

TERMS AND CONDITIONS FOR ACCESSING MEDICAL SERVICES

Since we understand the fact that accessing medical services may be difficult, we offer you herein a set of principles and rules about how to use and access medical services within REGINA MARIA Healthcare Network.

In accordance with the evolution of the legislation, the services we provide and the locations where we provide these medical services, this document is subject to modification. Always, on www.reginamaria.ro or by accessing the link in Contul Meu application, we will have the latest applicable version.

This document aims to present the principles and main rules that a patient who wants to benefit from medical services within REGINA MARIA must comply with. The terms and conditions for accessing are the minimum rules to be completed with the provisions of the legislation in force and possibly with the provisions of the contract concluded with one of the legal entities acting under the umbrella of REGINA MARIA.

This document complies with the principle of equal treatment for all patients, based on criteria of sex, sexual orientation, genetic characteristics, age, nationality, race, color, ethnicity, religion, political choice, social origin, disability, family status or responsibility, trade union membership or activity, while complying with the trading conditions agreed through contracts.

By making the appointment, respectively by showing up and accepting the registration in the list of patients who have shown up for performing a medical service at a REGINA MARIA location, you give your consent to comply with these terms and conditions for accessing medical services within REGINA MARIA.

I. DEFINITIONS

1. Subscriber - is the Patient who accesses medical services based on a medical services subscription, including adhesion documents and individual contracts;
2. Patient's informed consent - patient's consent for the provision of medical services, which has the form provided by WHO 1411/2016;
3. Contul Meu application - computer system managed by REGINA MARIA through which Patients can view their electronic medical file, information concerning the financial status in relation to REGINA MARIA, including making payments, appointments, etc.;
4. Insurant / HIH Patient - patient who accesses medical services reimbursed by the National Health Insurance House;
5. Private Insurant - patient who accesses medical services based on a Private Health Insurance;
6. Private Insurer - Romanian and foreign company which, in exchange for an insurance premium, undertakes to pay in part / in full the cost of medical services from which a Private Insurant has benefited;
7. HIH - Health Insurance House with which REGINA MARIA has signed a contract;
8. Contract - agreement of will between the Patient and REGINA MARIA, regarding the provision of medical services, including but not limited to the medical services contract, the commercial offer accepted by the patient (s) expressly by handwritten or electronic signature applied according to Law 455/2001 or through REGINA MARIA applications / portals, or (ii) tacitly, by simply accepting the medical services;
9. Patient - person who uses the Medical Services within the REGINA MARIA Healthcare Network;
10. REGINA MARIA personnel means REGINA MARIA employees, officials, consultants and collaborators of any kind thereof, as well as any person who provides services in the name and/or on behalf of REGINA MARIA or for REGINA MARIA;
11. REGINA MARIA Healthcare Network / REGINA MARIA represents all the clinics and hospitals belonging to REGINA MARIA Group, representing the trading companies directly controlled by Centrul Medical Unirea SRL through which the Medical Services are being provided;
12. Network of Regina Maria Partners represents the clinics and hospitals with which it collaborates and through which it provides Medical Services at certain locations.
13. Terms and conditions for accessing - are all the provisions provided below that apply to the overall accessing of medical services by Patients within REGINA MARIA.

II. PRINCIPLES APPLICABLE TO ALL PATIENTS

1. Medical services can be accessed by the Patients, as a rule, from Monday to Friday in the time interval 8.00 - 20.00 within REGINA MARIA Healthcare Network, under the conditions periodically transmitted by REGINA MARIA, available on the website www.reginamaria.ro. REGINA MARIA can modify the working hours of any clinic, laboratory or hospital as it deems appropriate.
2. Accessing medical services is performed based on appointment performed (i) by telephone in the Call Center, at the number: 021.9268 or *9268, according to the schedule displayed on the website www.reginamaria.ro (ii) as well as by online appointment through REGINA MARIA website or through REGINA MARIA applications or portals or (iii) in any of our receptions. The call center number for Groupama subscribers is 021 9767.
3. Transmitting notifications, invoices, mailing with the Patient by REGINA MARIA representatives will be performed with the contact data specified in the Contract / stated on other channels and registered in the computer system of REGINA MARIA Group, which address will be updated according to Patient's statements at the time of accessing Medical Services. Also, REGINA MARIA runs recurring processes for updating contact data. Thus, if after signing a medical services contract with REGINA MARIA, in which the contact details were specified, other coordinates are stated (in another contract, by specifying it in a written mailing, by subscribing to a newsletter, by Call center, in any of the receptions of clinics / hospitals within REGINA MARIA, etc.), they will be updated according to the last request of the Patient, the latter not being able to take advantage of the fact that the notifications and communications were not performed according to the contract.
4. SMS or e-mail communications, such as but not limited to the requested appointments, information concerning the results of performed investigations or any outstanding payment, information concerning operational procedures / REGINA MARIA systems, which have an impact on the conduct of medical activities, do not have a promotional character, their purpose being to ensure a good development of medical services requested by patients.
5. Depending on the operational needs of REGINA MARIA and REGINA MARIA's trading policy, the access to some clinics / hospitals may be restricted or even closed if the Provider decides to close a clinic / hospital, to reduce the number of services provided at a particular clinic / hospital or other operational or trading modifications (such as, but not limited to, modifying the specifics of a clinic / hospital, modifying the structure of a clinic / hospital).
6. Exceptionally, your appointment may be delayed when the medical personnel provide care in cases of medical priority or in cases that require increased medical attention / supervision. Also, for objective reasons, Regina Maria may find itself in the situation of having to cancel/reappoint an appointment, in which case you will be notified and contacted by a representative of ours to offer an alternative appointment.
7. For medical emergencies (emergency as medically defined - medical or surgical condition, the onset of which is sudden, and manifested by symptoms of sufficient severity, and for which a prudent physician

possessing medical knowledge and who acts in good faith and in accordance with international medical standards, would consider that failure to provide immediate medical attention would lead to serious physical impairment or death), we recommend that you contact the nearest emergency medical unit. REGINA MARIA is not authorized as an Emergency Unit, as defined by law.

8. Medical services reimbursed by the Health Insurance Houses with which REGINA MARIA is under contract are available within the existing funds, with the physicians specified in the contracts concluded by REGINA MARIA with the HIH and under the conditions communicated by REGINA MARIA at the time of accessing the services.

9. The access to medical services provided by the Network of REGINA MARIA Partners is limited by their availability and it is subject to the rules for accessing of each of REGINA MARIA Partners, the Terms and Conditions specified herein not being applicable to this case. REGINA MARIA encourages the good faith and rational use of medical services. In the event that REGINA MARIA finds excessive use or use that is not compliant with REGINA MARIA policies, it may interrupt or discontinue the provision of services to you, without prior notice.

10. REGINA MARIA has the operational activity organized in several categories of schedule / access to physicians, which may mean the existence of different trading conditions for accessing medical services provided by certain categories of physicians, for example we mention physicians in "Full Payment" or physicians in "Academic Partnership". REGINA MARIA reserves the right to modify these schedules, respectively to keep the schedule of certain physicians exclusively for patients who do not have a subscription. REGINA MARIA reserves the right to provide a differentiated / preferential service to certain categories of clients depending on its trading policy, in compliance with the contracts to which REGINA MARIA is a party.

11. The list of physicians (Full Payment, Academic Partnership, etc.) may be modified unilaterally by REGINA MARIA, depending on the contracts concluded by REGINA MARIA with the physicians or according to REGINA MARIA trading policy. Information about Patients' access to REGINA MARIA physicians and the costs of medical services provided by them can be obtained from the Call Center operator and at REGINA MARIA locations, and in case of differences between the provided information, the operational coordinator of the location where the accessing is to be performed will have the final decision. Also, REGINA MARIA may unilaterally waive one or all of the lists of physicians.

12. REGINA MARIA will use all legal methods, including contracting specialized debt recovery companies, lawyers, bailiffs, to recover Patients' debts.

13. If you consider that your rights have been violated, please detail your case to us, by filling in the contact form at the address <https://www.reginamaria.ro/suport>, by calling the call center or through REGINA MARIA applications / portals. A dedicated team will take over your message and it will investigate what is being reported, and a written reply will be provided as soon as possible. Patients will not put any pressure on the reception personnel and on the on-site management to resolve complaints. All the information, requests, except for those that require a different legal regime, will be automatically registered, while receiving a sole number.

14. In case of hospital services, each Patient, respectively caregiver has the obligation to request and comply with Visitor's Guide, a document available at the Admissions Office of each REGINA MARIA hospital.

15. Patients and REGINA MARIA have the obligation to know and comply with the applicable legal provisions, respectively Law 95/2006, Law 46/2003 and related legislative acts, Patients not being able to invoke in their defense the ignorance of the law.

16. Patients and REGINA MARIA: (i) will act in accordance with applicable bribery and corruption laws; (ii) will not offer, promise, receive or request any bribe (financial or other benefits) including, without limitation.

17. REGINA MARIA aims to provide medical services at the highest quality standards. In exceptional cases, the result of services provided by REGINA MARIA medical personnel may differ from the result desired by the Patient. We remind you that the medical obligation is an obligation of diligence, and at the current level of knowledge it is impossible to guarantee the result of provided services. The patient is always entitled to a second medical opinion.

III. RULES APPLICABLE TO ALL PATIENTS

1. The patient will respect the schedule of polyclinics / hospitals without being able to submit complaints regarding the fact that they were not allowed to enter the clinics before the beginning of the schedule or after its ending.

2. HIH patients will have access to medical services reimbursed by the HIH only by proving the quality of insurant by cumulatively showing the following documents: (i) HIH insurant card; (ii) referral note issued under the HIH conditions, and (iii) identity card.

3. The access of Private Insurants will be performed by proving the quality of private insurant, in accordance with the working procedures agreed with each private insurer and communicated to the patient by the insurer. Regina Maria disclaims any responsibility regarding the private insurant's lack of knowledge of the conditions for coverage of medical services.

4. Patients will have access to medical specialties within the program dedicated to non-subscribers or subscribers, depending on the quality they have and on the provisions of the contract under which they were allowed to access services. Patients will not be allowed to have more than 5 active appointments at the same time, of which 3 appointed online, regardless of the medical specialty. Except for physiotherapy and kinetotherapy, which by nature may require multiple appointments.

5. The access to medical services, including the release of medical results, can only be performed personally, after identifying the patient, identification that can be performed only based on an identity document / passport with picture. In order to release the results to a person other than the Patient, it will be required to show additional documents, according to REGINA MARIA procedures. In case of patients without discernment, the information will be showed to caregivers / legal representatives. Each Patient / caregiver has the obligation to request additional information at REGINA MARIA receptions.

6. The access to medical services, including the release of medical results of a minor patient, can be performed only after identifying the Patient and the caregiver who accompanies the minor, with showing documents, according to the procedure communicated in the call center and on the website www.reginamaria.ro.

7. When registering minor Patients in order to access medical services, in REGINA MARIA computer system, the parent / legal representative / caregiver / person requesting the appointment will communicate the identification data of parents or legal representative of the minor Patient.

8. Upon each accessing of medical services, REGINA MARIA personnel will update Patients' data, especially the telephone number and e-mail.

9. Patients understand that the information regarding medical services and their prices, obtained in the Call Center or on the website www.reginamaria.ro, as well as their inclusion in the subscription, are for information purposes only. The contract signed with Patients or their employers / family members will always prevail, contract which will be completed with the price list displayed in receptions. Depending on the specifics of each medical case and on the medical services actually provided during the interaction with REGINA MARIA physicians, the final cost of services may vary. In this regard, after each medical service, the Patient has the obligation to check in REGINA MARIA receptions the cost of provided services, respectively if all the provided services are fully or partially covered by the subscription.

10. If the Patient does not show up for 3 consecutive appointments within 6 months, REGINA MARIA may suspend the Medical Services provided to that Patient pursuant to a subscription for a period of 1 month, both within the Regina Maria Network and at the partner clinics, except for those of Occupational Medicine, Family Medicine, HIH services based on the referral note, Medical Hotline and without affecting Patient's access to emergency services according to the applicable legal provisions. The patient can access medical services during the penalty period, but for a fee. The Patient has the obligation to show up at the appointment time. The Patient can cancel the appointment up to 48 hours before the appointment time. If the cancellation of the appointment occurs after the previously specified deadline (48 hours), it will be considered a non-honored appointment and it will incur the penalty provided at point 10.

11. In case of services included in the subscriptions or purchased in the form of packages (e.g. package of physiotherapy / medical recovery / psychotherapy services, etc.), failure to show up at the appointment time and to comply with the cancellation conditions set out at point 10 above, will lead to the payment of the checkup / its removal from the services package accessed by the Patient.

12. In case of services included in subscriptions or purchased in the form of packages (e.g. package of physiotherapy / medical recovery / psychotherapy services, etc.), failure to show up at the appointments without complying with the cancellation conditions set out at point 10 above, will lead to the payment of the checkup / its removal from the services package accessed by the Patient.

13. Parents / legal representatives of children have the obligation not to leave the children unattended in any REGINA MARIA clinic / hospital. We do not undertake responsibility for any events in which children are injured in clinics / hospitals because of guardians' negligence.

14. In accordance with the provisions of the Tax Code, we inform you that we do not issue the invoice for provided medical services, at the request of patients, on behalf of natural and / or legal entities (trading companies/ associations and foundations) / authorized natural persons, independent natural persons. For an invoice to be issued on behalf of a legal entity, it is required to conclude with the respective legal entity, in advance, a contract for the provision of medical services specific to the services provided to the patient.

14 If, after accessing medical services, the Patients appear in the accounting records of any of the companies within REGINA MARIA, with debts, the Patient will not be able to access any of the Medical Services provided by any of the companies within REGINA MARIA, regardless of whether he/she is or not a Subscriber or HIH / Private Insurant. The restriction will be active until the debt is paid or the debt status is adjusted. The exception to this rule is represented by Occupational Medicine services accessed by the patient based on a service contract concluded by REGINA MARIA with his/her employer.

15. If medical services from which the Private Patient or HIH Patient has benefited are not covered by the Private Insurer or HIH, for any reason, the Patient is obliged to pay the value of medical services. In this regard, the Patient has the obligation to sign various documents, such as payment commitments, documents that will be made available by REGINA MARIA personnel. Refusal to sign such documents may result in REGINA MARIA refusing to provide medical services.

16. The reimbursement through private health insurance and social health insurance excludes any other type of reimbursement of services, as well as the application of additional commercial discounts. Before accessing the medical service, the Patient will decide which method he/she wants to apply for the reimbursement of services.

17. Obscene acts, facts or gestures, insults, insulting or vulgar expressions, threatening of violence or any other acts against Provider's Personnel and other persons on the premises or damage, destruction or theft of REGINA MARIA property, that are likely to disturb the public order and silence or to cause indignation of persons or to harm their dignity and honor or that of REGINA MARIA Healthcare Network are not tolerated. If the Patient or his/her caregivers commit one of the acts, facts mentioned above, REGINA MARIA will immediately request the evacuation of Patient / his/her caregivers from the premises. In case of a conflict situation, REGINA MARIA employees will be able to immediately request the intervention of intervention teams of the private security and protection companies with which it collaborates, and / or the intervention of Police.

18. In case of events such as those specified in point 17 - III above, REGINA MARIA may restrict the access of any person involved in the incident to medical services available within the REGINA MARIA Healthcare Network, it having the right to unilaterally terminate any contract previously concluded with the Patient or in favor of the Patient.

19. It is forbidden to take photos, video and audio recording, both in the waiting area, reception and in physicians' / nurses' offices, without their prior written consent.

20. The suspension of provision of Medical Services is performed in the following cases, without limitation: (i) the Patient has not paid the invoices issued by any of the companies of REGINA MARIA Group, including according to art. 14 – III above; (ii) in case of art. 17 - III above; (iv) the Patient or caregivers are in a litigious situation with REGINA MARIA; litigious will mean dispute registered in court or any other complaint submitted by the Patient that could cause major damage to REGINA MARIA; (V) in other cases expressly provided in the contract signed by Patients with REGINA MARIA Healthcare Network or in legislation.

21. In case of investigations in which the consent expressed in writing in the form of medical consent is required, the lack of patient's signature on the specific forms is equivalent to the lack of consent, in which case the provision of requested medical services will be stopped immediately.

IV. RULES APPLICABLE TO SUBSCRIBERS

1. Based on the subscription, the Subscribers have included or discounted access to medical specialties within the program dedicated to subscribers, under the conditions specified in the contracts concluded directly with them or in their favor but with another natural or legal person (their employers / employers of the spouse / their child). The Subscriber cannot invoke the ignorance of annexes to the contract containing the list of medical services included in full or with a discount in his/her subscription.

2. The access of Subscribers in the program dedicated to subscribers will be performed exclusively with paying the services at the list price or with the discount provided in the Contract.

3. If the access to the requested physician or medical service is not fully included in the subscription, the Call Center operator or the reception personnel will inform the Subscriber in this regard. The Subscriber has the obligation to request, before receiving a medical service, information concerning the cost of recommended / requested medical services. Any omission represents tacit acceptance to pay for received services at the list price or at a discounted price according to the applicable subscription.

4. If the Subscriber requests the provision of services under conditions other than those communicated by the Provider, respectively those described in the contract and in the remaining annexes to the contract, he/she will be obliged to pay all the provided services, at the list price or at a discounted price, regardless of they were or were not included in the subscription.

5. The appointments requested by the Subscriber are performed in compliance with the Agreement concerning the Minimum Quality of Services, which guarantees an average waiting time for each specialty (see the transmitted Agreement concerning the Minimum Quality of Services). The average waiting time for each specialty is respected under the conditions in which the Subscriber does not prefer a specific physician, polyclinic, day / time, etc. If the Subscriber prefers a specific physician, polyclinic, day / time, the waiting times specified in the contract are no longer applicable, and they can be

extended. Waiting times are guaranteed for REGINA MARIA own polyclinics and only under the above mentioned conditions.

6. In order to access the services included in the subscription, for free or discounted, it may be required to show a referral note issued by a REGINA MARIA physician, according to the annex to the contract. REGINA MARIA physician will recommend the medical services considered necessary as a result of his/her own medical act. Before showing up at a REGINA MARIA location, the subscriber has the obligation to check the services included in the subscription contract and the conditions for accessing a service.

7. Requests for new subscriptions will be submitted according to the provisions of the Contract, by the human resources department of the contractor, usually the Subscriber's employer, to the authorized persons within REGINA MARIA. The term for registration in the database is 2 working days since the receipt of the request. This term can be extended in case there are inconsistencies / ambiguities, until their resolution.

V. ONLINE CHECKUPS IN THE VIRTUAL CLINIC

Online checkups (Virtual Clinic) represent a service falling in the category of telemedicine, which allow physician-patient interaction in the online environment, through electronic means of communication. The online checkup service is available as an alternative to the checkups in the presence of patients in physician's office, it does not aim to replace the specialized medical checkup and it is limited in terms of diagnosis.

Medical information provided by physicians is given only based on the symptoms you describe. It is patient's responsibility to provide as accurate or complete description as possible of symptoms, general health status, medication or treatments indicated by other physicians and not fully respected, medical history and any possible external factors with which the patient came into contact (e.g. persons with communicable diseases, travel, substances of any kind, etc.).

Given the current technological and legislative limitations, accessing this service represents your statement that you understand the limitations of online checkups as explained in this document.

Given the level of confidentiality and security required in order to safely access this type of service, online checkups are accessible only through the REGINA MARIA individual account (portal account), both in the desktop and mobile version.

In order to access the service, it is required to pre-install the free Microsoft Teams communication application, available for Windows, Linux, MacOS, iOS, Android operating systems, as well as in the Teams web client version, compatible with the most popular web browsers.

In addition, access to a functional video camera and microphone is required, as well as an Internet connection that allows interaction with the physician. REGINA MARIA does not assume any responsibility in case the online checkup cannot be performed or it is interrupted due to the equipment or the internet connection of the patient, in which case the checkup will be performed at another time.

The checkups will be provided by REGINA MARIA physicians, first of all from the medical offices located in the clinics where they perform their activity and in special cases from home, with ensuring physician-patient confidentiality. The patient is, in turn, responsible for ensuring confidentiality in the space from which he/she accesses the checkup.

The communication network, the equipment, including the audio-video ones, through which REGINA MARIA provides online checkups are secured, and the accessing by the physician of the checkup session is performed through strong sole credentials.

The used software is Microsoft Teams. For more details, please see Microsoft Terms and Conditions for using the application available at <https://support.office.com/en-us/article/microsoft-teams-free-online-subscription-agreement-b1da79c4-4c9e-458d-b0ec-74a0a33b7ccd> and the section dedicated to confidentiality and security in Microsoft Teams: <https://www.microsoft.com/ro-ro/microsoft-teams/security>.

The application will be accessed by patients in Visitor format, without the need to create an individual account. The data will be processed through Microsoft Teams and will transit Microsoft servers located in the European Union.

The checkup session will not be recorded, and no image or voiceprint will be stored by REGINA MARIA as a result of the online checkup session. It is forbidden for the patient to record it. Otherwise, the physician will stop recording when he/she notices it, while reminding the patient of the interdiction. In the event of a re-violation, the patient will receive denied access, without the possibility of a new appointment, and the usual rules for using REGINA MARIA services will be applicable.

The medical information that the physician will obtain or determine during the checkup will be noted in patient's medical report, just like in case of a clinical checkup, in the office. The medical report will be visible in the portal account, just like any medical report of a regular checkup.

Given the current technological and legislative limitations, accessing this service represents your statement that you understand the limitations of online checkups as explained in this document.

- Online checkups, without patient's physical presence in the office, are suitable only for certain medical specialties and have certain characteristics, as follows:

- Checkups will only be possible for up to medium severity conditions, involving a good general condition of the patient, with symptoms with a recent onset, up to several days.

- Checkups will also be possible after previous visits, in order to interpret the results of analyses and possibly to assess the way in which the condition is getting cured.

- Checkups cannot involve a complete clinical examination (measurements of vital signs may not be performed, no clinical data may be obtained after palpation or auscultation of the patient).

- Depending on the findings of the physician, checkups may be completed either with simple recommendations or instructions to follow, or with recommendations for a specialized clinical checkup or investigations, and in some cases a re-assessment in the virtual clinic may be required.
- The physician will not be able to issue all types of prescriptions (e.g.: prescriptions that require special prescription forms cannot be issued - "green prescriptions", compensated prescriptions for acute conditions cannot be issued). For chronic conditions, compensated prescriptions can be issued within 30, 60 or 90 days depending on the condition. In the non-compensation regime, prescriptions can be issued for both acute and chronic conditions.
- The medical report of the checkup, including the recommendations made at the end, will be found in patient's medical file and will be visible in his/her portal account.
- The patient is asked to follow the recommendations made by the physician and not to exceed them. The attending physician and REGINA MARIA disclaim any responsibility if the patient does not follow these recommendations. In cases where the recommendations made during the checkup do not improve the symptoms, the patient is responsible for requesting a new opinion. If symptoms worsen or adverse reactions occur with the recommended medicines the patient will call the emergency service 112 / will show up in the Emergency Room.

For using the online checkup service, as appropriately modified, all the rules for accessing REGINA MARIA services specified in the first chapters of this document will apply.

The online checkup service is available as an alternative to checkups in the presence of patients in physician's office. Accessing this service represents patient's consent for the processing of his/her image and voice under the above mentioned conditions, as well as the acceptance of all terms and conditions included in this section.

For any further details regarding the processing of personal data by REGINA MARIA, see the Information Note available at the address <https://www.reginamaria.ro/gdpr>.

The updated list of specialties, types of services, list of physicians and available schedules can be found in the dedicated section of the portal account.

www.reginamaria.ro
Call Center: 021 9268 or *9268