

Ministry of Health of the Russian Federation
Federal State-funded Educational Institution
of Higher Education
"Siberian State Medical University"
of the Ministry of Health of the Russian Federation
(FSEI HE SibMed of the Ministry of Health of the Russian Federation)

APPROVED BY
Rector

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REGULATION No. _____

Tomsk

*On healthcare delivery
to foreign citizens,
stateless persons, and refugees in the University Hospital*

1. General provisions

1.1. Introduced for the first time.

1.2 This regulation was developed in order to list basic requirements to healthcare delivery to foreign citizens, stateless persons, and refugees (hereinafter referred to as patients) in the Hospital of FSEI HE SibMed of the Ministry of Health of the Russian Federation (hereinafter referred to as SibMed University Hospital).

1.3. This regulation was developed in accordance with the Federal Laws No. 323-FZ of November 21, 2011 "On Basics of Health Protection of the Citizens in the Russian Federation", No. 326-FZ of November 29, 2010 "On Mandatory Health Insurance in the Russian Federation", No. 115-FZ of July 25, 2002 "On the Legal Status of Foreign Citizens in the Russian Federation", No. 4528-1 of February 19, 1993 "On refugees", No.109-FZ of July 18, 2006 "On Migration Registration of Foreign Citizens and Stateless Persons in the Russian Federation", Resolutions of the Russian Government of March 6, 2013 No. 186 "On Approval of the Regulations for Healthcare Delivery to Foreign Citizens in the Russian Federation", No. 1006 of October 4, 2012 "On Approval of the Regulations for the Delivery of Paid Medical Services by Healthcare Organizations", No. 356 of May 10, 2011 "On Refugee Certificate", No. 9 of January 15, 2007 "On the Procedure for Migration Registration of Foreign Citizens and Stateless Persons in the Russian Federation".

1.4. Terms used in this Regulation:

a foreign citizen is an individual who is not a citizen of the Russian Federation and has a proof of citizenship (nationality) of a foreign state;

a stateless person is an individual who is not a citizen of the Russian Federation and does not have a proof of citizenship (nationality) of a foreign state;

a refugee is a person who is not a citizen of the Russian Federation and who, due to well-founded fears, has become a victim of persecution on the grounds of race, religion, citizenship, nationality, affiliation with a certain social group or political beliefs, is outside the country of their citizenship and cannot enjoy the protection of this country or does not want to enjoy such protection due to such fears; or a person who, due to not having a certain citizenship and being outside the country of their former habitual residence as a result of such events, cannot or does not want to return to it due to such fears;

medical care is a set of measures aimed at maintaining and (or) restoring health which include the delivery of healthcare services;

healthcare service is a medical intervention or a series of medical interventions which are aimed at disease prevention, diagnosis and treatment, medical rehabilitation, and which are independent and complete;

medical intervention includes types of medical examinations and (or) medical manipulations performed by a medical professional with a patient, affecting the physical or mental state of a person and focused on prevention, research, diagnosis, treatment, and rehabilitation;

medical care can be provided in the following conditions:

- in the outpatient setting – in conditions that do not provide for round-the-clock medical supervision and treatment;
- in a day care hospital – in conditions that provide for medical supervision and treatment during a day, but do not require round-the-clock medical supervision and treatment;
- in the inpatient setting – in conditions that provide for round-the-clock medical supervision and treatment;

types of medical care in SibMed University Hospital:

- emergency medical care – medical care provided in case of sudden acute diseases, conditions, exacerbation of chronic diseases that pose a threat to the patient's life;
- urgent medical care – medical care provided in case of sudden acute diseases, conditions, exacerbation of chronic diseases without obvious signs of a threat to the patient's life;
- elective medical care – medical care which is provided as preventive measures for diseases and conditions that are not life-threatening and do not require emergency and urgent medical care, and delayed delivery of which for a certain time will not entail deterioration of the patient's condition or a threat to their life and health.

1.4. Foreign citizens that permanently and temporarily reside and temporarily stay in the Russian Federation have the right to medical care in accordance with the legislation and associated international treaties of the Russian Federation.

1.5. Stateless persons that permanently reside in the Russian Federation have the right to medical care on equal terms with citizens of the Russian Federation, unless other procedures are established by international treaties of the Russian Federation.

1.6. A person recognized as a refugee has the right to medical care on equal terms with citizens of the Russian Federation in accordance with the legislation of the Russian Federation, unless other procedures are established by international treaties of the Russian Federation.

1.7. If an international treaty of the Russian Federation establishes a different procedure for the delivery of medical care to foreign citizens (stateless persons, refugees) than the one established by the legislation of the Russian Federation and this Regulation, provisions of the international treaty shall be applied.

1.8. Medical care in SibMed University Hospital is provided according to the types and conditions of medical care specified in the current licenses for the delivery of medical care.

2. Rights and obligations of patients

2.1. When seeking medical care, the patient has the right to:

- delivery of emergency medical care free of charge;
- relief of pain associated with the disease and (or) medical intervention with the help of available methods and medications;
- delivery of urgent and elective medical care on a paid basis in accordance with voluntary health insurance contracts and contracts for delivery of paid healthcare services;
- delivery of urgent and elective medical care free of charge, if the patient has mandatory health insurance coverage;
- meals if the patient undergoes treatment in inpatient facilities;
- a voluntary informed consent to medical intervention in accordance with Article 20 of the Federal Law No. 323-FZ of November 21, 2011 "On Basics of Health Protection of the Citizens in the Russian Federation" (hereinafter – Federal Law No. 323-FZ);
- refusal of medical intervention in accordance with Article 20 of Federal Law No. 323-FZ;
- receiving information about their rights and obligations, their state of health in understandable terms from the attending physician, head of the department or another specialist directly involved in the examination and treatment in accordance with Article 22 of Federal Law No. 323-FZ;
- choice of persons who may be informed about their state of health for the patient's benefit (as long as there is a written consent);
- refusal of receiving the specified information against their will;
- visits of a lawyer or other legal representative to protect the patient's rights;
- visits of a clergyman, and in case of the patient being treated in an inpatient setting – right to the conditions to perform religious rites, which can be performed in an inpatient setting, if this does not disrupt work of a medical organization;
- non-disclosure of information on the fact of seeking medical care, state of health, diagnosis, and other details obtained during the examination and treatment in accordance with Article 13 of Federal Law No. 323-FZ;
- being acquainted with medical documents reflecting the state of their health, and to getting advice on them from other specialists.

2.2. Upon a written request from the patient, copies of medical documents reflecting the state of their health shall be provided to them, if they do not affect the interests of a third party.

2.3. When seeking medical care, the patient shall be obliged to:

- comply with the work schedule of the medical organization;
- comply with the rules of conduct in public places, including ethical norms when communicating with medical and non-medical staff and other patients;
- comply with sanitary and epidemiological requirements;
- comply with the staff work regulations established in the organization;
- follow orders of an attending physician;
- cooperate with an attending physician at all stages of medical care (to provide the attending physician with reliable and complete information about the state of health: about allergic manifestations or individual intolerance to medications, about all diseases in the past medical history and diseases that the patient has now, medications taken, about simultaneous treatment by other specialists and compliance with their recommendations; not to take medications without first consulting the attending physician; to draw up, in accordance with the established procedure, their refusal to receive information against their will about the state of health, examination results, presence of a disease, its diagnosis and prognosis, including cases of an unfavorable disease prognosis; to draw up a refusal of medical intervention or its termination);
- treat medical staff with respect, be friendly and polite to other patients;

- take care of the organization's property.
- 2.4. In the premises of SibMed University Hospital, it is prohibited to:
- be dressed in outerwear, without second shoes or shoe covers;
 - talk loudly, make noise;
 - smoke in the buildings, premises and on the territory of the medical organization;
 - drink alcoholic beverages, take narcotic and toxic substances;
 - appear in a state of alcohol and drug intoxication (except for cases when the patient needs emergency and urgent medical care);
 - use office phones of the medical organization.

3. Free healthcare delivery

- 3.1. Emergency medical care is provided free of charge and without delay.
- 3.2. If the patient has health insurance coverage in accordance with the Federal Law "On Mandatory Health Insurance in the Russian Federation", emergency and elective medical care is provided free of charge due its coverage by the mandatory health insurance plan.

4. Delivery of medical care on a paid basis

- 4.1. If the patient does not have mandatory health insurance, urgent and elective medical care is provided on a paid basis.
- 4.2. Urgent or elective medical care is provided on a paid basis after the patient draws up a contract for the delivery of paid healthcare services or a voluntary health insurance contract.
- 4.3. Elective medical care is provided in case the patient gives written guarantees that they will fulfill the obligation to pay the final cost of medical services or prepays for medical services based on the estimated volume of these services (except for the medical care covered by mandatory health insurance), as well as provides necessary medical documents (hospitalization record, outpatient's medical record, results of clinical, radiological, laboratory and other tests), if available.

5. Conditions of healthcare delivery

- 5.1. In order to receive medical care, the patient (their legal representative) shall provide:
- 5.1.1 identity document (passport of a foreign citizen, temporary identity document, temporary residence permit, permanent residence, other documents required by the current legislation or recognized as identity documents in accordance with an international treaty of the Russian Federation);
- 5.1.1.2. mandatory health insurance policy (if any);
- 5.1.1.3 voluntary health insurance contract (if any);
- 5.1.1.4. referral for elective admission (if any);
- 5.1.1.5. outpatient's medical record (if any);
- 5.1.1.6. the list of necessary examinations taking into account the disease profile (in elective medical care) (if any).
- 5.2. Medical professional of SibMed University Hospital:
- 5.2.1. Checks the identity documents of the patient (if necessary, documents confirming the authority of their legal representative);
- 5.2.2. Registers information about the patient (their legal representative) in the medical documentation on paper and in soft copy in the medical information system specifying the following data:
- 5.2.2.1. surname, first name, patronymic (if any);
- 5.2.2.2. citizenship (if any);
- 5.2.2.3. date, month and year of birth of the patient;

- 5.2.2.4. details of the identity document;
- 5.2.2.5. data of the migration card, the document confirming the right to stay (reside) in the Russian Federation (permanent residence or temporary residence permit);
- 5.2.2.6. address of the place of registration (permanent place of residence) or place of stay;
- 5.2.2.7. mandatory health insurance details (if any);
- 5.2.2.8. details of a voluntary health insurance contract (policy) concluded with an insurance company established in accordance with the legislation of the Russian Federation, or a contract for the delivery of paid healthcare services (if any).

5.3. Prior to the initiation of medical care, a written informed voluntary consent to medical intervention, consent to the processing of personal data and information classified as physician–patient privilege is obtained from the patient (their legal representative).

5.4. Upon arrival of the patient at SibMed University Hospital to receive medical care, a medical professional in charge of the Accident and Emergency Department must, within one working day following the day of arrival, notify the migration registration agency of the patient's arrival.

If the patient arrived on a non-working day (including one of several non-working days in a row), the notification of arrival is submitted to the migration registration authority within one day, which is a working day and immediately follows the non-working day (several non-working days).

Upon the departure of the patient from SibMed University Hospital, a medical professional in charge notifies the migration registration agency no later than at 12 p.m. on the working day following the day of departure, by submitting (sending) the detachable part of the arrival notification form to terminate the patient's registration at the place of stay.

6. Examination and treatment procedures in an outpatient setting

6.1. Outpatient and polyclinic units of SibMed University Hospital deliver primary healthcare services covered by voluntary health insurance and on a paid basis in accordance with local regulations.

6.2. If the patient needs services provided by outpatient and polyclinic units of SibMed University Hospital, the patient (their legal representative) goes to the reception desk and, if they do not have voluntary health insurance, to the Cash Office to conclude a contract for the delivery of paid healthcare services in outpatient polyclinic units of SibMed University Hospital.

6.3. If the patient seeks medical care in the organization for the first time, employees make an outpatient's medical record for the patient.

6.4. In case of outpatient treatment (examination), the patient must be at the doctor's appointment at the appointed time and follow the hospital treatment regime prescribed by the attending physician.

7. Procedure for the patient's stay in an inpatient setting

7.1. Patients in need of qualified examination and inpatient treatment are admitted to the inpatient facilities of SibMed University Hospital.

7.2. During inpatient treatment (examination), the patient must comply with the hospital treatment regime prescribed by the attending physician, access control rules, and timely notify medical professionals on duty of the deterioration of their health.

7.3 In case the patient refuses admission to the hospital, the doctor on duty provides them with necessary medical care and makes a record of reasons for refusal and measures taken in the register of admissions and refusals.

7.4 The patient's unauthorized leave from the hospital is regarded as refusal of medical care with the corresponding consequences, for which SibMed University Hospital is not responsible,

about which the attending physician (doctor on duty) makes a corresponding entry in the patient's medical record.

8. Informed voluntary consent for the delivery of medical care

8.1. The patient has the right to receive information about their health status in understandable terms, including information about the examination results, presence of a disease, diagnosis and prognosis of the disease, methods of medical care, the risk associated with them, possible types of medical intervention, its consequences, and the results of medical care.

8.2. An informed voluntary consent is a prerequisite for medical intervention.

8.3. If the patient (their legal representative) refuses medical care, a medical professional fills out the refusal of medical intervention.

8.4. An informed voluntary consent for medical intervention must be certified by the signature of the patient (their legal representative), as well as the signature of a doctor who received the patient's voluntary informed consent.

If it is impossible to involve an interpreter or in the absence of an interpreter accompanying the patient, due to the patient's lack of awareness of the goals, medical care methods, associated risks, possible options of medical intervention, its consequences, as well as the expected results of medical care, the patient shall be refused medical intervention, except for cases where emergency medical intervention is necessary to eliminate the threat to the patient's life and if their condition does not allow them to express their will, as well as in relation to persons suffering from diseases that pose a danger to others.

8.5. The patient's medical documents are filled out in Russian.

If it is necessary to translate medical documents and provide interaction between medical professionals and the patient, such translation and interaction based on the written consent of the patient (their legal representative), including the consent to disclosure of confidential medical information, shall be provided by a visiting interpreter on a contractual basis, an interpreter with costs assigned to the patient, or an interpreter accompanying the patient.

8.5.2. Translated medical documents (a copy of a medical organization in a foreign language) are sent or given to the patient (their legal representative).

9. Concluding provisions

9.1. If the patient does not comply with the internal code of conduct, hospital treatment regime, sanitary and epidemiological requirements, and rules of conduct and violates them, the patient may be discharged from SibMed University Hospital before time, if it does not threaten their life and health.

9.2. SibMed University Hospital is responsible for violation of rights in the field of health protection, causing harm to life and (or) health when delivering medical care to the patient.

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