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SIGITA DANILEVIČIENĖ
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Purpose: Signature

1. PURPOSE. SCOPE

The internal rules for patients of UAB „Laboratorija 1“ govern the provision of personal healthcare services to patients, patients’ rights and obligations and their implementation, and employees’ responsibilities within the company. This procedure applies throughout UAB „Laboratorija 1“.

2. TERMS AND ABBREVIATIONS

2.1. Institution – UAB „Laboratorija 1“, company code 305049189, operating at Dariaus ir Girėno g. 32A-1, Vilnius.

2.2. Patient – a natural person whose biological sample is tested at the Institution, irrespective of who orders and pays for the test.

2.3. Patient’s representative – a person entitled to represent the patient by law or under an authorisation. The basis and scope of representation and the representative’s entitlement to receive information are verified in accordance with the Law of the Republic of Lithuania on the Rights of Patients and Compensation for Damage to their Health and other applicable legislation.

2.4. Contractual client (partner) – a legal entity that orders laboratory tests under a contract concluded with the Institution. The conditions for placing orders, transferring samples, delivering results, payment and the parties’ responsibilities are set out in the contract.

2.5. Healthcare institution – an institution authorised to provide healthcare services in accordance with laws and other legislation.

3. RESPONSIBILITIES

3.1. All employees are responsible for:

3.1.1. Providing personal healthcare services in accordance with the internal rules for patients of UAB „Laboratorija 1“.

3.2. The Quality Manager is responsible for:

3.2.1. Overseeing the quality of the services provided.

3.3. The Office Manager is responsible for:

3.3.1. Familiarising newly recruited employees with the internal rules for patients of UAB „Laboratorija 1“.

3.4. The Director is responsible for:

3.4.1. Overseeing compliance with the internal rules for patients.

4. DESCRIPTION

4.1. General provisions

4.1.1. UAB „Laboratorija 1“ (hereinafter referred to as the Institution), company code 305049189, operating at Dariaus ir Girėno g. 32A-1, Vilnius, is an institution providing personal healthcare services in laboratory diagnostics. Its activities are governed by the Constitution of the Republic of Lithuania, the laws of the Republic of Lithuania, resolutions of the Government of the Republic of Lithuania, orders of the Minister of Health of the Republic of Lithuania, other legislation, the Institution’s Articles of Association and these internal rules for patients (hereinafter referred to as the Rules). The Rules govern: the procedure for contacting the Institution; the types and range of services provided free of charge and the procedure for their provision; patients’ rights and obligations at the Institution; the procedure for resolving disputes and conflicts between the Institution and patients; the procedure for providing patients and their relatives with information about the patient’s health; the procedure for making and issuing copies of documents to patients or

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other natural persons and legal entities; the Institution's working hours; and the provisions of laws, other legislation and regulatory documents governing occupational safety.

4.1.2. The Institution's working hours are Monday to Friday, from 8:00 to 17:00. Services are provided in accordance with the arrangements agreed with contractual clients (partners).

4.1.3. The Institution provides paid personal healthcare services in laboratory diagnostics that are not reimbursed by the Compulsory Health Insurance Fund (hereinafter referred to as PSDF). The Institution does not provide services free of charge, except in the case specified in subclause 4.3.2 of these Rules.

4.1.4. The Rules are binding on all employees of the Institution, patients, their representatives and other persons on the Institution's grounds or premises.

4.1.5. The Rules are publicly available on the Institution's website and are accessible to patients, their representatives and contractual clients (partners). Employees of the Institution are familiarised with the Rules in accordance with KVP01.

4.1.6. The Institution performs laboratory tests on the basis of orders placed by contractual clients (partners). Direct individual orders from natural persons are not accepted. Natural persons wishing to order tests are provided with information on contacting the Institution's partners. This ordering procedure does not restrict the patient's right to contact the Institution regarding tests performed there, their data processed by the Institution, copies of documents or complaints.

4.2. Procedure for contacting the Institution

4.2.1. To obtain information about the personal healthcare services provided by the Institution, their prices and how to access them, legal entities and natural persons may contact the Institution's employees in writing (including by email at info@lifelab1.com) or verbally, either in person or by telephone on +370 601 45 726.

4.2.2. The laboratory does not accept or fulfil verbal orders for laboratory tests. Laboratory tests are performed only on the basis of orders placed by contractual clients using the order submission methods established by the laboratory. These methods are specified in the contracts.

4.2.3. Natural persons contacting the Institution directly to order tests are referred to partners.

4.3. Types and range of free and paid services and the procedure for their provision

4.3.1. The personal healthcare services that the Institution is authorised to provide are specified in its healthcare institution licence issued by the State Health Care Accreditation Agency under the Ministry of Health (hereinafter referred to as VASPVT). The licence can be consulted on the VASPVT website.

4.3.2. The Institution does not provide personal healthcare services free of charge, except for emergency medical care in accordance with Order No. V-208 of the Minister of Health of the Republic of Lithuania of 8 April 2004 "On the Approval of the Description of the Procedure and Scope of Emergency Medical Care".

4.3.3. Personal healthcare services that are not classified as emergency medical care are paid for by contractual clients (partners) at the prices and on the payment terms specified in their contracts. The relevant partner provides the patient with the terms for ordering and paying for services through that partner. The Institution does not accept direct individual test orders or payments for them from patients.

4.3.4. Paid personal healthcare services are provided at the Institution in accordance with the procedure established by the Director.

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4.4. Patients' rights and obligations at the Institution

4.4.1. Patients' rights:

- every patient must receive high-quality personal healthcare services;
- patients have the right to conditions that respect their honour and dignity and to respectful treatment by healthcare professionals;
- patients' rights must not be restricted on the grounds of sex, age, race, nationality, language, origin, social status, religion, convictions or views;
- patients must be informed of the first name, surname, position and professional qualifications of the professional providing personal healthcare services to them;
- patients have the right to receive information about the services provided at the Institution, their prices and how to access them;
- patients must be informed of the Institution's internal rules and procedures insofar as these relate to their presence at the Institution;
- patients have the right to information about their health, diagnosis, medical examination findings, treatment methods and prognosis;
- information must be provided in a form that patients can understand, with explanations of specialised medical terms;
- information must not be provided to patients against their wishes. Patients must clearly express and confirm by signature their refusal to receive information about their health;
- all personal healthcare services at the Institution are provided to patients aged 16 or over only with their consent, except for emergency medical care when patients are unable to express their wishes themselves;
- all personal healthcare services at the Institution are provided to patients under 16 only with the consent of their representatives, except for emergency medical care;
- patients must not be treated or receive any other healthcare or nursing care against their wishes, unless otherwise provided by the laws of the Republic of Lithuania;
- information about patients who are unable to reasonably assess their own interests is provided in accordance with subclause 4.7.5 of these Rules;
- professionals providing personal healthcare services at the Institution must respect patients' privacy: patients have the right to confidentiality of information about their health, except in cases provided for by the legislation of the Republic of Lithuania;
- patients' private life is inviolable. Information about patients' personal circumstances is collected in accordance with legislation governing the processing of personal data and only to the extent necessary for the personal healthcare services provided;
- patients have the right to contact the Institution's management concerning any disputed matters;
- patients have the right to compensation for damage caused by a violation of their rights in the provision of personal healthcare services;
- patients have the right to ask the Institution whether it processes their personal data and, if so, to access the personal data being processed;
- patients have the right to ask the Institution to rectify their personal data and/or suspend processing operations, other than storage, where access to the personal data reveals that the data are incorrect, incomplete or inaccurate;
- patients have the right to ask the Institution to erase their personal data (or restrict their processing) where the data are processed solely on the basis of consent and the patient withdraws that consent. This right does not apply if the personal data requested to be erased are also processed on another legal basis;

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- patients have the right to receive, in writing, the personal data they have provided that are processed on the basis of consent or performance of a contract and, where possible, to transfer those data to another service provider;
- patients have the right to object to the processing of their personal data where the legal basis is legitimate interests, including profiling for direct marketing purposes;
- patients have the right to withdraw their consent to the processing of personal data for direct marketing purposes at any time;
- patients also have other rights provided for in the Law of the Republic of Lithuania on the Rights of Patients and Compensation for Damage to their Health and other legislation.

4.4.2. Patients' obligations:

- patients may not demand privileges on the grounds of sex, race, nationality, language, origin, social status, religion, convictions or views;
- before using the Institution's services, patients must familiarise themselves with the Institution's internal rules and other documents provided to them and comply with the obligations specified therein;
- patients must, to the best of their ability, provide healthcare professionals with information about their health, previous illnesses and operations, past and current medication, allergic reactions, genetic background and any other information known to them that is necessary for the proper provision of personal healthcare services;
- after receiving information about the personal healthcare services to be provided, patients must confirm their consent to or refusal of those services in writing in the cases prescribed by the laws of the Republic of Lithuania;
- patients must follow healthcare professionals' recommendations or refuse the prescribed personal healthcare services;
- patients must behave respectfully and appropriately towards all employees of the Institution and other patients;
- the provision of personal healthcare services may be discontinued for patients who breach their obligations and thereby endanger their own or other patients' health and lives, or prevent other patients from receiving high-quality personal healthcare services, except where this would endanger the patient's life;
- patients must cooperate with the healthcare professional who prescribed or provides their personal healthcare services and follow that professional's instructions and recommendations;
- patients also have other obligations provided for in the Law of the Republic of Lithuania on the Rights of Patients and Compensation for Damage to their Health and other legislation.

4.5. Procedure for patient visits, discharge and transfer to other healthcare institutions

4.5.1. Patients have the right to choose their healthcare provider in accordance with legislation. If a patient has received emergency medical care, they may be referred for further treatment to another healthcare institution of their choice.

4.5.2. The Institution provides only personal healthcare services in laboratory diagnostics and therefore does not arrange patient visits, discharge or transfer to other healthcare institutions.

4.6. Procedure for resolving disputes and conflicts between the Institution and patients

4.6.1. Patients who believe that their rights have been violated have the right to submit a complaint. A complaint may be submitted by the patient or their representative. Complaints are considered if they are signed by the patient and state the patient's first name, surname,

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actual place of residence, contact details and the substance of the complaint. If a complaint is submitted by a representative, it must state the representative's first name, surname, place of residence, the document confirming representation and the patient on whose behalf they are acting. The complaint must specify the rights that the patient believes have been violated, the circumstances supporting the alleged violation and the patient's requests. Supporting documents must be attached if the patient has them. If deficiencies are identified in the complaint or accompanying documents, the Institution notifies the complainant within 3 working days of receipt. The complainant is given 30 days from notification to remedy the deficiencies. If they are not remedied within that period, the complaint is not considered and is returned, with an explanation of the reasons and the possibility of resubmission. An illegible complaint is returned with an explanation of the reason for its return.

4.6.2. Patients must present an identity document together with their complaint. If the complaint is sent by post or courier, a copy of the complainant's identity document certified by a notary or the lawyer representing the patient must be enclosed. A patient's representative requesting such information must present documents confirming their identity and authority to represent the patient. A complaint may also be submitted by email to info@lifelab1.com, signed with a qualified electronic signature, or by other electronic means that allow the complainant's identity to be established. Representatives must additionally provide documents confirming their authority to represent the patient.

4.6.3. Patients have the right to submit a complaint within one year of becoming aware that their rights have been violated, but no later than three years after the date of the violation.

4.6.4. Regarding the accessibility or quality of personal healthcare services or other violations of patients' rights, patients or their representatives may contact the competent complaint-handling authorities if they disagree with the Institution's response, if the complaint is not accepted for consideration, except where legislation provides justified grounds for not considering it, or if it is not considered within the prescribed period.

4.6.5. The Institution considers complaints free of charge and provides a written response to the patient or the representative who submitted the complaint within 20 working days of receipt. Time spent remedying deficiencies in the complaint is not included in this period.

4.7. Procedure for providing patients and their relatives with information about the patient's health

4.7.1. All information about a patient's presence at the Institution, health, diagnosis, prognosis and treatment, and all other information of a personal nature about the patient, is confidential.

4.7.2. Test results are provided by the method agreed with the contractual client (partner), ensuring confidentiality and the recipient's entitlement to receive them. The partner or the Institution informs the patient how to obtain their results in accordance with the agreed service arrangements. Direct requests from patients or their representatives for results of tests performed at the Institution and related documents are handled after verification of the requester's identity and entitlement to receive the information requested.

4.7.3. After verification of their identity and entitlement to receive information, patients or their representatives are provided with information about laboratory tests performed at the Institution, their results and applicable test limitations, within the scope of competence of the Institution's professionals. Information is provided in an understandable manner, with

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explanations of specialised terms where necessary. Patients are advised to contact their treating physician regarding diagnosis and the selection or modification of treatment.

4.7.4. Confidential information may be disclosed to other persons only with the patient's written consent specifying the grounds for disclosure and the purposes of use, except where the patient has signed an entry in the medical records identifying the specific person entitled to receive such information and the scope and duration of disclosure. Patients have the right to specify persons to whom confidential information must not be disclosed. Without the patient's consent, confidential information is disclosed only on the grounds and to the extent provided for by legislation, after verification of the recipient's entitlement to receive it.

4.7.5. Where a patient is unable to reasonably assess their own interests and their consent has not been obtained, information is provided to their representative or other persons specified in the Law of the Republic of Lithuania on the Rights of Patients and Compensation for Damage to their Health, subject to the conditions set out in that Law and only to the extent necessary to protect the patient's interests. Before information is disclosed, the requester's identity and entitlement to receive it are verified.

4.7.6. In accordance with the requirements of the legislation of the Republic of Lithuania, information about patients is not provided by telephone.

4.7.7. Patients and/or the persons named in the statement are provided, in an understandable form, with information about the patient's health, diagnosis, medical examination findings, possible treatment methods and outcomes, prognosis, and the consequences of refusing the proposed treatment.

4.7.8. The representatives of patients under 16 have the right to access their medical records. When providing information, the physician or medical biologist acts in the minor's interests.

4.7.9. Information about a patient remains confidential after their death. Heirs under a will and by law, as well as the spouse (partner), parents and children, are entitled to receive it. Before information is provided, the requester's identity and documents confirming their entitlement to receive the information are verified.

4.8. Procedure for making and issuing copies of medical histories, outpatient records and other documents to patients or other natural persons and legal entities

4.8.1. Patients, their representatives or other persons entitled to receive information submit a request specifying the documents or information required. Before documents are provided, the requester's identity and entitlement to receive the requested information are verified. Where applicable, documents confirming representation, the patient's consent or another lawful basis for obtaining the information must be submitted.

4.8.2. Patients submitting a request to the Institution for written information (copies of records) must present an identity document. If the request is sent by post or courier, a copy of the requester's identity document certified by a notary or the lawyer representing the patient must be enclosed. A patient's representative requesting written information must present documents confirming their identity and authority to represent the patient. Requests may also be submitted by email to info@lifelab1.com, signed with a qualified electronic signature. Documents are provided by a method agreed with the requester, ensuring confidentiality.

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4.8.3. Medical records are documents of the Institution and are retained at the Institution or in its archive.

4.8.4. Patients must be given access to their medical records upon request (these records must be retained at the Institution).

4.8.5. Upon presentation of identity documents and at the patient's request, the Institution makes and issues certified copies of the patient's medical records. Copies of medical records are issued within 3 working days of submission of the request.

4.8.6. To ensure confidentiality, individual test results and other confidential patient information are not provided by telephone. General information about services and the procedure for obtaining results is provided by telephone.

4.9. Provisions of laws, other legislation and regulatory documents governing occupational safety

4.9.1. Occupational, fire and electrical safety requirements must be observed in the workplace, in accordance with the Law of the Republic of Lithuania on Safety and Health at Work and other legislation relating to occupational safety, job instructions, rules for performing procedures and other orders of the Director.

4.9.2. Persons on the Institution's grounds and premises must comply with information, prohibition and other signs.

4.9.3. Patients and visitors must:

- follow the instructions of the Institution's employees concerning safe behaviour, environmental protection and fire safety;
- immediately notify the Institution's employees if they notice abnormal operation of equipment at the Institution (increased noise, vibration, temperature, an unusual smell, etc.) or other factors posing a risk to health or life;
- avoid actions that could endanger their own health or life or those of other people nearby;
- take all precautions when walking on surfaces that have recently been wet-cleaned or where liquids or loose materials have been spilled.

4.9.4. The following are prohibited on the Institution's premises and grounds:

- consuming alcoholic beverages and using tobacco products (smoking);
- carrying firearms or bladed weapons;
- bringing pets onto the premises or grounds;
- filming or photographing the premises, employees or patients, recording conversations or otherwise violating employees' and patients' privacy without the Institution's permission;

entering or visiting the Institution's staff-only premises without authorisation;

- disturbing public peace and order.

4.10. Procedure for registering and safekeeping patients' precious-metal items, expensive prostheses and money

4.10.1. Patients' precious-metal items, expensive prostheses and money are not taken from patients and are not kept for safekeeping at the Institution.

4.11. Final provisions

4.11.1. If any provision of these Rules conflicts with the Law of the Republic of Lithuania on the Rights of Patients and Compensation for Damage to their Health, other laws or legislation of higher legal force, the provisions of the legislation of higher legal force apply.

4.11.2. The Rules may be amended or supplemented following changes to the laws of the Republic of Lithuania or other legislation governing personal healthcare.

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