

Swiss Medical Hungary Zrt. General Terms and Conditions for Outpatient Care Purchased Through the Webshop

These General Terms and Conditions (hereinafter: GTC) contain the provisions applicable to individual contracts for the provision of healthcare services concluded between the Service Provider and Customers in relation to outpatient specialist care purchased on the **Swiss Medical Hungary Zrt.** webshop.

INTERPRETATIVE PROVISIONS

For the purposes of these Terms and Conditions:

1. **Service Provider:** the Company providing medical, healthcare and other related services to Customers; **Swiss Medical Hungary Zrt.** (registered office: 1123 Budapest, Táltos utca 15/B.; company registration number: 01-10-046809; tax number: 22989143-2-43; bank account number: Raiffeisen Bank Zrt.; 12020407-01579618-00200001; website: www.swissclinic.hu).
1. **Client:** a private individual who, on the basis of a Service Agreement concluded with the Service Provider, uses outpatient healthcare services and is obliged to pay a service fee to the Service Provider.
2. **Outpatient specialist care:** one-off or occasional healthcare provided by a specialist on the recommendation of the doctor providing the Client's ongoing care or at the Client's request, as well as ongoing specialist care in the case of chronic illnesses that do not require inpatient care.
3. **Fee payer:** in the basic case, the Customer; or a third party who qualifies as a Customer within the meaning of these GTC, is specified in the Service Agreement, and undertakes to pay the fee, and who, based on their legal relationship with the Customer, is obliged to pay the Service Fee on behalf of the Customer.
4. **Parties:** for the purposes of these Terms and Conditions, the Service Provider and the Customer.
 1. **Service Agreement:** an individual agreement concluded between the Service Provider and the Customer under the terms and conditions set out in these GTC.
 2. **Service Fee:** the fee payable by the Customer to the Service Provider as consideration for the medical, health, and other related services provided to the Customer. The current Service Fee Schedule is published on the Service Provider's website; Detailed rules regarding the payment and due date of the Service Fee and the consequences of failure to pay the fee are set out in these GTC.

SCOPE AND AMENDMENT OF THE GENERAL TERMS AND CONDITIONS AND RELEVANT LEGISLATION

1. The scope of these GTC covers the legal relationship between the Service Provider and the Customer and sets out the terms and conditions for the provision of outpatient specialist care.
2. Based on these GTC, the Service Agreement shall enter into force on the date when the Customer pays the Service Fee to the bank account specified by the Service

Provider. The date of payment shall be the date when the Service Fee is credited to the Service Provider's account.

3. The Service Provider informs the Customer, and the Customer acknowledges, that the Service Provider is entitled to unilaterally amend these GTC. In the event of an amendment to the GTC, the Service Provider shall publish the changes on its website 30 (thirty) days prior to the amendment taking effect, together with a notice to that effect.
4. The Service Provider shall make the currently effective GTC available to the Customer on its website in a manner that allows the Customer to store the GTC and retrieve it at any time in the future with unchanged content.
5. In matters not regulated in these GTC, Hungarian law and Act LXXXVII of 2013 on the Civil Code Act CLIV of 1997 on Health Care, Act XLVII of 1997 on the Management and Protection of Health Care and Related Personal Data, Decree 33/1998. (VI.24.) NM on occupational healthcare, Decree 4/2000. (II. 25.) EüM on the activities of family doctors, pediatricians and dentists, and the provisions of Regulation (EU) 2016/679 of the European Parliament and of the Council on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (27 April 2016) on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, as well as the professional guidelines, rules published in methodological guidelines and, in the absence thereof, the professional requirements published in the professional literature shall be applied accordingly.

CONCLUSION OF THE SERVICE AGREEMENT

1. The outpatient specialist care service relationship between the Client and the Service Provider, which is the subject of these GTC, is established in writing by conduct implying the conclusion of a Service Agreement. For the purposes of these GTC, booking an appointment shall be considered conduct implying the conclusion of a contract, with the individual contract entering into force at the time of payment of the Service Fee.
2. The condition for the Customer to use the outpatient specialist care provided by the Service Provider is that the Customer pays the Service Fee Advance specified in the Annex to the GTC when booking the outpatient specialist care. If the Customer fails to pay the Service Fee when due, the legal relationship shall not be established and the Service Provider shall not be obliged to provide outpatient specialist care.
3. The Customer concludes the Service Agreement with reference to these GTC, In view of this, the Parties expressly agree that these GTC form an integral part of the Service Agreement concluded between them, and the legal declarations of the Parties set out in a separate document together contain the mutual and unanimous expression of will of the Parties. If the individual contract is concluded by conduct implying acceptance, the Service Provider shall inform the Customer of the existence of the GTC and where its text is available. By ordering the service, the Customer acknowledges that the provisions of the GTC are binding on them and acknowledges that the Service Provider provides its service on this basis.

RIGHTS AND OBLIGATIONS OF THE SERVICE PROVIDER

1. The Service Provider undertakes to create and continuously ensure, to the best of its knowledge and expertise, the personal and material conditions necessary for the provision of outpatient specialist care to the Customer, as specified in the relevant health care legislation, and to take all necessary measures to ensure proper operation.
2. The Service Provider undertakes to provide outpatient specialist care using its own healthcare staff and Contracted Partners at the clinics listed on the Service Provider's website under the menu item Introduction / Our Clinics / Featured Care Locations. The Service Provider also publishes the opening hours of the clinics on its website and undertakes to receive the Customer at the above clinics on the basis of prior appointment and to provide outpatient specialist care to the Customer in return for a service fee.
3. The Customer acknowledges and expressly agrees that the Service Provider may use Contracted Partners to perform the services it provides, for which the Service Provider shall be liable to the Customer as if it had performed the services itself. In addition, with regard to the use of Contracted Partners, the Service Provider declares that its services also include mediated healthcare services, in which case the Service Provider undertakes to organize the provision of healthcare services within its own organizational unit.
4. The Service Provider undertakes to hold a valid license and liability insurance for the provision of outpatient specialist care, and that the procedures, technology, and the equipment provided and used by it for the performance of the service comply in all respects with the applicable laws and regulations, and that the Contracted Partners have all the official licenses and professional knowledge necessary to perform the activities covered by this legal relationship in accordance with the professional rules.
5. The Service Provider shall ensure the personnel and material conditions necessary for the performance of outpatient specialist care; it shall also ensure that the personnel and material conditions necessary for performance are maintained in a suitable condition throughout the duration of the legal relationship and, if necessary, shall ensure the replacement or replenishment of equipment.
6. The Service Provider shall perform its activities in accordance with the relevant professional and ethical rules, guidelines, protocols, and regulations, with the care expected of those involved in healthcare.
7. The Service Provider shall also be entitled to refuse to provide outpatient specialist care if the Client
 1. requests care that is contrary to their moral beliefs, conscience or religious convictions;
 2. the Client seriously violates their obligation to cooperate [Section 26 of the Health Care Act], including, in particular, compliance with provisions relating to medical treatment and payment of service fees;
 3. the Client behaves in an offensive or threatening manner towards the Service Provider or its Contracted Partner;
 4. their conduct endangers the life or physical integrity of the Service Provider or its Contracted Partner.
1. In the case of outpatient specialist care, the Service Provider shall limit the amount of compensation for damages arising from a breach of contract due to negligence to the amount paid by the Customer (Fee Payer) to the Service Provider during the term of

the service, which limitation shall be acknowledged by the Client.

CLIENT'S RIGHTS AND OBLIGATIONS

1. The Customer is entitled to receive outpatient specialist care from the Service Provider at the clinics listed on the Service Provider's website under the menu item "Featured Care Locations". The Service Provider publishes its current list of service fees on its website.
2. When using outpatient specialist care, the Client is entitled to the right to information and self-determination, within the framework of which they have the right to participate in decisions concerning their examination and treatment, and to give their informed consent to medical intervention, free from deception, threats, and coercion, based on adequate information. Given that the booking of the service requires the Client's consent, if the Client refuses to consent to the examination during the care, the Service Provider shall be entitled to the service fee. The Client is entitled to receive information tailored to their individual needs in accordance with the provisions of the Health Care Act. The Service Provider notes that the information may be provided to the Client either verbally or in writing, at their discretion. The Service Provider provides the information in Hungarian or, where justified, in English. If, at the Client's request, an interpreter or sign language interpreter is used to provide the information, the Client shall be responsible for selecting and commissioning this person, and shall bear the fees and costs thereof. The Service Provider shall not be liable for the conduct and activities of the interpreter. By signing the medical documentation prepared for and handed over to them regarding the individual examinations performed, or by signing the invoice, the Client acknowledges that they have received the appropriate and satisfactory information they requested from the Service Provider or the person acting on its behalf.
3. A Client with legal capacity may waive the right to information, unless the nature of their illness must be known in order to avoid endangering the health of others. If the intervention is initiated by the Client and is not for therapeutic purposes, the waiver of the right to information shall only be valid in writing.
4. The Parties agree, and the Client expressly acknowledges, that during the outpatient specialist care provided by the Service Provider, the Client gives his/her consent to the given examination or treatment (excluding invasive procedures) verbally or by conduct; It shall be considered implied consent if the Client undergoes the given examination or treatment. In the case of invasive procedures, the Client's written consent or, if they are unable to do so, a statement made verbally or in another manner in the presence of two witnesses is required. If the Client refuses to undergo an examination or treatment, they are obliged to inform the Service Provider of this in writing by means of a handwritten and signed note on the outpatient record form documenting the patient examination. The Client may only refuse any treatment which, if not provided, would likely result in serious or permanent damage to their health, by means of a public document or a private document with full probative force, or, if they are unable to write, in the presence of two witnesses. In the latter case, the refusal must be recorded in the medical documentation, which shall be authenticated by the signatures of the witnesses. For the purposes of these GTC, muscular injections, intravenous infusions, dental procedures not involving tooth

extraction, and sampling from body cavities (not using needles) are not considered invasive procedures.

5. The Client is entitled to access the data contained in their medical records and has the right to request information about their medical data, provided that the Service Provider has made the data contained in the medical records available to the Client. The Client acknowledges that, in accordance with the rules of the medical profession, the evaluation of laboratory results indicated during the treatment may take place on a separate occasion, together with a discussion of further steps, tests, and treatment. The results can be evaluated either by email or by telephone, however, these evaluations are also chargeable services and are of limited value in the absence of a personal appearance. The fee for the evaluation is not included in the service fee. If the Client does not request an evaluation, they acknowledge that the Service Provider does not check or record the results and is therefore not obliged to notice any serious, health-threatening abnormalities, and the Service Provider cannot be held liable for any damage to the Client's health in such cases. The Client may request a written copy of the results in accordance with the applicable data protection laws, in particular the rules of the Eüak. The Client shall bear any costs incurred in preparing and sending the copy in advance. The Service Provider excludes all liability in connection with the failure to resend the findings.
6. The Client is obliged to pay the Service Fee to the Service Provider in full when it becomes due, and in this regard acknowledges that in the event of failure to pay or delay in paying the Service Fee, the Service Provider is entitled to refuse to provide outpatient specialist care. The Client also acknowledges that if they fail to pay the fee for the laboratory test or imaging examination they have ordered when it is due, the Service Provider shall be entitled to destroy the sample or result without prior notice to the Client at the earliest on the 3rd (third) working day after the due date of the invoice. The Service Provider excludes all liability in connection with the destruction of the sample or result in accordance with this point.
7. When using outpatient specialist care, the Customer is obliged to comply with the relevant legislation and the Service Provider's operating rules, and shall respect the rights of other patients when exercising their rights, and shall not infringe upon the statutory rights of the Service Provider, its Contracted Partners, or other healthcare professionals acting on behalf of the Service Provider. The Customer acknowledges that any patient complaints related to healthcare must be addressed to the Service Provider's Customer Service in accordance with the Service Provider's complaint handling policy. If, prior to submitting a patient complaint on any communication platform or in parallel with its investigation, the Customer makes false statements, spreads rumors, or misrepresents the facts in a way that damages the Service Provider's reputation, the Service Provider shall be entitled to refuse to provide further care to the Customer.
8. In order to use outpatient specialist care, the Customer must present a valid identity document (e.g., ID card, passport, driver's license) to the person appointed by the Service Provider during patient admission. The Client acknowledges that if they refuse to provide proof of identity, the Service Provider will refuse to provide outpatient specialist care.
9. The Client acknowledges that the Service Provider shall not be liable for any theft or damage to valuables left unattended by the Client in the Service Provider's clinics, which are institutions open to the public.

10. The Client has the right to have only those persons present during their examination and treatment whose participation is necessary for the provision of care, and to have their examination and treatment take place in such circumstances that others cannot see or hear them without their consent. The Client acknowledges that no more than one accompanying person may be present during their examination and medical treatment. The Client acknowledges that the Service Provider's current medical director (a specialist physician bound by confidentiality) may, without prior permission, inspect any of their findings for professional quality assurance purposes, consult with the specialist providing the care, and, in agreement with the specialist, order changes to the direction of the examinations and medical treatment in the interest of the Client's recovery.
11. The Client uses the Service Provider's services on the basis of their own individual decision, and by entering into the contract, the Client acknowledges that all medical interventions and treatments carry risks, and that any risks for which the doctor cannot be held responsible must be borne by the patient. The Client is also aware that the course and duration of recovery may vary from patient to patient or may differ from the average. The Service Provider shall not be liable for any consequences arising from the Customer's breach of its obligations under the Service Agreement or failure to comply with the instructions of doctors and other healthcare professionals regarding recovery or medical treatment, fails to take the prescribed medication or does not take it in accordance with the doctor's prescription, or does not apply the prescribed therapy in accordance with the doctor's prescription; and for using additional therapy from another provider in addition to the prescribed therapy and failing to inform the Service Provider's doctor in detail, who was therefore unable to assess the possibility of interactions and side effects. The Client also acknowledges that if they interrupt or delay the prescribed course of treatment, they jeopardize the effectiveness of the treatment. The Service Provider may note any violation of the obligation to cooperate with the course of treatment in the Client's medical records. The Service Provider excludes all liability for damages attributable to the Client resulting from failure to undergo or delay in continuing the series of treatments. The Client also acknowledges that if samples have been taken for the purpose of examination(s) but the Client does not report for the results in the period following the sampling until the expected time of completion of the results, the Service Provider shall not be liable for any damage to health resulting from the failure to undergo therapy. Otherwise, the Service Provider shall do everything that can be expected of it to ensure that the care provided complies with the provisions of the law or other professional rules, in particular professional guidelines reflecting the current state of science and based on evidence, and, in the absence thereof, professional recommendations based on well-founded, widely accepted professional literature or professional consensus, and to ensure that its services can be provided in a professionally effective manner through the optimal use of available resources.
12. The Client shall, if their health condition allows, cooperate with the Service Provider to the best of their ability and knowledge as follows:
 - provide information to the extent necessary for the diagnosis, preparation of an appropriate treatment plan, and performance of interventions;
 - to provide detailed information about their condition, complaints, and past, current, and planned future treatments elsewhere, including all information

- about medications taken and allergies known to the patient, without being asked;
 - to provide information about anything related to their illness that may endanger the life or physical integrity of others, in particular infectious diseases and illnesses and conditions that exclude them from performing their occupation, and in particular to provide information about infectious diseases, including but not limited to HIV, HBV, HCV, coronavirus, etc.;
 - to provide information about any legal declarations made by them previously that affect their healthcare;
 - to comply with the provisions received in connection with their medical treatment;
 - to credibly verify their personal data as required by law.
1. The Client acknowledges that it is prohibited to bring live firearms, explosives, flammable materials, or stabbing weapons into the Service Provider's offices. The Client also acknowledges that if they violate this rule, they may be removed from the clinic, even with the assistance of the police, in which case the Service Provider shall not be liable for any damages, including the full or partial refund of the service fee. Littering and smoking are also prohibited in the clinics, and the Customer may not behave in a threatening or abusive manner towards the Service Provider's employees. In the event of a breach of these provisions, the Service Provider shall be entitled to exclude the Customer from using the service, without any liability for damages.
 2. The Customer acknowledges that the Service Provider is only entitled to prescribe medication (write prescriptions) after the relevant specialist examination has been performed, and that the prescription must necessarily be preceded by a specialist examination, the fee for which must be paid by the Customer if they wish to obtain a prescription. The Customer acknowledges that prescriptions may be issued within 3 months, only by the same doctor who performed the relevant specialist examination, and only for the same medication that is taken regularly.

SERVICE FEE

1. The Parties agree that the Customer shall pay the Service Provider a service fee in consideration for the outpatient specialist care provided by the Service Provider. The service fee includes all costs incurred by the Service Provider in connection with medical, health, and other related services. The Client (or Fee Payer) shall pay the Service Fee in cash, by bank card or by health insurance card against an invoice issued by the Service Provider in accordance with accounting regulations. The Service Fee advance payment may only be paid by bank card. In the event of late payment, the Service Provider shall be entitled to charge default interest from the date of default, which shall be 6 percentage points above the central bank base rate applicable on the first day of the calendar half-year affected by the delay in the case of private individuals paying the Fee, and the interest rate specified in Section 6: 155 of the Civil Code, provided that, if the conditions are met, the Service Provider is also entitled to charge a flat-rate collection fee. The data on the invoice cannot be modified retrospectively.
2. The Service Provider shall publish the current fees for the Service and the Service Fee Schedule on its website. The Service Provider shall be entitled to unilaterally

modify the Service Fee at any time by informing the Customers thereof via a notice published on its website or via an electronic newsletter. The Service Provider may offer discounts on its fees to Customers, but discounts offered to Customers cannot be combined, i.e., the Customer is entitled to use one discount when using the service.

1. The Service Fee is always due prior to the provision of the service, and its payment is a condition for the Service Agreement to take effect and for the Service Provider to commence providing outpatient specialist care. If the Client (or the Fee Payer) fails to pay the treatment fee by the due date specified in the invoice, the Service Provider shall be entitled to refuse to provide outpatient specialist care to the Client, while simultaneously enforcing the arrears
 - . Even if the Service Fee is paid later, the Service Provider may decide not to provide outpatient specialist care to the Customer who was previously in arrears, or to provide it only if the full Service Fee is paid in advance.
2. The Parties agree that they may establish a schedule for the payment of the Service Fee that differs from the provisions of this chapter. In this case, the specific rules for payment shall be set out in the Service Agreement or a separate written agreement between the Parties, provided that in the event of any discrepancy between the provisions of these GTC and the Service Agreement or the written agreement between the Parties, the Parties shall, in view of its special nature, apply the rules set out in the Service Agreement or the written agreement between the Parties.
3. The Customer acknowledges and expressly and irrevocably agrees that they may not modify or cancel their appointment
 - , even in the event of illness (e.g., Covid infection) or hospitalization, in view of the associated discounts. The Client expressly acknowledges that if they fail to appear for the examination, even for reasons not attributable to them, the Service Provider shall be entitled, without further notice, to charge the Service Fee for the outpatient specialist care not used by the Client, and the Client or the Fee Payer shall not be entitled to reclaim it.
1. When purchasing our FLEXI Manager Screening packages, it is possible to change the appointment time once, at any time, no later than 8:00 p.m. on the day before the examination.
2. If the Service Provider cancels the pre-arranged appointment, it is obliged to offer the Customer another appointment that is suitable for them, provided that the Service Provider fulfills this obligation by providing a specialist in the field corresponding to the original booking. If the Service Provider is unable to offer a new appointment within 30 days of the canceled appointment, the Customer may withdraw from the Contract, in which case the Service Fee paid in advance by the Customer shall be refunded, but the Service Provider shall have no further obligations. In the event of a health or other emergency, the Service Provider shall not be obliged to provide the booked service, provided that it informs the Customer of the cancellation of the service within a reasonable time and offers a new date. If the Customer accepts the proposed date, the Service Provider shall not be obliged to refund the prepaid Service Fee. If the Customer does not accept the new date offered due to the cancellation caused by the emergency, they may withdraw from the contract, in which case the Service Fee paid in advance shall be refunded, but the Service Provider shall have no further obligations.

3. The Customer expressly acknowledges that if they book a telephone consultation – the full amount of which must be paid in advance – and the consultation does not take place for any reason, even if it is not attributable to the Customer, the full fee paid for the consultation shall be retained by the Service Provider without further notice, and the Client or the Fee Payer shall not be entitled to claim a refund.
4. The Client expressly acknowledges that in the case of a scheduled examination or treatment, the Service Provider is not obliged to commence the treatment or examination if the Client arrives more than 30% late for the appointment and their treatment jeopardizes the treatment of subsequent patients with appointments.
5. The Service Provider is entitled to pass on to the Customer the costs associated with issuing any subsequent documents requested by the Customer (e.g., subsequent issuance of findings, issuance of the insurer's "claim form"), which the Customer is obliged to pay at the latest upon receipt of the documents.

DATA PROCESSING, CONFIDENTIALITY

1. The Service Provider's detailed data processing information regarding the provision of services is available at <https://www.swissclinic.hu/adatkezelesi-tajekoztatok-hatalyos-2018-tol/>. Given that the Service Provider is obliged to transfer health data to the Electronic Health Service Space (EESZT), the Service Provider provides the following information to the Client regarding the right to self-determination with regard to health data. Health self-determination is a citizen's right and responsibility. In order to protect personal data, the EESZT system allows all citizens to control access to their data stored in the EESZT. The possibility of digital self-determination is made possible by the provisions of Act XLVII of 1997 on the processing and protection of health and related personal data, as amended by Act CCXXIV of 2015. The Customer has the option to set access restrictions on the visibility of their health data managed by the EESZT, and within this framework, to regulate which of their health data can be viewed by their treating physician(s) and to continuously monitor who has requested access to their data. With careful settings, you can tailor the use of the system to your own needs.
2. The Customer acknowledges the Service Provider's information that, due to the data reporting obligation related to EESZT, the Customer must prove their social security identification number and identity with a document (social security card or European health insurance card) or a photo ID suitable for personal identification (ID card, passport, driver's license).

MISCELLANEOUS PROVISIONS

1. In the case of patient complaints related to healthcare services, the designated complaint handling staff member shall act in accordance with the Complaint Handling Policy. The Service Provider's Customer Service Department will only accept complaints related to healthcare services from the Customer or their authorized representative in writing, accompanied by the invoice received when using the healthcare service, within six months of the date of the service that is the subject of the complaint. The Customer shall submit their complaint in writing by email to

hello@swissclinic.hu. The Customer expressly acknowledges that the Service Provider may use artificial intelligence to handle complaints. The Service Provider shall assess the complaint within 30 days in accordance with its own complaint handling policy and notify the Customer in writing of the outcome. If the Customer does not accept the initial response to the complaint, the Service Provider shall send a second response to the Customer within a further 30 days. After the second response, the Service Provider shall not be obliged to further handle the Customer's complaint, but may, at its own discretion, continue the complaint handling procedure and offer compensation for an amicable settlement, but shall not be obliged to do so.

2. In their cooperation, the Parties shall act in accordance with the requirements of good faith and fairness, keeping each other mutually informed. Any legal dispute arising from or in connection with the Service Agreement (in relation to its breach, termination, validity or interpretation) shall be resolved by the Parties primarily by amicable means, in a spirit of good faith and fair cooperation, through direct negotiations between them. In doing so, the Parties shall give preference to the amicable resolution of the legal dispute and agree that, following a written request by either Party to the other Party, they shall conduct a conciliation procedure within 15 (fifteen) days of receipt of the request, provided that the Service Provider's complaint handling procedure has not been successful.
3. If the conciliation negotiations do not lead to a result within 60 (sixty) days of the dispute arising, the Customer, dissatisfied with the outcome of the complaint handling, may initiate further proceedings based on their rights under the law:
 - The Customer may also contact a patient rights representative, whose contact details can be found in Appendix 1 to these GTC.
 - The Customer may also contact the competent conciliation body at their place of residence or place of stay. The website of the conciliation bodies is: <http://www.bekeltetes.hu>. The website provides the
 - location, telephone number, website, and mailing address of the conciliation body with jurisdiction over your place of residence or stay.
- You may also contact the consumer protection authority of the district office with jurisdiction over your place of residence.
- The parties also agree that the court with territorial jurisdiction shall have jurisdiction to adjudicate their legal disputes.

Appendix: Contact details of patient rights representatives

Central Hungary region

- **Ildikó Bérczi**
 - Budapest Districts IV and XIII
 - Honvéd Hospital, Nyírő Gyula Hospital, Károlyi Hospital
 - Pest County: Dunakeszi, Váci, Szobi districts
 - Phone: +36 20 489 9506
- **Sára Hóbor**
 - Budapest Districts XIX, XX, XXI, XXIII
 - Pest County: Aszód, Gödöllő, Gyál, Szentendre, Vecsés districts
 - Email: sara.hobor@ijsz.bm.gov.hu
 - Phone: +36 30 379 8373

- **Ingrid Lengyel**
 - Budapest Districts VIII, IX, XIV, XV, XVI
 - Several institutions, such as Uzsoki Street Hospital, National Institute of Mental Health and Neurology
 - Email: ingrid.lengyel@ijsz.bm.gov.hu
 - Phone: +36 20 489 9609
- **András Mina**
 - Budapest V., VI., VII., XVII., XVIII. districts
 - E-mail: andras.mina@ijsz.bm.gov.hu
 - Phone: +36 20 489 9577
- **Dr. Anikó Gachál**
 - Pál Heim National Pediatric Institute, Bethesda Children's Hospital, Szent János Hospital pediatric care
 - Email: aniko.erhardtne@ijsz.bm.gov.hu
 - Phone: +36 20 489 9525
- **Dr. Julianna Munk**
 - Budapest Districts I, II, III, XII
 - Szent Margit Hospital, National Institute of Rheumatology and Physiotherapy, Order of Mercy, New Szent János Hospital
 - E-mail: julianna.munk@ijsz.bm.gov.hu
 - Phone: +36 20 489 9520

Western Transdanubia region

- **Dr. Roland Baranyai**
 - Entire territory of Vas and Zala counties
 - Győr-Moson-Sopron county: Sopron district
 - Providing patient rights representation in the region
- **Dr. Emőke Borbély**
 - Komárom-Esztergom County: Kisbér, Komárom, Oroszlány, Tatabánya, Tata districts
 - Győr-Moson-Sopron County: Csorna, Győr, Kapuvár, Mosonmagyaróvár, Pannonhalma, Tét districts
 - Email: emoke.borbely@ijsz.bm.gov.hu
 - Phone: +36 20 489 9554

South Transdanubia region

- **Dr. Hajnalka Fehér**
 - Entire Baranya County
 - Email: hajnalka.feher@ijsz.bm.gov.hu
 - Phone: +36 20 489 9533
- **Brigitta Kávási**
 - Entire Tolna County
 - Email: brigitta.kavasi@ijsz.bm.gov.hu
 - Phone: +36 20 489 9579

Northern Hungary region

- **Dr. Kornélia Katona**
 - Entire territory of Borsod-Abaúj-Zemplén County
 - Email: kornelia.katona@ijsz.bm.gov.hu
 - Phone: +36 20 489 9542

Southern Great Plain region

- **Dr. Linda Daróczy**
 - Entire area of Békés County
 - Jász-Nagykun-Szolnok County: Mezőtúr district
 - Email: linda.daroczy@ijsz.bm.gov.hu
 - Phone: +36 20 489 9563
- **Dr. Andrea Komjáti**
 - Entire Csongrád-Csanád County
 - Jász-Nagykun-Szolnok County: Kunszentmárton District
 - Email: andrea.komjati@ijsz.bm.gov.hu
 - Phone: +36 20 489 9537
- **Dr. Csaba Kristóf**
 - Entire area of Bács-Kiskun County
 - E-mail: csaba.kristof@ijsz.bm.gov.hu
 - Phone: +36 20 489 9612

This list contains all important information about patient rights representatives by region and contact details.