



## **UAB „ROYAL SPA HOTEL“**

Įmonės kodas.: 304461841

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### **INTERNAL RULES OF THE WELLNESS DEPARTMENT. GENERAL PROVISIONS.**

1. The wellness department provides paid secondary outpatient healthcare services: physical medicine and rehabilitation services, as well as other outpatient healthcare services, including physiotherapy and massage.
2. Physiotherapists and an FMR doctor (Physical Medicine and Rehabilitation) carry out the patient's health assessment and the assignment of procedures.
3. An FMR doctor, physiotherapists, and therapeutic massage specialists provide the medical healthcare services in the department to patients.
4. Consultations with healthcare specialists are conducted remotely, either by phone or by visiting the wellness area, with the appointment scheduled through the administrator.

### **PROCEDURE FOR REQUESTING SERVICES**

1. All individuals visitor to receive paid healthcare services should contact us by phone at +370 319 62030 or visit the reception desk.
2. Each patient's personal health information is entered into the ESPBIIS, the electronic health information system (e-health).
3. Upon arrival, the patient is informed and agrees that the specialists will provide a consultation, assess their health condition, recommend and assign the necessary procedures.

4. The division offers Phase II outpatient healthcare services, including physiotherapist consultations, FMR (Physical Medicine and Rehabilitation) doctor consultations and examinations, physical medicine, rehabilitation, physiotherapy, and massage services.
5. During the consultation and examination, the physiotherapist or FMR doctor will recommend and assign procedures.
6. The patient registers for procedures at the reception. If there are any uncertainties, the administrator and the patient consult with a health specialist.
7. Depending on the duration of the patient's treatment, they may have repeated consultations with the specialist, additional procedures may be assigned, or existing ones may be adjusted. The patient's health condition is monitored. All information related to the assignment of procedures is recorded in the ESIS (Electronic Health Information System).
8. The patient is responsible for paying for the services with their own funds. Payment is made at the reception desk, and the patient will be provided with a receipt. If requested, an invoice can be issued.
9. The patient may receive a remote consultation with an FMR doctor. The same procedure applies as for an in-person visit: the consulting person must identify themselves, and the information is recorded in the electronic health information system. For patient identification, in compliance with data protection regulations, control identification questions are applied: using the contact phone number or the patient's personal code and family doctor's name.