

APPROVED BY:

President of Medicina JSC

_____ **Roytberg G.E.**

_____ **2017.**

Guarantees provided by JSC Medicina

“Doctor is the master of art and the patient should combat the disease on the side of the doctor from the very beginning”

Hippocrates

Dear patients, visitors and friends,

Thank you for selecting Medicina JSC as your health care provider that can help you restore and retain your health. The Medicina Clinic is a medical facility of top European and world class that provides unrivalled opportunities of health support and improving the quality of life. The Medicina Clinic was founded in 1990, and now it is a multidisciplinary medical center that includes an outpatient department, an inpatient department, a 24-hour ambulance and a state-of-the-art Sofia oncology center. More than 300 doctors of 67 medical specializations work at the Medicina Clinic, academicians, corresponding members of the Russian Academy of Sciences, professors and leading experts in various medical specialties offer their consultations here.

We are in the top position in Russia when it comes to quality of medical care and the level of service. The Medicina Clinic is the winner of the Russian Government Quality Award and it received high accolades from international experts: it is the first clinic in Russia that is accredited by International Standards of Care Quality from Joint Commission International (JCI), our quality management system is certified according to ISO 9001:2008 standard, we are also in line with the international ISO/IEC 27001:2013 standard for information security management, and our laboratory is certified according to ISO 15189 international standard. The Clinic is recognized for Excellence 5 recognition level by European Foundation for Quality Management (EFQM) and holds the Excellence Award for “Adding Value to Customers” from the high-profile European contest EFQM Awards 2012.*

We are working to guarantee that you are provided with the highest level of medical care, which is only made possible by uniting the efforts of doctors and patients. Thus, we recommend that you should be personally involved in your health matters. Should you have any queries or doubts regarding your treatment, please do not hesitate to contact us. It’s you and your doctor who should agree on the measures taken on each stage of your treatment plan.

You are in the centre of our team of experts. Our intention is to furnish you with comprehensive information and details on the guarantees provided by Medicina JSC and on how you can take control of your treatment. It’s your life and health that are at stake, that’s why you have the right to know what’s going on.

The guarantees we secure imply both moral and financial obligations on our part. In contrast to many other clinics, we can guarantee that in case you raise a well-grounded claim, you will be entitled to a compensation.

It is important that you are aware of our Guarantees and confident about our full compliance therewith. We do our best to justify the confidence reposed in us and cooperate with you as our Partner in order to retain and improve your health.

Yours sincerely,

Roytberg G.E.

President of Medicina JSC

Member of the Russian Academy of Medical Sciences, Doctor of Medical Science, professor

Honoured Doctor of the Russian Federation

Recipient of the Russian governmental prize in education

Guarantees we provide during your stay in our clinic:

AT THE DOCTOR'S

When visiting a Doctor you can always be sure that:

- If it's your first visit, the Doctor will introduce himself/herself, get acquainted with you and answer the questions about his/her qualification and experience.
- Please tell the Doctor about your concerns; he/she will hear you out, carefully consider the complaints about your health and answer all your questions.
- During your visit the Doctor will provide you with a print-out list of medical tests to be carried out with regard to your disease in accordance with the Medical and Economic Standards (MES).
- Please have the Doctor explain those moments about your treatment or medical research that are unclear to you.
- The Doctor and nurse will not be distracted by talk or mobile calls.
- On the day of your first visit after all diagnostic and laboratory tests are completed the Doctor will see you again (during his/her working hours) to define the diagnosis more precisely and give recommendations for treatment and rehabilitation.

We provide this guarantee to the clients directly attached to the clinic or given that the insurance company grants such permission.

- The Doctor will provide you with full details on potential treatment methods and give you recommendations to follow that will help you improve your state.
- In case you might have any questions or doubts about your treatment being right or are unclear about something, the Doctor will give you a detailed explanation. It's you and your Doctor who should arrive at the joint decision on the measures taken on each stage of your treatment plan.
- We hope that you will play an active role in your treatment process. It's your life and health that are at stake, that's why you have the right to know what's going on and take control of the situation.
- If necessary, we will set up a meeting of the Council of the leading specialists and recommend a treatment at health resorts.
- You will be provided with a CD with the results of your diagnostics tests and/or endoscopy operations. In case you refer for a second opinion in another medical institution, you can use the data recorded on the CD.
- The information about your health is protected by the Federal Law "On Fundamental Healthcare Principles in the Russian Federation" and the Federal Law "On personal data".

AT DOCTOR'S OFFICE

At doctor's office you can also be sure that:

- During your stay there will be no other people in the room, but you, your doctor and the nurse.
- The atmosphere in the room will be comfortable and quiet; the air – fresh and free of foreign smells.
- The room, desk, windows, furniture, sink, etc, will be ideally clean.
- The linen on the exam table required for check-up will be single-use.
- If necessary, the room can be equipped with a screen used during the exam.

DURING DIAGNOSTIC TESTS AND TREATMENT

When taking diagnostic tests or treatment please be sure that:

- In case you need to undergo certain preparations before the treatment, you will get the explanation on how you should get prepared and be presented with a leaflet by the administrator.
- During tests there will be no other people in the room, but you and our medical staff.
- The nurse will explain what is your involvement in the procedure, what you should do during tests and advise of the feeling you might have during or after the tests.

If you need any additional explanations, please ask the nurse to answer your questions.

- All your concerns will be attended to with caution and understanding; the nurse will take constant care of how you are feeling during the test and do her best to make you feel comfortable throughout the whole procedure. In case of any unexpected reactions, the doctor will be involved.
- According to the law on consumer rights protection, before taking tests the doctor will ask you to sign an Informed consent form.
- We strictly conform to hygiene and safety rules and meet the conditions of medications storage.

We guarantee that all the pharmaceuticals we use are certified, of high quality and have a long shelf life. Upon your demand we can show you the package so that you can check all this out for yourself.

We use only single-use syringes for vaccination.

- You can check if the test is being carried out properly and correctly by asking the nurse or the doctor any question. They will give you a detailed explanation.
- We guarantee that all our staff will be friendly and polite and will not be distracted by phone calls or conversation.

CD TEST RESULTS

CD test results

- If you wish so, we can record on a CD and provide you with the results of your diagnostic tests (X-ray, ultra-sound and endoscopy research, computed tomography and magnetic resonance imaging, PET-CT, etc.) and endoscopy operations. You just need to ask your GP about it. In case you refer for a second opinion in another medical institution, you can use the data recorded on the CD.

PHYSICAL THERAPY

When undergoing physical therapy you should always be sure that:

- Before the therapy you will be explained how the equipment works and what is the healing effect of the procedure as well as be instructed on safety rules.
- The nurse will let you know what feelings you may have during therapy and what involvement on your part may be required.
 - In case of any concerns, do not hesitate to ask the nurse any questions before the start of the procedure. She will hear you out with great care and explain what you should do to feel safe and comfortable during therapy.
 - There will be no talk during the procedure so you will be able to have some rest and relax.
 - After the procedure the nurse will explain to you what you should do to prolong the effect of a physical therapy for a maximally long period of time.

AT A DOCTOR WITH A CHILD

In case you visit a doctor with your child you can always be sure that:

- Your child will be totally safe.
- The Doctor will see you as soon as possible to make your wait time minimal.
- You shall be provided with comfortable environment if case you need to change your baby.
- Our staff will treat you with care and help you with a pram if necessary.

YOUR CHILD AS OUR PATIENT

If your child is our patient, you can always be sure that:

- We do our best to create a homely and relaxing atmosphere so that your child does not feel like staying in hospital.
 - We have done the utmost to make the Pediatrics Section comfortable for you and your child by using game elements for the interior and selecting furniture on the basis of differences in age and height of children.
 - The Doctor will treat your child with care, consideration and tolerance, with the age taken into account.
 - Your child can get consultations from all the experts in the Pediatrics Section.
 - In a specially designed Wellness Room you can always get recommendations of a paediatrician on how to retain the child's health, which vaccination is required, etc.
 - If necessary, you can come to the clinic some time before the appointment in order to show your child around and give him/her the chance to get adapted.

FAMILY MEDICINE SECTION

If you are a patient of the Family Medicine Section, you can always be sure that:

- You shall have a personal supervising doctor who will work with you in order to control all the prophylaxis, diagnosis, or treatment stages.
 - During your first visit the doctor will introduce himself/herself and answer the questions about his/her qualification and experience.
 - The doctor will also give his attention to your health complaints and reply to all your questions.
 - During your visit the doctor will provide you with a print-out list of medical tests to be carried out with regard to your disease in accordance with the Medical and Economic Standards (MES).
 - The doctor will provide you with full details on potential treatment methods and give you recommendations to follow that will help you improve your state.
- Upon your request the doctor will explain to you all the moments about the tests or treatment you are going to take which are not clear to you.
 - It's you and your doctor will arrive at the joint decision on the measures taken on each stage of your treatment plan.
 - You can always obtain full details about the technologies and methods we use and make sure they are advanced and top-level. If required, you can also get a consultation of leading experts and recommendations on treatment at health resorts.
- You will play an active role in your treatment process. It's your life and health that are at stake, that's why you have the right to know what's going on and take control of the situation.
 - When research is completed, you will be given a CD with the results of your diagnostics tests and/or endoscopy operations, which can be further used, if necessary.
 - Our medical staff will do their best to give you their full attention and meet your needs in any situation regarding your health.
 - Our medical staff will do the utmost to make your stay at the Clinic as short as possible, f.e., by organizing tests on the day of your visit.
- During your visit there will be no one else in the room, but you and your doctor.
 - The doctor and nurse will not be distracted by talk or mobile calls.
- The doctor's office will be ideally clean, with quiet atmosphere and comfortable temperature.
 - The doctor's office will be equipped with a screen required for the exam; the linen on the exam table will be single-use.
 - The information about your health is protected by the Federal Law "On Fundamental Healthcare Principles in the Russian Federation" and the Federal Law "On personal data".

INPATIENT DEPARTMENT

If you need treatment at the inpatient section of Medicina JSC you can always be sure that:

- The nurse will help you accommodate in the ward, tell you and show you how to request attendance of medical staff, use a safe and other equipment.
- After being shown to your ward you will be examined by the attending physician who will make a plan of examination to be carried out on the most advanced equipment of our Clinic.
- On the first day of your stay at our inpatient section the doctor will discuss with you the examination plan and all treatment and diagnostics procedures that will be carried out in accordance with the Medical and Economic Standards (MES), which can guarantee that the treatment is comprehensive and of high quality.
- The attending physician will provide you with a print-out list of the Medical and Economic Standards (MES) with regard to your disease and give necessary comments. Please feel free to ask for an explanation of those moments about the research and treatment you are going to take, which are not clear to you.
- In accordance with a schedule arranged for you by the nurse, all the procedures and consultations agreed with the doctor will be done within the first 24 hours of your stay at the inpatient section, which will help you plan your time.
- In case you are hospitalized to an inpatient section of Medicina JSC your GP will come to see you the first day of your stay and participate in your treatment.
- If necessary, we can ask for consultations of experts from other medical institutions and join our efforts to work out a treatment plan that would be most effective.
- At night time it's the duty doctor that can give you a helping hand; you can call him/her to the ward if you have some questions or your condition changes.
- At any time of the day you can call a nurse by using a nurse call system and she will come round within 5 minutes.
- We guarantee that all the pharmaceuticals we use are certified, of high quality and have a long shelf life. Upon your demand we can show you the package so that you can check all this out for yourself.
- If you wish so, we can connect you PC to the Internet.
- Our nurses take care of your safety and therefore wear caps and gloves.
- If you wish so, you can meet your relatives and friends on any day at any time convenient until 23:00. However, in case you feel like staying alone, we will restrict visitors at your request.
- The information on your state is confidential. The attending physician can provide the information on your state only to you or your authorized representative.
- During your stay at our inpatient section your meals will be administered in compliance with the personal diet recommended by your attending physician. You can also order meals in our restaurant if there are no counter-indications.
- You and your attending physician agree on your discharge time so you can get prepared in advance.
- The inpatient section receptionist will provide you with the accurate information on rendered services and their cost. In case of any questions the attending physician will give you a required explanation of the services provided.
- You will be provided with a medical record abstract and a sick leave certificate, if required.

- Please note that you are entitled to tax relief for inpatient services. The receptionist will give you a detailed explanation of how to refund a part of the funds spent on treatment and prepare a form to be presented to tax authorities at your request.

- If you had an operation, at your request the attending physician will provide you with a video record on a CD. If you wish so, you can get consultations in other medical institutions by providing them with your test results. At your request our doctors are ready to contact the doctors from other hospitals or medical institutions and give their comments.

- Upon discharge the attending physician will provide you with detailed recommendations on what should be done to maintain your health in good condition. He/she will discuss with you the medications you are going to take after discharge, tell you about the required preventive care and give recommendations on a health resort treatment. The attending physician will also explain which doctors in which time frame you should visit upon discharge in order not to interrupt the treatment process.

- If you have any questions after your discharge, please feel free to give a call to the attending physician who was taking care of you whilst at our inpatient section and ask him/her all those questions.

- If, upon your discharge, you wish to continue your treatment in our outpatient section, you can discuss it with a specialist from the Contracts Department and sign a 1-year contract for such services with Medicina JSC.

PHONE CONTACTS

When contacting us by phone you can always be sure that:

- You can easily reach us at any time.
- The operator of our information service will greet you in a friendly manner, introduce himself/herself, treat you with politeness and consideration and provide all required information about the Clinic, our experts and costs.
- If you fail to reach the required section, the operator will give you the correct number.

VISIT TO THE CLINIC

When you come for a visit to our Clinic you can always be sure that:

- Our staff will meet you at the entrance and help with directions.
- You will be shown to the reception desk, the wardrobe, the pharmacy and the café, so you don't have to look for the place you need even if it's your first visit to our clinic.
- If necessary, our staff will help you enter the clinic, take off your coat and put overshoes on.
- For safety purposes we use a pass entry system and therefore have turnstiles at the entrance.

We sincerely hope that you understand.

- It does not at all mean that you will be treated with suspicion. On the contrary, the Security Department staff will always be tactful, polite and friendly.
- If necessary, our Security Department staff will be ready to help and answer your questions.

▪ When you sign a consent to personal data processing, you can be sure that all your personal information, including health information, will be secure. The Medicina Clinic is certified according to the International standard ISO/IEC 27001:2013 "Informational technologies - Security methods - Information security management methods", the information systems are in line with the national legislative requirements for information security and receive yearly confirmation certificates from organizations licensed by the Federal Service for Technical and Export Control of the Russian Federation. The information on your state is confidential. The attending physician can provide the information on your state only to you or your authorized representative. Your personal and health information is protected according to the requirements of the Federal Laws "On Fundamental Healthcare Principles in the Russian Federation" and "On personal data".

RECEPTION DESK

At our reception desk you can always be sure that:

- The receptionist will greet you immediately and you won't need to wait or attract his/her attention.
- You will be treated in a polite, considerate and friendly manner.
- The receptionist will do his/her best to answer your questions or ask an expert who can help.
- The receptionist will schedule your appointment at the most convenient time and go through all the formalities as soon as possible.

- The receptionist will help you find the expert you need. Please do not hesitate to ask the receptionist to help you with directions if it's your first visit to the Clinic.
- The receptionist will give his/her full attention to work and won't be distracted by talks with colleagues.

WARDROBE

When using the wardrobe you can always be sure that:

- You can leave your overcoat in the wardrobe and waste no time (long working hours, no breaks).
- Our wardrobe staff are always on duty and ready to take your clothes or headgear.
- We can take any headgear and offer special package for gloves and scarves.
- Your clothes will be safe; our wardrobe staff will treat them with care and attention.
- For safety and security purposes we use a video surveillance system.

PHARMACY

When visiting pharmacy you can always be sure that:

- Our pharmacists will be ready to help you; you won't need to call them or attract their attention.
- To assure you that our medications are genuine and of high quality, at your request you will be provided with a certificate for any pharmaceutical we sell.
- Our pharmacists will be polite and friendly, will give professional answers to your questions about medications and provide required explanations.
 - Any medicine absent from our pharmacy can be ordered. Your order will be executed promptly, and you can be informed about it by phone, if you wish.
- Our pharmacists will give their full attention to work and will not be distracted by talks or other insignificant matters.

FLOORS OF THE CLINIC

On any floor of the clinic you can always be sure that:

- The receptionist of each section will be at his/her working place (or can be absent for no more than a couple of minutes).
- The receptionist is always ready to help; there is no need to wait for his/her attention.
- The receptionist will greet you and treat you in a polite and friendly manner.
- The receptionist will give his/her full attention to work and won't be distracted by talks with colleagues.
- The receptionist will schedule your appointment at the most convenient time and go through all the formalities as soon as possible.
- You can ask any employee of the Clinic for directions and he/she will help you find the room you're looking for.

WAITING FOR A VISIT

While waiting for a visit you can always be sure that:

- The waiting period won't take long. You will stay in a friendly environment, with clean floors, comfortable temperature and lighting, furniture and equipment in good working order.
- If you have an appointment, your waiting time won't exceed 20 minutes. In case an unanticipated situation arises (a difficult clinical case, rendering urgent or emergency medical aid), the waiting time can be extended. In case of unexpected changes in the schedule our staff will let you know about it immediately upon your arrival or by contacting you in advance on your mobile.
- If you don't have a preliminary appointment, you will be rendered help anyway.
- While waiting for a visit you can have tea or coffee, read our corporate "Medicina Clinic" newspaper or familiarize yourself with special materials about the clinic on our own internal TV channel.

MEETINGS AND CONFERENCES

If you are attending our meetings or conferences please be sure that:

- A clinic representative shall greet you and help find the conference hall.
- The events we arrange start on time; you won't need to pass your time waiting.
- The atmosphere in the room will be friendly: with comfortable lighting and temperature, with all equipment and technical devices in good working order.
- You can ask your questions and discuss potential cooperation with Medicina JSC with the management of our clinic attending the event.
- The event will be hosted by a leading expert in his/her field; thus, you can obtain the details of the most advanced methods and technologies concerned.
- All the staff of our Clinic attending the event will be open, friendly and ready to answer any of your questions.

‘DOCTOR’ CAFÉ AND ‘DOCTOR’ RESTAURANT

When coming to the ‘Doctor’ Café or ‘Doctor’ restaurant you can always be sure that:

- The staff of the café are always at their working places and won’t make you wait long. They will be polite and friendly.
- You will be given our menu with a wide assortment of courses, including dietary meals. All the courses will be fresh, look and taste good.
- The staff of the café will answer your questions about the composition of meals and the way they are cooked.
- You will get a very fast service.
- Tables will be clean and clear, with no trace of dirty dishes.

- The host will meet and greet you and get you to the available table.
- The waiter will answer your questions about meals, take an order and do the utmost to make it right.
- The waiter won’t make you wait long and will treat you with care and attention.
- If you order the meals requiring long cooking period, the waiter will let you know so that you could plan your time.
- Our staff will treat you with care and attention during your stay at the café or restaurant and you will easily attract their attention when necessary.
- The waiter will give you the bill upon your first demand and will be fast and accurate.

PARKING

The parking space around the Medicina Clinic is part of the chargeable city parking zone inside the Third Transportation Ring. We are bringing our apologies for insufficient parking facilities; however, you can always be sure that:

- If parking is available, the traffic agent will help you park your car.
- The parking agent will be polite and considerate.

If you like our service, friendly and caring attitude of our staff as well as diagnostics and treatment facilities of our clinic, we would be delighted to get your feedback. If you find some discrepancies between the actual service rendered and the description given in the “GUARANTEES PROVIDED BY Medicina JSC” leaflet, please let us know. Your comments would be of great help in our attempt to provide the first class medical services. We do our best to meet your expectations of the ideal clinic.

How to contact us:

- **By phone:** call (495) 995-00-33, and your message will be registered and communicated to the chief physician of the corresponding department.

If you are at the clinic you can contact:

- Departments heads;
- the Deputy Head of the Medical service (10th floor, reception, ext. 10–01);
- the Director of Medical Service by red direct interphones, located at:
 - - the ground floor next to the central entrance, the ground floor next to the elevators;
 - - the 10th floor at a mobile drawer unit next to the reception office of the Director of Medical Service;
- by interphones: 13-46 or 13-99
- come in person to the reception office for the Director of Medical Service on the 10th floor.

In writing:

- by sending an e-mail to: dou@medicina.ru;
- by sending a letter to the following address: 10, 2nd Tverskoy-Yamskoy pereulok, Moscow 125047; by sending a notice to a registry office (10th floor, Office 9);
- by leaving your comments in a guestbook (at reception desks) on each floor of the clinic;
- by filling in a questionnaire at the stand with the Clinic Guarantees next to the reception, or at www.medicina.ru
- by filling in a feedback form in the Responses section on our website www.medicina.ru (<http://www.medicina.ru/about/responses/>)
- Estimate a doctor’s work on our website or in the mobile application of the clinic

WORKING WITH APPEALS

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We can guarantee that in reply to your questions, proposals and claims you will get our preliminary feedback within 7 working days and if your claim is well-grounded - will be entitled to a moral compensation.

We are constantly working on our GUARANTEES in accordance with your wishes and are open to any ideas on your part that will help us improve the quality of medical care and services provided.

Yours sincerely,

Roytberg G.E.

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Logo

The Medicina Clinic

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