

**Medical Care Plan PB7\_H001\_CALYPSO****24h-Telephone Medical Information**

In case of emergency or health problem LUX MED Patient may call Medical Information available **24h a day 7 days a week**. Medical Information Team is composed of experienced physicians, nurses and paramedics who gather information from the Patient and basing on it provide the Patient with best possible medical advice regarding the particular situation. Medical Helpline may also inform the Patients on hospitals and pharmacies with on-duty units.

**10% Lux Med Group Discount**

Each package owner is entitled to a 10% discount on all medical services offered by LUX MED Group Medical Centre indicated on [www.luxmed.pl](http://www.luxmed.pl).

Discounts do not accumulate.

**Healthcare specialists consultations – basic**

The service covers unlimited consultations in outpatient Medical Facilities indicated by LUX MED in the following situations: an illness, exacerbation of chronic illness and emergency medical assistance.

The service includes: medical history taking, physician's advice and basic procedures necessary for making a diagnosis, taking an appropriate therapeutic decision and monitoring of treatment and refers to consultations within the following scope:

- Internal medicine
- Paediatrics
- Family doctor

Note:

*The service Healthcare specialists consultations – basic option does not include consultation of physicians on duty, physicians with the degree of “doktor habilitowany” (associate professor) or the scientific title of “profesor” (professor) as well as physicians holding the positions of “docent” (assistant professor), “profesor nadzwyczajny” (associate professor) and “profesor zwyczajny” (full professor).*

**On-duty physician consultations**

The service includes exclusively basic emergency assistance in a sudden onset of an illness, exacerbation of chronic illness, which has occurred within 24 hours preceding the receipt of a consultation request by LUX MED. On-duty doctors are available within the working hours of outpatient Medical Facilities indicated by LUX MED separately, only on the day of reporting it and if it is not possible to consult your primary care

The service includes: medical history taking, physician's advice and basic procedures necessary for making an initial diagnosis, taking an appropriate therapeutic decision and refers to consultations within the following scope:

- Internal medicine
- Paediatrics
- Family physician

Note:

*The service Healthcare specialists consultations – basic option does not include consultation of physicians on duty, physicians with the degree of “doktor habilitowany” (associate professor) or the scientific title of “profesor” (professor) as well as physicians holding the positions of “docent” (assistant professor), “profesor nadzwyczajny” (associate professor) and “profesor zwyczajny” (full professor).*

**Specialist consultations – adults**

The service covers specialist consultations in outpatient Medical Facilities indicated by LUX MED in the following situations: an illness, exacerbation of chronic illness and emergency medical assistance.

The service includes: medical history taking, physician's advice and basic procedures necessary for making a diagnosis, taking an appropriate therapeutic decision and monitoring of treatment

Visits **without a referral** relate to consultations within the following scope:

- gynaecology
- ophthalmology
- neurology
- laryngology
- dermatology

Note:

The service Healthcare specialists consultations – basic option does not include consultation of physicians on duty, physicians with the degree of “doktor habilitowany” (associate professor) or the scientific title of “profesor” (professor) as well as physicians holding the positions of “docent” (assistant professor), “profesor nadzwyczajny” (associate professor) and “profesor zwyczajny” (full professor).

### Consultation Outpatient Procedures

The Services in the form of procedures that can be performed on medical by a physician during medical consultation appropriate for the procedure or after medical consultation in an outpatient setting. The scope of consultation outpatient procedures and access to other products used in the above procedures: free Medical materials and products, such as: dressings, bandages, cannulae, syringes, swabs, adhesive strips, needles, serum - tetanus antitoxin, disinfectants, used for the above procedures depends on the range of physician consultation which the Patient is entitled to within the scope of provided services With the service is available local anesthesia infiltration or superficial.

Consultation outpatient procedures include:

#### Outpatient general medical procedures:

- Blood pressure measurement
- Height and body weight measurement
- Non-surgical tick removal

#### Outpatient laryngological procedures:

- Eustachian tube examination, inflation
- Laryngeal mirror examination
- Laryngologist consultation – Eustachian tube catheterisation
- Laryngologist consultation – ear irrigation
- Laryngologist consultation – removal of a foreign body from the nose / ear
- Small laryngological dressing
- Laryngological procedure – coagulation of nasal septum vessels
- Laryngological procedure – nasal tamponade removal
- Bilateral dressing of nasal haemorrhage
- Unilateral dressing of nasal haemorrhage
- Suture removal in a procedure room (outside the clinics indicated by the Lux Med)
- Intranasal administration of a drug constricting nasal mucosa.
- Application / change / removal of drain in the ear canal

#### Outpatient ophthalmologic procedures:

- Ophthalmologist consultation – standard fundoscopic examination
- Ophthalmologist consultation – corrective lens selection (excludes varifocal lenses)
- Ophthalmologist consultation – gonioscopy
- (iridocorneal angle assessment)
- Ophthalmologist consultation – removal of a foreign body from the eye
- Standard intraocular pressure measurement
- Standard stereoscopic vision examination
- Lacrimal duct irrigation
- Standard computerised visual field test
- Drug instillation into the conjunctival sac
- Autorefractometry
- Visual acuity examination

#### Outpatient dermatological procedures:

- Dermatoscopy

#### Outpatient gynaecological procedures:

- Standard pap smear

## Laboratory and imaging diagnostics

This includes the following laboratory, imaging and functional diagnostic tests performed in outpatient Medical Facilities indicated by LUX MED. The number of performed tests is unlimited. All diagnostic tests and examinations available within the service are performed following referrals issued by physicians from outpatient Medical Facilities indicated by LUX MED, only based on medical indications as part of a diagnostic and therapeutic process conducted in these Medical Facilities.

### Laboratory diagnostics:

#### Haematology and coagulology tests with taking test samples (blood):

- Blood count + platelet count + automated smear
- ESR
- Manual blood smear

#### Biochemical and hormonal tests, tumour marker tests with taking test samples (blood):

- GPT/ALT transaminase
- Fasting glucose
- Creatinine
- GOT/AST transaminase
- Glucose 120' after a meal
- Glucose meter test
- Total cholesterol
- Glucose 60' after a meal
- Troponin – strip test

#### Urine tests with taking test samples (urine):

- Urine – general analysis

#### Cytology tests with taking test samples:

- Standard\* Pap smear

### Diagnostic imaging:

#### ECG examinations:

- Resting ECG
- Resting ECG - children

#### X-ray (medium conforming with the standard applicable in a given clinic):

- Chest X-ray,
- Chest X-ray + lateral

#### Other diagnostic tests and examinations:

- Spirometry without medication
- Standard audiometry\*

#### Note:

As technology advances, the names or methods of specific diagnostic tests may be subject to change, which shall not limit the scope of services provided in this agreement. If as a result of the application of a new method, the above scope of services is extended, then the services resulting from the scope extensions shall not be covered by the scope of the package.

## Nursing procedures

Services performed by a nurse in outpatient Medical Facilities indicated by LUX MED, following referral issued during the consultation primary care physicians and consultations with specialists. Medical materials and products, such as: dressings, bandages, cannulae, syringes, swabs, adhesive strips, needles, serum - tetanus antitoxin, disinfectants, used for the above procedures are free of charge.

Nursing procedures include:

### Outpatient nursing procedures:

- Intravenous injection
- Emergency drip administration
- oral medicine administration in emergency cases
- Subcutaneous/intramuscular injection

- Body temperature measurement (no referral needed)
- Placement/change/removal - small dressing
- Blood drawing
- Blood pressure measurement (no referral needed)
- Height and body weight measurement (no referral needed)
- Standard\* Pap smear

### HEALTH, BEAUTY, HARMONY Program

The Patients are offered the HEALTH, BEAUTY, HARMONY programme which will help them lead a healthy lifestyle.

Healthy lifestyle is a universal recipe for maintaining good physical and mental condition. Each year, we join various prophylactic actions, we are also the partner of diverse events that promote sports and healthy lifestyle, we strive to bring the public up-to-date with latest medical discoveries and, through a quarterly magazine issued by the LUX MED, we try to raise our readers' awareness of even the most difficult and complex health-related issues. We believe that individual feeling of satisfaction with one's life results to a large degree from the general well-being and healthy lifestyle.

HEALTH, BEAUTY, HARMONY programme gives our Patients the opportunity to take advantage of discounts and special offers prepared by partner companies providing other health services (wellness, fitness, cosmetics). As our offer is constantly expanding, you will always find current information on: [www.luxmed.pl](http://www.luxmed.pl)