSH

for Eligible Persons **under 18 years of age:**

- CRP test strips
- fasting glucose
- lipid profile
- urinalysis
- blood count + platelet count + automated smear
- hPV HR test with possible LBC cytology (in the case of a positive HPV HR result) (available to Eligible Persons over the age of 16)



Diagnostic tests and examinations

The health service Diagnostic tests and examinations are performed:

- ✓ **on the basis of a referral** issued by the Physician, solely on the basis of medical indications in the course of the ongoing diagnostic and therapeutic procedure,
- ✓ in medical facilities indicated by LUX MED.

Unless otherwise indicated below, the health service “Diagnostic tests and examinations – basic option” **does not include:**

- ✓ **laboratory diagnostics using strip tests;**
- ✓ **tests performed using molecular biology techniques;**
- ✓ **imaging diagnostics in the field of ultrasonography using techniques such as: Doppler, 3D, 4D or elastography.**

If a test or an examination from the scope of “Diagnostic tests and examinations – basic option” is marked as “**standard***” it should be understood as a service that is generally available and commonly used in the territory of the Republic of Poland, in accordance with current medical knowledge and clinical practice accepted under the conditions of the health care system in Poland.

The results of diagnostic tests are provided to the Eligible Person **on a carrier in accordance with the standards in force** in a given Medical Facility.

The scope of the tests and examinations **includes only** procedures necessary to assess the health of the Eligible Person in accordance with current medical knowledge and applicable standards of treatment and diagnosis:

Laboratory diagnostics:

Haematology and coagulation tests with taking test samples (blood):

- APTT
- INR / prothrombin time

- blood count + platelet count + automated smear

- ESR

Biochemical and hormonal tests, tumour marker tests with taking test samples (blood):

- total bilirubin
- chlorides (Cl)
- cholesterol
- glucose 60' after a meal
- glucose 120' after a meal
- fasting glucose
- glucose 75 g, 1-hour glucose challenge test
- glucose 75 g, 2-hour glucose challenge test
- glucose 75 g, 3-hour glucose challenge test
- glucose 75 g, 4-hour glucose challenge test
- glucose 75 g, 5-hour glucose challenge test
- creatinine
- urea / urea nitrogen / BUN
- potassium (K)
- total PSA
- sodium (Na)
- GOT / AST transaminase
- GPT / ALT transaminase
- TSH / hTSH
- iron (Fe)
- iron (Fe) 60 min after administration (absorption curve)
- iron (Fe) 120 min after administration (absorption curve)
- iron (Fe) 180 min after administration (absorption curve)
- iron (Fe) 240 min after administration (absorption curve)
- iron (Fe) 300 min after administration (absorption curve)

Serology tests and infection diagnostics with taking test samples (blood):

- basic syphilis serology (VDRL or USR or anti-TP)
- HBs antigen

Urine tests with taking test samples (urine):

- urinalysis

Bacteriological tests with taking swab:

- urine culture

- faeces — general culture

Faecal tests with taking test samples:

- faeces – general analysis

Cytology tests with taking test samples:

- HPV HR test with possible LBC cytology (in the case of a positive HPV HR result)

Quick strip tests with taking test samples (blood):

- cholesterol strip test
- glucose meter test
- troponin strip test

Diagnostic imaging:

X-ray examinations:

- cranial X-ray orbits
- cranial X-ray PA + lateral
- abdominal X-ray, erect
- chest X-ray
- chest X-ray + lateral
- chest X-ray, lateral with barite
- chest X-ray, PA + lateral with barium
- X-ray of sternum / chest lateral
- X-ray of sternum, AP
- X-ray of orbits + lateral (2 views)
- rib X-ray (unilateral), 2 oblique views

Ultrasound examinations:

- abdominal ultrasound

Other diagnostic tests and examinations:

- standard audiometry*
- resting ECG
- spirometry without medication

Technological advances can cause changes in the names and techniques of diagnostic tests:

- ✓ if the new test/examination method **does not result in a change in the purpose and scope of the test/examination** in accordance with its original purpose – these changes **do not affect the scope** of the health service "Diagnostic tests and examinations";
- ✓ if the new test/examination method **results in an expansion of the scope of the test/examination** beyond the scope specified in accordance with its original purpose, **the additional elements of the test/examination are not included** in the scope of the Health Benefit "Diagnostic tests ", and their implementation may result in **an additional charge** to the Eligible Person.