



Patient's Guide

We are happy that we can take care of you

**GRUPA
LUXMED** 

luxmed.pl

Feel free to browse through our guide, which summarises the most important issues concerning our medical services and provides answers to frequently asked questions.

RANGE OF SERVICES

How do I check the range of services available?

Detailed information concerning the range of services provided within your prepaid medical care package can be checked:

- at your company's HR department
- by calling our helpline at **22 33 22 888**.

You will be charged for services not covered by the agreement in accordance with the regulations and prices applicable at a given facility.

The price list for medical services is available at www.luxmed.pl.

Where can I access medical care services?

- LUX MED and Medycyna Rodzinna medical centres, see www.luxmed.pl for a list of addresses or log on to the Patient Portal,
- our partner facilities — log on to the Patient Portal or call our helpline at **22 33 22 888** for contact details. Access details for particular facilities are specified in the agreement.
- Depending on the scope of your package, you can also use our specialised facilities: LUX MED Diagnostics, Harmonia – Mental Health Clinic, LUX MED Dentistry. The full list is available at www.luxmed.pl.

SCHEDULING APPOINTMENTS AND TESTS

How do I make an appointment at LUX MED Group Medical Centres?

Appointments and examinations can be scheduled in the following way:

- after logging into the Patient Portal,
- or by calling the helpline: at **22 33 22 888**.

How do I cancel an appointment?

If you cannot make it to your appointment, cancel it at least 6 hours in advance. This way, another patient will be able to use the free date.

How to cancel:

- by sending a NO message as a reply to the appointment confirmation **text message**,
- via the **Patient Portal**,
- by contacting our **helpline** at **22 33 22 888**.

How do I make an appointment at partner facilities?

Appointments at partner facilities may be scheduled:

- by making a phone call directly to the partner facility where you wish to book the appointment,
- in person – by visiting the partner facility.

How to register for an occupational medicine examination?

Appointments for occupational medicine examinations can be booked:

- online, by logging in to the Patient Portal or at mp.luxmed.pl;
- by calling the special Occupational Medicine Phone Line 22 33 81 666 Monday to Friday, 07.00-19.00. The operator will ask you for your referral number or e-Referral authorisation code;
- by using the contact form available at www.luxmed.pl in the For Companies section, under the Occupational Medicine tab; when completing the form, remember that it is necessary to send a scanned copy of the referral.



MEDICAL CARE AT OUR FACILITIES

How to use the services at our facilities?

Arrive at the facility 10-15 minutes before the scheduled appointment. On the appointment day, we will send you a text message.

If the doctor's office number is provided in the message – proceed directly to that room. If there is no doctor's office number in the message – go to the reception desk. You can also check the doctor's office number on the Patient Portal or at the reception desk.

Remember to bring a document verifying your identity with your photograph (you may be asked for it in the surgery or at the reception desk).

What details are required to issue a sick leave certificate?

- To issue a ZUS-ZLA certificate (sick leave certificate) the following details are required: the Patient's PESEL (Personal ID No) and the employer's NIP (Tax ID No).
- If no PESEL (Personal ID No) has been assigned, it is necessary to provide the series and number of the identity document.

If you are employed by more than one company at the same time (irrespective of the position and time basis), you should ask for a certificate to be issued for every employer separately, by specifying the NIP (Tax ID No) of each employer.

The ZUS-ZLA form is only intended for employees with an employment contract. Persons employed on other bases do not receive the ZUS-ZLA form.

What is needed to get a prescription for reimbursed drugs?

You will need to confirm your eligibility for healthcare services funded by the NFZ (National Health Fund) by positive verification in the eWUŚ system. LUX MED doctors are provided with access to this system.

Patients who do not feature in the eWUŚ system as insured parties, will be asked to complete a declaration that they are covered by insurance.

In the absence of positive verification or the Patient's refusal to fill in the declaration of eligibility for benefits, a non-reimbursed prescription will be issued. Verification in the eWUŚ system is valid only on the day (24-hour period) on which the service is provided.



PATIENT PORTAL

What is the Patient Portal and who can use it?

The Patient Portal is an online platform that will enable you to easily:



make and cancel an appointment



check laboratory test results



order a prescription



use the Online Consultation system



gain access to your medical history



make an appointment for occupational medicine examinations

Check which facilities are available for you as part of your package.

The Patient Portal is also available in the form of a mobile application, available for devices with iOS and Android operating systems.

You can create an account on the Patient Portal in two simple steps:

1. Go to portalpacjenta.luxmed.pl.
 2. Complete the form and click 'Create an account'.
- The whole process takes about 30 seconds. Once you have completed the form, you can make and cancel your appointments. Confirm your identity if you want to use all functionalities of the Portal. You can do this:

Under which conditions can a family member or a person who is not the legal guardian of a child, accompany the child during a visit?

Patients under the age of 18 may take advantage of a medical consultation, blood sampling, diagnostics and rehabilitation services solely in the presence of a statutory representative or a legitimate guardian.

If the child is under the care of a legitimate guardian, this guardian is obliged to present written authorisation of a legal representative. You can download the statement template at www.luxmed.pl from 'For Patients – Questions and answers'.

- by visiting the Patient Portal
<https://portalpacjenta.luxmed.pl>
(if you are 18 or over);
- by calling the Phone Line on **22 33 22 888**;
- by completing the contact form at
<https://www.luxmed.pl/lp/zalozportalpacjenta/>;
- at a facility.



We care about the security of your medical data collected on the Portal.

Ordering e-Prescriptions

If you require an e-Prescription as part of your continuing LUX MED treatment, you can order it through:

- the Patient Portal
(under the 'Prescriptions – Order a prescription' tab);
- the Phone Line on **22 33 22 888**;
- the reception desk.

After the prescription has been issued, you will receive a text message with a code. Prescriptions can only be ordered for medicines which **have been previously prescribed by a LUX MED physician.**



CONSULTING A PHYSICIAN EVEN WITHOUT LEAVING HOME

Telephone consultations

Telephone consultations are fully valid medical consultations during which a physician may issue an e-Prescription, e-Referral or e-Sick Leave. Make an appointment and the physician will call you on the specified date.

Online Consultations via the Patient Portal

During the consultations you can, amongst other things, discuss symptoms which worry you and request advice in the selection of medicines. Our specialist has access to medical records, so he/she can also assess the results of tests or issue an e-Referral, if necessary. During the consultations, the physician can also issue

an e-Prescription. Consultations are available through the Patient Portal without prior registration, seven days a week, 07.00-24.00. The Online Consultation record forms part of your medical records.

Emergency Medical Assistance 24/7

Emergency Medical Assistance enables you to receive immediate support in cases requiring rapid medical intervention, call an ambulance, arrange a home visit, receive a professional telephone consultation or be referred to the nearest on-duty facility.

We are available by phone 24/7, ready to give you immediate help! Please remember this number **22 322 9999**.



DIAGNOSTIC TESTING

You will find information on how to prepare for the most common diagnostic tests at our Patient Portal and on our website www.luxmed.pl under the 'For Patients – Questions and answers' tab.

What is the term of validity of a referral for laboratory tests or diagnostic examinations?

The term of validity of a referral for all the laboratory tests or diagnostic examinations is 3 months. The term of validity may be different if the doctor decides otherwise and makes an annotation on the referral. Decisions concerning referrals, diagnostics plan and treatment are made by a doctor on the basis of medical indications.

Can someone else collect test results on behalf of a Patient?

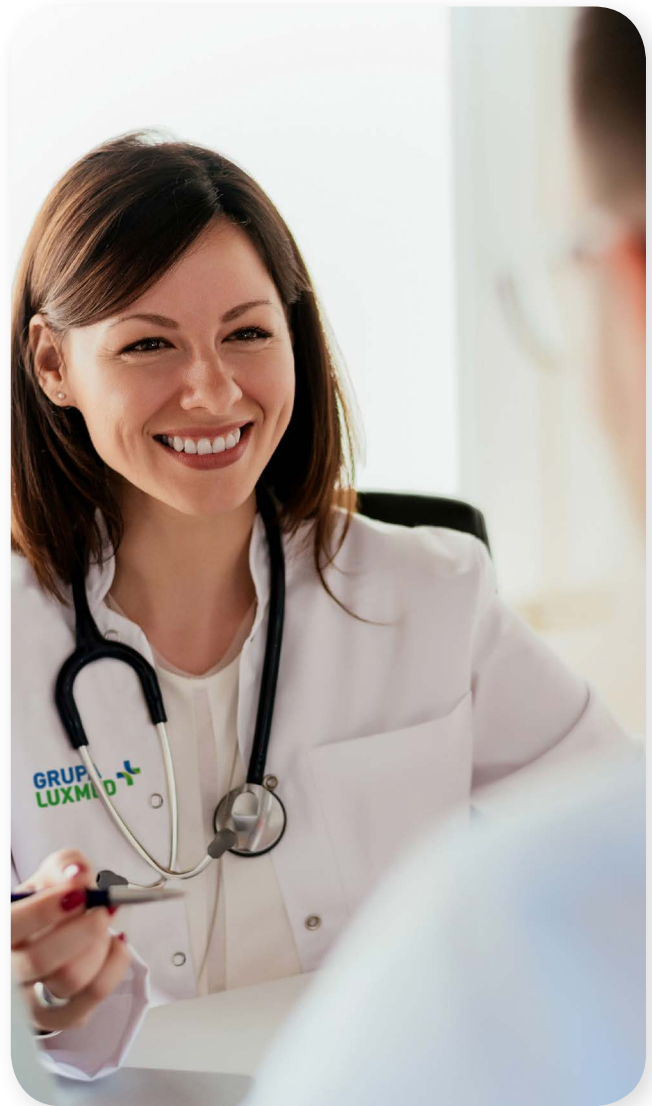
If you want someone else to collect your test results, you first need to authorise the person to do so. You will find an authorisation template on our website www.luxmed.pl – in the 'For Patients - Questions and answers'. Hand in your completed document at a LUX MED Group medical centre.

WE LISTEN TO YOUR VOICE

In order to provide Patients with the best care, we need to know what we are doing well and what we still need to improve. **Therefore, we encourage you to share your feedback:**

- through the Patient Portal (on the website and in the apps)
 - for 7 days after the consultation, you will see the 'Appointment evaluation' button;
 - after making an appointment and the Online Consultations – when a survey appears;
 - whenever you want to share anything with us – in the survey available on the website, under the 'Evaluate us' tab.
- through surveys that we send shortly after the service via e-mail or text message. We send surveys randomly so as not to overwhelm you with too many e-mails and text messages.

If you wish to share your comments and have not received a survey, visit the Patient Portal. We read all the opinions that we receive. We contact our Patients to better understand the needs reported in the surveys. We analyse them, draw conclusions and make changes to continuously improve our **Patient care**.



If you need more information, please visit luxmed.pl