

Information for Patients

INFORMATION FOR PATIENTS INSURED WITH THE NFZ

- Information about the hours and places of providing services in particular ranges for patients insured in the NFZ
- Rules for signing up for outpatient appointments for patients insured with the NFZ
- Rules for confirming the right to healthcare services
- Information on the possibility and method of signing up for the waiting list for healthcare services for patients insured with the NFZ

INFORMATION FOR ALL PATIENTS

- Telephone numbers of providers of emergency medical services
- The nearest places where night and holiday healthcare services are provided
- Address of the Patients' Ombudsman, TPI - Telephone Patient Information
- Internet Patient Account
- Procedure for filing complaints and requests
- Patient's Bill of Rights
- Personal data protection in accordance with the GDPR
- Information on CCTV
- Appendices regarding clinic schedules

INVICTA PROVIDES SERVICES FOR NFZ-INSURED PERSONS IN THE SCOPE OF:

OUTPATIENT HEALTHCARE

INVICTA, ul. Rajska 10, 80-850 Gdańsk

- Endocrinology and gynecology outpatient clinic, in the field of endocrinology, endocrinology - oncology diagnostics, endocrinology - first-time services;
- Gynecology and obstetrics outpatient clinic, for obstetrics and gynecology, cervical specimen collection for cytology screening, surgical services in obstetrics and gynecology, obstetrics and gynecology - oncology diagnostics, gynecology for girls, gynecology for girls - oncology diagnostics;
- Oncology outpatient clinic, in the field of oncology, oncology-diagnosis, oncology-first-time services;
- Dermatology outpatient clinic, for dermatology and venereology, dermatology and venereology - oncology diagnostics, dermatology and venereology - first-time services;
- Genetic outpatient clinic, for genetics and genetics-first-time services;

INVICTA, ul. Złota 6, 00-019 Warszawa

- Gynecology and obstetrics outpatient clinic, for obstetrics and gynecology, cervical specimen collection for cytology screening, treatment services in obstetrics and gynecology;
- Genetic outpatient clinic, for genetics and genetics-first-time services;
- Endocrinology outpatient clinic, in the field of endocrinology and endocrinology – first-time services.

OUTPATIENT SPECIALIZED COST-INTENSIVE SERVICES

INVICTA, ul. Rajska 10, 80-850 Gdańsk

- Fetal echocardiography

PREVENTIVE HEALTH PROGRAMS

INVICTA, ul. Rajska 10, 80-850 Gdańsk

- Prevention of cervical cancer – diagnostics stage
- Prevention of cervical cancer – in-depth diagnostics stage
- Prenatal screening program

INVICTA, ul. Polna 64, 81-740 Sopot

- Prevention of cervical cancer – diagnostics stage

INVICTA, ul. Władysława IV 50/3, 81-384 GDYNA

- Prenatal screening program

INVICTA, ul. Leszczynowa 16/1, 76-200 SŁUPSK

- Prenatal screening program

INVICTA, ul. Jagiellońska 109/81, 85-001 BYDGOSZCZ

- Prenatal screening program

INVICTA, ul. Złota 6, 00-019 Warszawa

- Prevention of cervical cancer – diagnostics stage
- Prevention of cervical cancer – in-depth diagnostics stage
- Prenatal screening program

INVICTA, ul. Grabiszyńska 186/1B, 53-235 Wrocław

- Prevention of cervical cancer – diagnostics stage
- Prenatal screening program

SEPARATELY CONTRACTED SERVICES

INVICTA, ul. Polna 64, 81-740 Sopot

- Genetic tests

INVICTA, ul. Złota 6, 00-019 Warszawa

- Genetic tests

INVICTA, ul. Jagiellońska 109/81, 85-001 Bydgoszcz

- Genetic tests

RULES FOR SIGNING UP FOR OUTPATIENT APPOINTMENTS

You can book an appointment in person, by phone or through a third party.

Telephone booking at:

Gdańsk, Gdynia, Słupsk, Bydgoszcz, Warsaw, Wrocław: phone: (58) 58 58 800

Telephone booking is available during booking hours: Mon - Fri: 7:00 - 20:00, Sat: 8:00 - 15:00.

In-person booking:INVICTA, ul. Rajska 10, 80-850 Gdańsk

Third floor of the Madison Shopping Center in Gdańsk

It is most convenient to use the entrance from ul. Rajska. The entrance from ul. Rajska is open to INVICTA patients during the following hours: Mon-Tue, Wed 7:00 - 20:00, Thu - Fri 7:00 - 19:00, Sat 7:00 - 15:00.

Details of clinic schedules available in Appendix 1.

INVICTA, ul. Władysława IV 50/3, 81-384 GDYNA

The facility is located in the city center. In-person booking is possible during clinic business hours: Mon, Tue, Wed, Fri: 07:00 - 20:00, Thu: 07:00 - 15:00, Sat: 07:00 - 15:00.

Details of clinic schedules available in Appendix 2.

INVICTA, ul. Leszczyńska 16/1, 76-200 SŁUPSK

INVICTA clinic in Słupsk is located near the Voivodeship Specialist Hospital in Słupsk at the Cascada residential estate. It is located on the ground floor of building number 16. Access to the Clinic is facilitated by a marked entrance directly from ul. Hubalczyków to a free parking lot. In-person booking is possible during clinic business hours: Mon, Wed: 07:00 - 20:00 Tue, Thu: 07:00 - 16:00, Sat: 07:00 - 16:00.

Details of clinic schedules available in Appendix 3.

INVICTA, ul. Jagiellońska 109/81, 85-001 BYDGOSZCZ

INVICTA clinic in Bydgoszcz is located near the Rondo Fordońskiego roundabout. It can be found on the eighth floor of the building marked entrance A from ul. Pestalozziego. Patients of the clinic have access to free parking next to the building. In-person booking is possible during clinic business hours:

Mon., Tue., Wed., Thu., Fri: 07:00 - 29:00, Sat: 07:00 - 15:00.

Details of clinic schedules available in Appendix 4.

INVICTA, ul. Złota 6, 00-019 Warszawa

The building is located near Domy Towarowe Centrum, Pasaż Wiecha shopping centers.

It can be reached by tram lines: 4,7,9,15,18,22,24,25,35; by subway - get off at Centrum stop; by bus lines: 109,117,127,128,131,158,171,175, 501, 507, 517, 519, 520, 521, 522, 525

In-person booking is possible during clinic business hours: Mon - Fri: 07:00 - 19:00, Sat: 07:00 - 15:00

Kliniki i Laboratoria Medyczne INVICTA

Gdańsk, Warsaw, Słupsk, Gdynia, Wrocław, Bydgoszcz, Sopot
registration: phone: (58) 58 58 800
invicta@invicta.pl, www.invicta.pl, www.medipoint.pl

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Details of clinic schedules available in Appendix 5.

INVICTA, ul. Grabiszyńska 186/1B, 53-235 Wrocław

Login City building - 1st floor

In-person booking is possible during clinic business hours: Mon - Fri: 07:00 - 21:00, Sat: 07:00 - 15:00.

Details of clinic schedules available in Appendix 6.

Special entitlements to receive outpatient specialized care services out of turn:

1. pregnant women,
2. service recipients up to 18 years of age who are diagnosed as having a severe and irreversible handicap or an incurable life-threatening disease that arose during the prenatal period of the child's development or during childbirth, on the basis of a certificate from a primary care physician or a health insurance physician with a second-degree specialization or a specialist title in obstetrics and gynecology, perinatology, neonatology, or pediatrics,
3. a service recipient who holds the title of "Distinguished Honorary Blood Donor" or "Distinguished Transplant Donor" and presents a "Distinguished Honorary Blood Donor" or "Distinguished Transplant Donor" card,
4. war and military invalids;
5. soldiers of alternative military service;
6. civilian blind victims of warfare;
7. veterans;
8. anti-communist opposition activists and persons repressed for political reasons;
9. persons deported for forced labour;
10. eligible military personnel or employees, whose established percentage of health impairment is at least 30%;
11. injured veterans, whose established percentage of health impairment is at least 30%.
12. professional military personnel referred to in Article 287 (2) and (3) of the Polish Act of 11 March 2022 on Defense of the Fatherland, in the case of the use of services provided by medical entities established and supervised by the Minister of Defense of the Republic of Poland;
13. members of the armed forces performing territorial military service, as referred to in Article 325 (2) of the Act of 11 March 2022 on Defense of the Fatherland, in the case of use of benefits provided by medical entities established and supervised by the Minister of Defense of the Republic of Poland;
14. persons who hold the certificate referred to in [article 67zb](#) of the Act of 6 November 2008 on Patients' Rights and the Patients' Ombudsman for a period indicated in the certificate, no later than 5 years from the certificate issue date.

Out-of-order use of healthcare services in the scope of healthcare services in hospitals and specialized services in outpatient healthcare means, that the service provider provides these services out of the order of admission resulting from the waiting list it keeps.

The service provider provides healthcare services on the day of registration. In the case when it is impossible to provide a service on the day of registration, the healthcare provider sets another date on an out-of-turn basis, independent of the waiting list kept thereby. A service provided within specialised outpatient care cannot be provided later than within 7 business days as of the day of registration.

Specific eligibility for publicly funded outpatient specialty services without referral:

1. civilian blind victims of warfare;
2. tuberculosis patients Persons infected with HIV,
3. victims of persecution,
4. anti-communist opposition activists and persons repressed for political reasons
5. persons deported for forced labour and imprisoned in labour camps by the Third Reich and the USSR,
6. war and military invalids and veterans.

Rules for confirming the right to healthcare services

Having health insurance (insured persons):

- Citizens employed under a contract of employment or who are self-employed – their right to health services is confirmed on the basis of data reported by the employer or self-employed person to ZUS (Social Insurance Institution).
- Persons insured in the KRUS (Agricultural Social Insurance Fund) (farmers) – confirmation of the right to services is obtained based on registrations to KRUS.
- Persons unemployed or uninsured – for those who do not have insurance, the fact of health insurance coverage shall be proven (e.g., by a family member, under voluntary insurance, etc.).

Documents proving the right to services:

- Printout from the eWUŚ system – for those covered by mandatory health insurance, the eWUŚ (Electronic Verification of Beneficiaries' Eligibility) system is available, which allows medical facilities to verify a patient's eligibility for health services. Patients can check their data in the eWUŚ system online or obtain a certificate from the ZUS.
- Proof of health insurance – for example, an insurance card (for children, students), a certificate of health insurance coverage, a decision from the ZUS on coverage, or documents confirming agricultural insurance in the KRUS.

Persons authorized to services without insurance:

- People aged 75 and older are automatically covered by health insurance, so they don't have to prove their right to services.
- Children up to the age of 18, students up to the age of 26 (in college), people with disabilities – are covered by compulsory health insurance, even if they are not working or insured by their parents, as long as they have student or disability status.

Confirmation the right to services in the case of foreigners:

- Foreigners have the right to services under the public health care system if they are insured with the NFZ or have a contract with the NFZ.
- EU/EFTA citizens – can use health services in Poland on the basis of the European Health Insurance Card (EHIC), which confirms their right to services.
- Non-EU/EFTA citizens – these persons can receive health care in Poland as part of their health insurance premiums or for a fee if they are not insured.

Verification of eligibility on the basis of an ID card:

- In the case of Polish citizens, their right to health services in the NFZ system is most often verified on the basis of data contained in the eWUŚ system, which is closely linked to the PESEL number. If in doubt, additional documents may be required.

Confirmation of entitlement to services under special programs:

- For those benefiting from prevention programs, treatment of chronic diseases or treatment based on administrative decisions (e.g., disability, pregnancy), the right to services is confirmed by appropriate certificates, referrals or documents from the attending physician.

The right to health services is verified on the basis of data in the eWUŚ system or other documents confirming health insurance (e.g., insurance card, certificate from ZUS). In the absence of online verification, the patient can present relevant documents to prove the right to services. The patient has the right to apply for insurance within 30 days from the date of service – meeting this deadline will result in recognition of the right to provide the aforementioned service under insurance.

WAITING QUEUE

Enrollment in the waiting queue for healthcare services under insurance with the National Health Fund (Narodowy Fundusz Zdrowia) can be made in person or by phone at the INVICTA Registration Desk.

By telephone:

Gdańsk, Gdynia, Słupsk, Bydgoszcz, Warsaw, Wrocław: phone: (58) 58 58 800

In person:

INVICTA ul. Rajska 10, 80-850 Gdańsk

third floor of C.H. Madison Park in Gdańsk

INVICTA, ul. Władysława IV 50/3, 81-384 Gdynia

The facility is located in the center of Gdynia.

INVICTA, ul. Leszczynowa 16/1, 76-200 SŁUPSK

The facility is located near the Voivodeship Specialist Hospital in Słupsk at the Cascada residential estate. On the ground floor of building number 16

INVICTA, ul. Jagiellońska 109/81, 85-001 BYDGOSZCZ

The facility is located near the Rondo Fordońskiego roundabout. It can be found on the eighth floor of the building marked entrance A from ul. Pestalozziego.

INVICTA, ul. Złota 6, 00-019 Warszawa

The building is located near Domy Towarowe Centrum, Pasaż Wiecha shopping centers.

INVICTA, ul. Grabiszyńska 186/1B, 53-235 Wrocław

Login City building – 1st floor

EMERGENCY MEDICAL SERVICES

Emergency medical services (in case of accident, injury, childbirth, sudden illness or sudden deterioration of health resulting in a threat to life) are provided by:

EMERGENCY RESPONSE STATION phone: 999; 112;

The nearest places where night and holiday health care services are provided:

Night and Holiday Healthcare in Gdańsk

- Nicolaus Copernicus Hospital,
- Address: ul. Powstańców Warszawskich 1-2, 80-152 Gdańsk
- Telephone No.: 58 764 01 40

Night and Holiday Healthcare in Gdynia

- PCK Maritime Hospital (Pomeranian Science and Technology Park)
- Address: ul. Powstania Styczniowego 1, 81-519 Gdynia
- Telephone No.: 58 726 06 00

Night and Holiday Healthcare in Słupsk

- Janusz Korczak Provincial Specialist Hospital
- Address: ul. Hubalczyków 1, 76-200 Słupsk
- Telephone No.: 59 846 01 00

Night and Holiday Healthcare in Bydgoszcz

- Antoni Jurasz University Hospital No. 1 in Bydgoszcz
- Address: ul. M. Curie-Skłodowskiej 9, 85-094 Bydgoszcz
- Telephone No.: 52 585 40 00

Night and Holiday Healthcare in Warsaw

- Mazovian Bródnowski Hospital
- Address: ul. Kondratowicza 8, 03-242 Warszawa
- Telephone No.: 22 326 56 65

Night and Holiday Healthcare in Wrocław

- J. Gromkowski Regional Specialist Hospital
- Address: ul. Kosmonautów 10, 54-610 Wrocław
- Telephone No.: 71 323 55 50

INFORMATION FOR ALL PATIENTS**PATIENTS' OMBUDSMAN****TELEPHONE PATIENT INFORMATION****Office of the Patients' Ombudsman**

ul. Płocka 11/13
01-231 Warszawa

Telephone Patient Information:

0 800 – 190 – 590

open round-the-clock

(for landline and mobile)

TPI-Telephone Patient Information - one common free-of-charge telephone number for the **National Health Fund** and the **Office of the Patients' Ombudsman**. The information line is staffed by both employees of the Fund's voivodeship branches and the Office of the Patients' Ombudsman. In order to guarantee quality service to patients, the calls are recorded.

Kliniki i Laboratoria Medyczne INVICTA

Gdańsk, Warsaw, Słupsk, Gdynia, Wrocław, Bydgoszcz, Sopot
registration: phone: (58) 58 58 800
invicta@invicta.pl, www.invicta.pl, www.medipoint.pl

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By calling the Telephone Patient Information, you can find out, among other things: how to obtain an EKUZ card, what rights an insured person has, where the nearest hospital is located, how to report a violation of patient rights, what formalities you need to complete to benefit from spa treatment.

NFZ hotline by phone at 800 190 590, open round-the-clock. You can get information there about the availability of services, waiting time and available appointments.

Pomeranian Voivodeship Branch of the NFZ

- Address: ul. Podwale Staromiejskie 69, 80-844 Gdańsk
- Telephone No.: 58 321 86 00
- Hotline: 800 190 590 (open round-the-clock)
- E-mail: kancelaria@nfz-gdansk.pl
- Website: www.nfz-gdansk.pl

Mazovian Voivodeship Branch of the NFZ

- Address: ul. Chałubińskiego 8, 00-613 Warsaw
- Telephone No.: 22 279 79 00
- Hotline: 800 190 590 (open round-the-clock)
- E-mail: sekretariat@nfz-warszawa.pl
- Website: www.nfz-warszawa.pl

Lower Silesian Voivodeship Branch of the NFZ

- Address: ul. Joannitów 6, 50-525 Wrocław
- Telephone No.: 71 79 79 100
- Hotline: 800 190 590 (open round-the-clock)
- E-mail: sekretariat@nfz-wroclaw.pl
- Website: www.nfz-wroclaw.pl

Kuyavian-Pomeranian Voivodeship Branch of the NFZ

- Address: ul. Łomżyńska 33, 85-863 Bydgoszcz
- Telephone No.: 52 325 29 00
- Hotline: 800 190 590 (open round-the-clock)
- E-mail: sekretariat@nfz-bydgoszcz.pl
- Website: www.nfz-bydgoszcz.pl

The Internet Patient Account (IKP) – is a free application from the Ministry of Health, available at <https://pacjent.gov.pl/internetowe-konto-pacjenta>, where you can check health information of yourself, your children, or a person who authorised it.

To log in, you need a trusted profile or an ID card with an electronic layer (e-card).
The IKP shall include:

- e-prescriptions issued, filled, as well as partially filled
- dosage of the drug prescribed to you by your physician

- information about drugs (you can check every drug allowed for use in Poland)
- list of free drugs for people aged 65+ and minors
- the history of your visits to the clinic/physician, both under the National Health Fund and privately
- e-referrals (e.g., to a specialist, for tests, to a spa)
- e-communication and medical certificates issued in connection with sickness and maternity
- Your vaccinations
- Your individual medical care plan (IPOM)
- electronic medical records (EDM)
- Your medical devices reimbursed by the National Health Fund and e-orders for them
- documents and medical history of an immediate family member who authorized you to do so - as well as your child under 18 years of age
- information about who and when enrolled you in health insurance, the amount of premiums paid or the date of registration of the last contribution
- information on how much the National Health Fund paid for the services.

PROCEDURE FOR FILING COMPLAINTS AND REQUESTS
COMPLAINTS, REQUESTS AND GRIEVANCES:

Office of the Invicta Management Board

Head of the Management Board Office Monika Kancelarczyk, phone: (58) 58 58 800

ul. Polna 64, 81-740 Sopot

by phone at: (58) 58 58 800, by e-mail at: invicta@invicta.pl or in writing to the address indicated above

Gdańsk Branch: Branch Head Patrycja Korzeniewska-Witt, Deputy Head Katarzyna Maik,
phone: (58) 58 58 800 ul. Rajska 10, 80-850 Gdańsk

Słupsk Branch: Branch Head Patrycja Korzeniewska-Witt, Deputy Head Marta Dańkowska,
phone: (58) 58 58 800 ul. Leszczyńska 16/1, 76-200 Słupsk

Gdynia Branch: Branch Head Patrycja Korzeniewska-Witt, Deputy Head Marta Dańkowska,
phone: (58) 58 58 800, ul. Władysława IV 50/3, 81-384 Gdynia

Bydgoszcz Branch: Branch coordinator Agnieszka Marach, phone: (58) 58 58 800
ul. Jagiellońska 109/81, 85-001 Bydgoszcz

Warsaw Branch: Branch Head Kinga Jarosławska, phone: (58) 58 58 800
ul. Złota 6, 00-019 Warszawa

Wrocław Branch: Branch Head Anna Trawinska, phone: (58) 58 58 800
ul. Grabiszyńska 186/1B, 53-235 Wrocław

by phone at: (58) 58 58 800, by e-mail - e-mail address: invicta@invicta.pl or in writing to the addresses indicated above.

Units dealing with complaints and requests in Voivodeship Branches of the NFZ**Pomeranian Voivodeship Branch of the NFZ (Gdańsk)**

- Address: ul. Podwale Staromiejskie 69, 80-844 Gdańsk
- Phone for complaints and requests: 58 32 18 635
- E-mail: skargi@nfz-gdansk.pl
- Business hours:
 - Monday: 8:00-18:00
 - Tuesday-Friday: 8:00-16:00

Mazovian Voivodeship Branch of the NFZ (Warsaw)

- Address: ul. Chałubińskiego 8, 00-613 Warsaw
- Phone for complaints and requests: 22 279 79 19
- E-mail: skargi.wnioski@nfz-warszawa.pl
- Business hours:
 - Monday: 8:00-18:00
 - Tuesday-Friday: 8:00-16:00

Lower Silesian Voivodeship Branch of the NFZ (Wrocław)

- Address: ul. Joannitów 6, 50-525 Wrocław
- Phone for complaints and requests: 71 79 79 158
- E-mail: skargi@nfz-wroclaw.pl
- Business hours:
 - Monday: 8:00-18:00
 - Tuesday-Friday: 8:00-16:00

Kuyavian-Pomeranian Voivodeship Branch of the NFZ (Bydgoszcz)

- Address: ul. Łomżyńska 33, 85-863 Bydgoszcz
- Phone for complaints and requests: 52 325 28 88
- E-mail: skargi@nfz-bydgoszcz.pl
- Business hours:
 - Monday: 8:00-18:00
 - Tuesday-Friday: 8:00-16:00

PERSONAL DATA PROTECTION

The information necessary for the collection of personal data by Invicta Medical Clinics and Laboratories, acting as the Controller of Patients' personal data, in accordance with Article 13 of Regulation (EU) 2016/679 of the European Parliament and of the Council of April 27, 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC (GDPR, General Data Protection Regulation) can be consulted on the website klinikainvicta.pl, under "GDPR POLICY".

INFORMATION ON CCTV

Information on CCTV is available at the Clinics in the *Regulations on CCTV video surveillance at INVICTA Group Companies*.