

RULES FOR MAINTAINING THE TREATMENT QUEUE

According to the regulation "Requirements for the Availability of Healthcare Services and the Maintenance of the Treatment Queue" by the Minister of Health and Labour, and the healthcare financing agreements concluded with the Estonian Health Insurance Fund (hereinafter referred to as Tervisekassa), Meliva AS (hereinafter referred to as Meliva) has established the following rules for maintaining the treatment queue:

1. In Meliva clinics, the treatment queue is maintained in specially designed healthcare management software:
 - In dental clinics, using the Hammas healthcare management software.
 - In clinics, using the Liisa healthcare management software.
2. Patient registration for the treatment queue is ensured on-site at the clinics, via phone, email, or the booking form on the website. For specialist medical services reimbursed by Tervisekassa, appointments are additionally made through the national digital registry (hereinafter referred to as the ÜRD) at www.digiregistratuur.ee.
3. The contact information and opening hours of Meliva clinics can be found on the company's website <https://meliva.ee/kliinikud>.
4. Registration takes into account the pre-prepared and approved work schedules of the doctors.
5. When registering for the treatment queue without a referral, the following data is processed:
 - 4.1. Patient's personal data (first and last name, personal identification code, or other identifying mark);
 - 4.2. Patient's contact information (phone, email address);
 - 4.3. The name of the service, examination, or procedure for which the patient wishes to register;
 - 4.4. Description of the complaint;
 - 4.5. Data of the healthcare professional providing the service based on the treatment queue (first and last name, registration code) or specialist (first and last name, personal identification code);
 - 4.6. Location details of the service provider based on the treatment queue (address, office number, or other location specification);
 - 4.7. Contact information of the institution providing the healthcare service based on the treatment queue (address, phone, email address);
 - 4.8. Time of the service (day, month, year, time).
5. When registering for the treatment queue with a referral, the following data is processed:
 - 5.1. Patient's personal data (first and last name, personal identification code, or other identifying mark);
 - 5.2. Patient's contact information (phone, email address);
 - 5.3. Data of the healthcare professional who confirmed the referral (first and last name, registration code, phone, email address);
 - 5.4. Data of the institution that confirmed the referral (name, registration code, address, phone, email address);
 - 5.5. The name of the service, examination, procedure, or operation for which the patient is referred;
 - 5.6. Priority code on the referral;
 - 5.7. Purpose of the referral or recommendations for registration;

- 5.8. Data of the institution and healthcare professional to whom the patient is referred (name, registration code, address, phone, email address, activity location, first and last name of the healthcare professional, and if possible, registration code);
- 5.9. Time of the service (day, month, year, time).
6. Upon registering a patient in the treatment queue at the clinic, the patient is given an appointment card or sent an SMS and/or email containing the time of the healthcare service, the name of the healthcare professional, and the contact details of the company.
7. The upcoming visit is reminded to the patient by sending a reminder email and SMS as follows:
 - In dental clinics – the day before the visit, an email and on the day of the visit, an SMS;
 - In clinics – the day before the visit, an email and SMS.
8. When making changes to the treatment queue, the healthcare service provider is obliged to notify the patient of the changes at the first opportunity, but no later than within one working day, and to retain the previous information with a note that the patient has been informed.
9. If it is not possible to serve the patient at the registered time, the patient is notified and offered a new suitable appointment time.
10. Emergency care is provided outside the treatment queue if possible. If not possible, the necessary directions are given to the person in need on where to turn for first aid.
11. If the patient is unable to attend the appointment, they must notify the clinic at least 24 hours before the visit. If the patient does not notify of their non-attendance, the company has the right to charge the patient a no-show fee according to the clinic's price list.
12. Meliva is obliged to submit treatment queue reports to Tervisekassa according to the relevant guidelines available on Tervisekassa's website.