

## **ORGANIZATIONAL REGULATIONS OF THE DAGDERM SPECIALIST MEDICAL PRACTICE**

### **§1 General Provisions**

1. These Regulations define the organizational principles of the DAGDERM Specialist Medical Practice, run by Agnieszka Staniewska, and also regulate the facility's operations in accordance with the Act of April 15, 2011 on medical activity.
2. The medical entity operates based on an entry in the Register of Entities Performing Medical Activity, maintained by the Mazovian Voivode, under the number 000000225180.
3. These Regulations, among other things, define:
  - the goals and scope of activity
  - the organizational structure
  - the type and availability of medical services
  - the locations of the facilities
  - the procedures for providing healthcare services
  - the method of managing organizational units
  - the principles of staff cooperation
  - the applicable fees for medical services.
4. For the purpose of these Regulations, the following definitions apply:
  - **Regulations** - this document regulating the organization and principles of the facility's operation.
  - **Owner** - Agnieszka Staniewska.
  - **Medical Staff** - doctors, nurses, and other specialists employed under an employment contract or civil law contracts.
  - **Medical Documentation** - a collection of data concerning the patient's treatment process, maintained in accordance with the Act of November 6, 2008 on patient rights and the Patient's Rights Ombudsman.
  - **Healthcare services** - specialized consultations and dermatological procedures performed on an outpatient basis.
  - **Act** - the Act of April 15, 2011 on medical activity.

### **§ 2. Goals and Tasks**

1. The primary goal of the DAGDERM Specialist Medical Practice is to provide highly specialized dermatological care, including the prevention, diagnosis, and treatment of skin diseases. The facility aims to provide medical services at the highest level, using modern therapeutic methods and advanced technologies.
2. The main tasks of the Medical Entity include, in particular:
  - providing healthcare services in the field of general, aesthetic, and venereal dermatology, and dermatosurgery
  - applying diagnostic and therapeutic methods consistent with the current state of medical knowledge

- ensuring access to modern medical equipment that meets applicable quality and safety standards
- continuously improving the professional qualifications of staff through training and participation in scientific conferences
- organizing work to guarantee high availability of services and patient comfort
- adhering to the principles of professional deontology and patient rights protection
- implementing educational and preventive activities in the field of dermatology.

### **§ 3. Scope of Activity and Provided Services**

1. The DAGDERM Specialist Medical Practice conducts medical activity in the field of outpatient dermatological services.
2. The scope of provided services includes:
  - comprehensive specialized healthcare services in the field of dermatology, venereology, dermatosurgery, and aesthetic medicine.
3. The following organizational units operate within the DAGDERM Specialist Medical Practice:
  - Organizational unit DAGDERM Specialist Medical Practice Ursus - Dermatology Clinic (VII-001).
  - Organizational unit DAGDERM Specialist Medical Practice Wola - Dermatology Clinic (VII-002).
  - Organizational unit DAGDERM Specialist Medical Practice Ursynów - Dermatology Clinic (VII-003).
  - Organizational unit DAGDERM Specialist Medical Practice Wilanów - Dermatology Clinic (VII-004).
  - Organizational unit DAGDERM Specialist Medical Practice Natolin - Dermatology Clinic (VII-005).
4. Healthcare services are provided at five facilities of the Medical Entity, located at the following addresses:
  - ul. Tomcia Palucha 37, premises U2, 02-495 Warsaw.
  - ul. Wolska 81, premises U3, 01-229 Warsaw.
  - ul. Pasaż Ursynowski 1, premises U17, 02-784 Warsaw.
  - ul. F.M. Lanciego 16, premises 199, 02-792 Warsaw.
  - al. Rzeczypospolitej 12/96, 02-972 Warsaw.
5. All DAGDERM facilities meet the legal requirements for medical activity and are adapted to the nature of the medical services provided, ensuring patients a high standard of care and safety.

### **§ 4. Organization and Tasks of Individual Organizational Units of the DAGDERM Clinic and the Method of Management**

1. The DAGDERM Clinic's operations are managed by the owner, Agnieszka Staniewska.

2. The owner of the DAGDERM Clinic is responsible for all organizational matters and the external representation of the entity.
3. The owner of the DAGDERM Clinic has full powers and obligations resulting from the legal provisions applicable to medical activity.
4. Under the supervision of the owner, a General Director operates, who is responsible for the operational management of the facilities and the supervision of the daily activities of the DAGDERM Clinic.
5. To ensure efficient management, the owner may appoint the following managerial positions:
  - Head of the Administration Department.
  - Head of the Cosmetology and Reception Department.
6. The Heads of the Administration Department and the Cosmetology and Reception Department report directly to the General Director and the Owner.
7. Each DAGDERM Clinic facility has its own Clinic Manager, responsible for the organization and supervision of medical activity at that location.
8. Clinic Managers at individual facilities report to both the Head of the Administration Department and the Head of the Cosmetology and Reception Department, as well as the General Director.
9. In the event that the managerial positions mentioned above are not filled, the owner of the DAGDERM Clinic assumes responsibility for the implementation of the planned tasks or entrusts them to other employees.
10. The staff of the DAGDERM Clinic is mainly responsible for:
  - organizing the work at the reception desk
  - supervising the proper process of patient service at the reception desk
  - ensuring high hygiene standards and safe working conditions
  - proper use and maintenance of medical equipment in the facilities
  - timely and correct settlement of services rendered and collection of fees
  - performing duties assigned by the General Director or the owner of the Dagderm clinic.
13. The main duties of the Head of the Administration Department include supervising the administrative organization of work in the facilities and ensuring efficient administrative service for patients.
14. The Head of the Cosmetology and Reception Department is responsible for organizing the reception's work, supervising the team, ensuring high-quality patient service, and coordinating activities in the field of cosmetology.
15. The Managers (supervisors) of individual facilities are responsible for the organization and supervision of work in their units, including ensuring high-quality services.

16. The tasks of the individual DAGDERM Clinic facilities include providing comprehensive dermatological care, diagnosis, treatment, and prevention of skin, hair, and nail diseases, as well as referring patients for tests or to other specialists if necessary.
17. All organizational units of the DAGDERM Clinic, as well as individuals providing services within these units, are obliged to cooperate to ensure the effective, legally compliant, and high-quality functioning of the DAGDERM Clinic in the diagnostic and administrative areas.
18. The owner of the DAGDERM Clinic and the Managers of the individual organizational units and departments are responsible for efficient cooperation.
19. The financial management, accounting, and personnel services of the DAGDERM Clinic are conducted in accordance with applicable legal provisions and internal organizational procedures.

#### **§ 5. Organization of Healthcare Service Provision**

1. Healthcare services are provided for a fee by the Medical Entity.
2. Payment for healthcare services is made by purchasing a specific service, which occurs when a patient books an appointment for a chosen healthcare service on a given day with a specialist.
3. The patient books an appointment for a healthcare service by contacting a reception employee of the facility in person or online, choosing from the available options.
4. Before the service begins, the patient is informed about the current price of the service. The price list for services is available at the reception desk and on the website [www.dagderm.pl](http://www.dagderm.pl) in the "Price List" section.
5. In the case of an in-person visit, the patient settles the payment for the service after it has been completed.
6. There is an option to pay for an in-person visit before it begins via online payment. If, after the healthcare service has started, it turns out that an additional fee is required (e.g., for additional services), the patient is obliged to settle the difference after the visit.
7. In the case of an online video consultation, the patient is obliged to make the full payment for the service before the visit begins.
8. All payments made by the patient must be registered by the reception employee in the cash register, and the patient receives a fiscal receipt.
9. At the patient's request, an invoice is issued instead of a fiscal receipt. The patient should express their wish to receive an invoice before the receipt is issued.
10. A patient who decides to cancel a scheduled service receives a full refund of the amount paid.
11. If the patient wishes to reschedule a planned service, they do not incur any additional costs, and the payment for the service is transferred to the new appointment date.

12. In the event of a patient's delay for an appointment, the service duration is shortened accordingly by the delay time. If the patient is more than 5 minutes late without prior notification, this will be treated as a cancellation of the visit and considered a no-show. After this time, the specialist has the right to admit the next patient.
13. One day before the scheduled appointment, the patient receives an SMS reminder containing the date and time of the planned visit. The patient can cancel the visit by phone or by replying to the SMS with the text "NIE BĘDĘ" (I will not be there).
14. The Medical Entity reserves the right to verify the patient's identity before the visit begins.
15. Patient identity verification is performed based on a valid ID card, passport, or other photo ID document containing data that allows for patient identification.
16. The inability for the reception employee or doctor to verify the patient's identity, in the case of an online visit, results in the inability to perform the visit.
17. The patient acknowledges that a refusal or inability to verify identity results in a refusal to provide the healthcare service and the obligation to pay the full fee for the service.
18. The Medical Entity is not responsible for the quality of the connection or other technical problems that may occur before or during an online visit.

#### **§ 6. Organization and Process of Patient Service at the Reception Point and the Process of Providing Healthcare Services at the DAGDERM Clinic**

1. Healthcare services provided by the Dagderm clinic must be performed in accordance with the highest standards, ensuring compliance with applicable regulations regarding the quality of medical services and sanitary conditions.
2. The Clinic ensures the proper organization of healthcare services, aiming to provide patients with the most convenient conditions for using the available services, while ensuring their appropriate availability.
3. Healthcare services are provided by qualified medical staff based on current knowledge, in accordance with legal provisions and professional ethics.
4. The process of providing services begins at the reception point, where patients can schedule an appointment. Registration can be done in person, online, by phone, or through an authorized representative, in accordance with legal provisions.
5. Each patient is informed about the date and location of the healthcare service in a clear and accessible manner.
6. At the reception point, the patient can obtain detailed information about available services, including their price lists, estimated waiting times, booking deadlines, and required documents and referrals. The patient is also informed about the rules concerning medical documentation and the clinic's organization of work. Detailed information is provided at the patient's request.

7. A patient using the services of the Dagderm clinic is obliged to comply with the Regulations, having familiarized themselves with their content before using the medical services.
8. Patients are obliged to present themselves at the reception point for their appointment at the scheduled time. Due to the clinic's work organization, patients should arrive at least 10 minutes before the planned appointment to ensure punctuality.
9. In the event of being unable to attend a scheduled appointment or canceling it, the patient is obliged to immediately inform the clinic using available communication channels, such as phone, SMS message, or email to [recepca@dagderm.pl](mailto:recepca@dagderm.pl).
10. In situations that prevent keeping the originally scheduled appointment, the patient will be informed of a new appointment date using available communication methods.
11. The Dagderm clinic makes every effort to minimize any inconvenience resulting from delays in scheduled appointments or procedures. However, in situations where the duration of a visit or procedure exceeds the anticipated time, the patient may be informed of the delay, which results from the need to provide appropriate medical care.
12. In the event of procedures requiring local anesthesia, the patient is obliged to arrive at the clinic's reception at least 40 minutes before the scheduled appointment or as instructed by the clinic's staff.
13. Healthcare services will be provided, if possible, on the day of registration or on another agreed-upon date, according to the clinic's medical service schedule, taking into account available appointments.
14. During the provision of services, the patient has the right to receive clear and understandable information about their health status, diagnosis, available treatment methods, risks associated with their application, as well as the prognosis and results of the treatment.
15. The patient has the right to consent to a specific healthcare service or to refuse such consent after receiving full information about the proposed treatment. In the case of procedures involving increased risk, consent must be given in writing.
16. The patient has the right to respect for their dignity and privacy during the provision of healthcare services. The medical staff is obliged to ensure this right while providing services.
17. The patient enters the office only after being called by the medical staff, including the doctor, nurse, or medical assistant.
18. The patient has the right to enter the office alone or with a companion, provided that the doctor performing the service gives their consent.
19. The doctor performing medical services at the Dagderm clinic is responsible for: conducting a medical history and physical examination, establishing a diagnosis, developing a treatment plan, issuing necessary referrals, prescriptions, orders for

medical devices, or certificates, and correctly completing medical documentation in accordance with applicable regulations and the clinic's internal rules.

### **§ 7. Rules for Admitting Minor Patients**

1. A minor patient is a person who has not reached the age of 18, in accordance with Article 10 § 1 of the Civil Code. A minor patient may use healthcare services provided by the Dagderm Clinic only with the consent and in the presence of a legal representative (e.g., a parent) or a person authorized by the legal representative, in writing, to act as the de facto guardian. A minor patient does not have the right to make decisions about treatment independently or to attend an appointment alone. It should be noted, however, that the de facto guardian can only consent to the performance of examinations, not to other healthcare services such as administering medication, performing vaccinations, or procedures.
2. A patient who has reached the age of 16 has the right to consent to the performance of examinations or other healthcare services. In such a case, for a minor patient aged 16-18, a double consent is required: from the legal representative and from the patient themselves.
3. A minor patient aged 16 to 18 may object to the provision of a healthcare service, despite the consent given by the legal representative. In such a case, it is necessary to obtain the consent of the family court.

### **§ 8. Refusal, Change, and Cancellation of a Healthcare Service**

1. The Medical Entity reserves the right to refuse to perform a healthcare service or a visit in the following cases:
  - the patient does not meet the qualification criteria for the service, as confirmed by a doctor or nurse
  - the patient or their legal representative refuses to sign the required consents for the service
  - in the case of procedures requiring photographic documentation, the patient does not consent to taking photos of the body area covered by the procedure, even though these photos are part of the medical documentation and cannot be made available, published, or duplicated without the patient's written consent
  - the patient is in a condition that prevents the service from being performed, e.g., is under the influence of alcohol or drugs, or their hygienic condition is grossly neglected (with the exception of cases requiring immediate medical intervention)
  - the patient has not followed the doctor's recommendations, e.g., has not performed the required diagnostic tests or has not provided the results within the specified time
  - the Medical Entity is unable to confirm the patient's identity based on an ID document
  - a technical infrastructure failure has occurred at the facility, e.g., a power or water outage, which makes it impossible to perform the visit
  - due to epidemiological reasons or in situations requiring the safety of patients and facility staff, the performance of the service is not possible



- the patient has not followed the instructions for preparing for the visit or service, e.g., has not performed the required tests before the procedure
  - the patient has not made payment for the healthcare service in accordance with the rules set out in these regulations.
2. In the event that a service must be refused for the reasons indicated in point 1, the Medical Entity has the right to withdraw from the contract with the patient for reasons attributable to the patient.
  3. The Medical Entity reserves the right to change the date of an appointment in the event of circumstances that make its performance impossible. The patient will be informed of such a change no later than one hour before the planned service. The Medical Entity can make a maximum of three changes to the appointment date, and the patient agrees that this is not a basis for withdrawing from the contract or demanding a refund of the fee (if applicable).
  4. The time of the scheduled healthcare service is approximate and may be shifted. The patient acknowledges that in such a situation, they are not entitled to any compensation, and the service is subject to full payment.
  5. If a patient does not inform the reception of a delay and arrives for the appointment more than 10 minutes late, the Medical Entity may refuse to provide the service or, at its own discretion, perform it after all patients scheduled for that day have been seen, provided the doctor consents.
  6. If a service cannot be provided at the scheduled time, the Medical Entity will immediately inform the patient of the situation and propose a new date.

### **§ 9. Rules for Providing Medical Documentation**

1. The Medical Entity is responsible for storing and managing patients' medical documentation in electronic form, guaranteeing its full security and confidentiality, in accordance with applicable legal provisions on personal data protection and medical secrecy.
2. The patient has the right to access their medical documentation based on a written request, which can be submitted:
  - in person at the clinic, upon presentation of an identity document
  - by a person authorized by the patient, who has a written power of attorney and an identity document
  - via a Trusted Profile (Profil Zaufany), after prior contact with the Clinic and receiving the request in electronic form, which the patient signs with their Trusted Profile.
3. Access to medical documentation is granted based on a written request from authorized entities in accordance with applicable law, in particular:
  - units providing healthcare services, if access to the documentation is necessary for the continuity of care
  - public administration bodies, the National Health Fund, professional self-governing bodies of medical professions, and national and provincial consultants to the extent



required for the performance of statutory duties, including supervisory and control activities

- entities referred to in Art. 119, sections 1 and 2 of the Act of April 15, 2011 on medical activity, for the purpose of conducting an audit at the request of the minister responsible for health
- the Minister of Health, courts (including disciplinary courts), the prosecutor's office, forensic doctors, and professional liability ombudsmen - in connection with ongoing proceedings
- institutions authorized under separate acts, in cases where the examination was conducted at their request
- pension bodies and disability assessment teams - as part of ongoing proceedings
- entities managing medical service registries to the extent necessary to perform their statutory duties
- insurance companies - with the patient's consent
- doctors, nurses, and midwives in connection with the medical facility assessment procedure conducted under the provisions on accreditation in healthcare - to the extent required for its implementation
- the provincial commission for adjudicating medical events - in the context of ongoing proceedings
- the patient's heirs in proceedings before the Provincial Commission for Adjudicating Medical Events
- persons authorized to conduct inspections under Art. 39, section 1 of the Act of April 28, 2011 on the healthcare information system to the extent necessary to perform these activities.

4. Health documentation is provided to the patient in the following ways:

- in the form of a printout from the medical system at the medical entity's office - if the patient has not given written consent for the documentation to be transmitted electronically
- as an encrypted file attached to an email in the case of prior written consent from the patient for this form of provision.

5. The documentation may also be made available to scientific institutions and universities for research purposes, provided that the patient's data are appropriately anonymized, making identification impossible.

6. The medical facility and the persons providing healthcare services on its behalf may transfer information concerning the patient to other medical entities only in situations where:

- the patient or their legal representative has given consent
- keeping the secret could endanger the health or life of the patient or other persons
- the transfer of information is necessary to ensure the proper course of treatment and concerns other persons performing a medical profession who are involved in the patient's therapeutic process
- the obligation to transfer the data results from legal provisions.

7. Cooperation with other entities conducting medical activity in the field of transferring medical documentation and information concerning the patient's health status is carried out with respect for applicable legal norms and the principles of patient rights protection.
8. Each authorization granted must clearly indicate that it concerns access to the medical documentation of a specific patient.
9. In a situation where access to medical documentation is provided at the request of authorized bodies or institutions, the documentation may be transmitted in the form of paper printouts or by enabling access to the medical facility's teleinformatic system.
10. If the documentation is provided in the form of printouts, the person authorized by the medical entity is obliged to confirm its consistency with the electronic documentation, sign it, stamp it, and indicate the date of issue.
11. The patient, their legal representative, or a person authorized by the patient receives the documentation free of charge.
12. After the patient's death, the right to view their documentation belongs only to the person they authorized during their lifetime.
13. The documentation may be issued only after verifying the applicant's authorization and confirming the identity of the person picking up the documentation.
14. If the documentation cannot be provided, the medical facility is obliged to prepare a written refusal with a justification.
15. The documentation must be provided to the applicant within a period not exceeding 14 business days from the date the request was submitted.

#### **§ 10. Video Monitoring at DAGDERM Facilities**

1. Recordings from video surveillance cameras constitute a collection of personal data, and their processing is carried out in accordance with the provisions of the Regulation (EU) 2016/679 of the European Parliament and of the Council of April 27, 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data.
2. The administrator of personal data obtained from video monitoring is the DAGDERM Specialist Medical Practice Agnieszka Staniewska.
3. Personal data that may be visible on video surveillance recordings include:
  - the image of persons within the range of the cameras (including, among other things, silhouette, gender, specific data such as disability)
  - information about the time and place of a person's presence on the monitored area, which allows for determining the purpose of their presence.
4. The areas covered by video monitoring at DAGDERM facilities are marked with appropriate pictograms that inform about the use of monitoring.
5. The purpose of video monitoring is to:

- ensure public order and the safety of people on the monitored area
  - protect the property of the Company and patients staying at the facility
  - improve the quality of patient service.
6. The video monitoring system consists of:
    - cameras that record the image
    - a monitoring application that allows for viewing the recorded image.
  7. The monitoring application that allows for viewing the image is installed on secured devices belonging to the Medical Entity, without access by unauthorized persons.
  8. Video monitoring operates around the clock.
  9. The monitoring records only the image, not the sound.
  10. Areas where medical services are provided (such as doctors' offices, treatment rooms) and toilets are excluded from monitoring.
  11. Responsibility for the operation and proper functioning of the monitoring system rests with the General Director and the Head of the Administration Department, as well as the employees authorized by them.
  12. Persons authorized to operate the monitoring system have access to live image viewing.
  13. Persons authorized to manage video monitoring are obliged to maintain confidentiality regarding any data obtained from this system.
  14. Data obtained through video monitoring do not constitute public information and are not subject to disclosure under the provisions of the act on access to public information.

#### **§ 11. Opinions on Services Provided at DAGDERM**

1. Adding an opinion is completely voluntary and is not associated with any fees. The patient has the option to add an opinion only once for a single medical service.
2. As part of the opinion, the patient has the right to give a rating on a scale of 1 to 5 stars, as well as to add a written comment.
3. The patient bears full responsibility for the content of the opinion they post. The Medical Entity reserves the right to remove an opinion if its content violates applicable legal provisions or the provisions of these Regulations.
4. Opinions on the course of a medical consultation or services rendered can be posted via email by sending the content of the opinion to: [recepca@dagderm.pl](mailto:recepca@dagderm.pl), in written form by giving it to an employee of the Medical Entity, or on external platforms such as Znany Lekarz, Kliniki.pl, ABC Zdrowie, Google, Instagram.
5. The opinion may be stored and may be presented publicly on the Medical Entity's website [www.dagderm.pl](http://www.dagderm.pl) or on external platforms such as Znany Lekarz, Kliniki.pl, ABC Zdrowie, Google, Instagram.



6. At the explicit request of the patient, the content of their opinion may be hidden from other users of the website [www.dagderm.pl](http://www.dagderm.pl).
7. The Medical Entity verifies opinions that have been submitted directly to it based on the contact details (phone number, email address) used during the patient's registration.
8. The Medical Entity does not make any changes to the content of the opinion or the number of stars awarded.
9. It is prohibited to post content that is false, misleading, vulgar, aggressive, offensive, or violates generally accepted social norms. It is also unacceptable to publish illegal content that infringes on the rights of third parties or constitutes an act of unfair competition.
10. The patient undertakes not to post content that contains links to external websites of a promotional, advertising nature, or that contains the personal data of third parties.

#### **§ 12. Procedure for Submitting Complaints, Requests, and Claims**

1. Patients have the option to submit complaints and requests regarding the operation of the Medical Entity directly to the Management of the Medical Entity.
2. Complaints and requests can be submitted both in writing and electronically to the address [recepca@dagderm.pl](mailto:recepca@dagderm.pl).
3. Each complaint will be considered within a period not longer than 14 business days from its receipt. If the consideration of the complaint requires additional information or if the staff is temporarily unavailable due to inability to work, vacation, or other reasons, the response to the complaint may be provided later. The patient will be informed of this immediately.

#### **§ 13. House Rules**

1. The staff of the Medical Entity is obliged to:
  - wear protective clothing in the established colors
  - wear an ID badge on a visible part of their clothing, according to the established design
  - adhere to the established order of patient admissions
  - exhibit polite, courteous, and reserved behavior towards patients and other staff members.
2. A patient using the services of the Medical Entity is obliged to comply with the house rules applicable at the Medical Entity, including the rules contained in these Regulations and any subsequent changes. These rules may be made available on information boards, at the reception desk, on entrance doors, or conveyed verbally by employees of the Medical Entity.
3. Every patient is obliged to familiarize themselves with the current and unified text of the Regulations, which is available on the Medical Entity's website at [www.dagderm.pl](http://www.dagderm.pl).

4. Patients must comply with house rules that do not result directly from the content of the Regulations but have been introduced at the Medical Entity.
5. Smoking tobacco, e-cigarettes, consuming alcohol, and using any intoxicating substances are completely prohibited on the premises of the Medical Entity.
6. Patients are obliged to respect the property of the Medical Entity and the property of other patients. In addition, they are obliged to maintain cleanliness and order in the rooms they use.
7. Patients are liable for any damage or theft of property on the general terms resulting from applicable legal provisions.
8. Patients are obliged to adhere to the principles of social coexistence and to respect the dignity and privacy of other patients and the staff of the Medical Entity.
9. Patients are obliged to exhibit polite, courteous, and friendly behavior towards other patients and the staff of the Medical Entity.
10. Patients are prohibited from:
  - independently using medical devices intended for the provision of healthcare services
  - independently turning medical equipment on or off
  - entering rooms where medical services are provided without the consent of the Medical Entity's staff
  - disrupting the provision of healthcare services.
11. Patients are obliged to leave their outerwear in designated areas outside the offices where medical services are provided.
12. The Medical Entity is not responsible for items left by patients on the premises of the facility. Patients are advised to leave valuable items at home.