



Basic package

For adults and children
(age 0-70)



The Basic Package is intended for patients aged 0 to 70. It will **provide you or your family members with primary healthcare**, which includes appointments and consultations with selected specialists and access to basic prophylaxis and diagnostics.

Payment options	Amount of instalment
Payment in 12 instalments (monthly)	143,00 PLN
Payment in 4 instalments (every 3 months)	416,00 PLN
Payment in 2 instalments (every 6 months)	815,00 PLN
Lump payment	1 548,00 PLN
Monthly rate in a case of annual payment	129,00 PLN

The contract is concluded for 12 months

Basic Package:

Scope of medical care	
Medical Helpline	•
Online Consultations	•
Healthcare specialists consultations – basic option	•
Healthcare specialists consultations (7 for adults, 5 for children)	•
Nursing procedures	•
Outpatients procedures (36)	•
Laboratory test panel (no referral needed)	•
Laboratory and imaging diagnostics (52)	•
Access to LUX MED Group's (LUX MED and Medycyna Rodzinna) own facilities listed at www.luxmed.pl	•
Nationwide network of partner facilities listed at http://www.luxmed.pl/placowkiwspolpracujace	•

* The detailed list of services which are the part of the Package is defined in Detailed definitions of services.
The presented table is only a dictionary of services available in the Package.

Detailed definitions of the services



Medical Helpline

Medical Helpline is a healthcare service provided in situations requiring urgent assistance. This service includes the possibility of using Medical Helpline serviced by medical specialists (doctors, nurses) in the fields of internal medicine, family medicine, paediatrics and nursing, using the LUX MED Group 24/7 nationwide infoline. In medically justified cases, a medical specialist may refer the Entitled Person to an in-person consultation with a doctor, decide to call an ambulance, or refer him/her for urgent admission to the Hospital Emergency Department.

During the Medical Helpline consultation, no e-prescriptions to vaccines, drugs with potent effects, medications that carry the possibility of addiction, postcoital contraception (emergency contraception) or referrals are made for studies involving the use of ionizing radiation and referrals to biopsies, endoscopy and exercise tests. The provision of services in the form of Medical Helpline consultation is carried out exclusively for the benefit of the person who is indicated as a Person entitled to Health Services for the Medical Helpline on the basis of the concluded Agreement. The Entitled Person may not provide the service in the form of Medical Helpline to another person and bears full civil and criminal liability for ensuring that the data he/she provides are genuine. Medical Helpline service does not replace emergency services in a state of medical emergency. Medical Helpline does not replace in-person consultations because no direct examinations can be performed. The final decision to issue an e-prescription/e-sick leave during a Medical Helpline consultation is at the discretion of the Physician who may refuse to issue an e-prescription/e-sick leave, based on medical indications and the Entitled Person's welfare.



Online Consultations

The Online Consultation is a Healthcare service provided by the healthcare organisation LUX MED through IT or communication systems. LUX MED enables the Patients an interactive individual consultation with a medical specialist (doctor, midwife or nurse) via means of distance communication i.e. the Patient Portal. The Patients with full access to the Patient Portal may benefit from Online Consultations. Time accessibility of Online Consultations with a doctor, a midwife and a nurse is a consequence of the schedule of medical specialists and is visible under "Online Consultation" ("Konsultacje online") tab. The Patient can choose a communication channel: video, audio or text.

Since medical specialists answering questions have access to the medical records of the Patient, in situations of medical necessity, they can order specific tests or refer the Patient to a different specialist. Online Consultation is exclusively available for the Patient who has logged in the Patient Portal and the content of Online Consultation is saved and constitutes a part of the medical documentation of the Patient. Online Consultations include listed below medical specialists consultations which do not require contact with a specialist in person.

The service covers online consultations in the following scope:

- internal medicine/family medicine (from the age of 18 years)
- pediatrics (under the age of 18 years)
- pediatric nursing
- obstetric

Online Consultation with a specialist does not replace an outpatient consultation because it does not enable direct examination. In order to use the Online Consultation, the Patient after logging into the account on the Patient Portal in the "Online Consultations" tab sets himself in the queue waiting to use the service. The provision of services in the form of Online Consultations is only for the benefit of a Patient who has concluded the Agreement or who is indicated

as a person entitled to Healthcare services under Online Consultations. The Patient cannot make Online Consultation service available to other individuals. The Patient bears full civil and criminal liability for the fact that the data provided are consistent with the facts.

Within the Online Consultations the Patient receives a Healthcare service, and as a part of that service may be issued: a referral for diagnostics, a referral to another specialist for the purpose of obtaining another Telemedicine Advice or a referral to another specialist in order to obtain a Healthcare service as part of an outpatient service, an e-Prescription for drugs for the continuation of chronic treatment, a de novo e-Prescription based on medical records and medical indications arising in the course of a Online Consultation, or a medical certificate for medical indications. In medically justified cases, while carrying out Online Consultation, a medical specialist may refuse to give advice at a distance and refer the Patient to an outpatient consultation with a doctor, a nurse or a midwife. No e-Sick Leaves and referrals for examinations using ionising radiation, biopsies, endoscopic examinations and exercise tests are issued during Online Consultations. The final decision to issue an e-Prescription during Online Consultation is at the discretion of the physician who may refuse to issue an e-Prescription based on medical indications and the Patient's welfare. No e-Prescriptions for vaccines, potent drugs, drugs that can cause addiction are issued during Online Consultation.



Healthcare specialists consultations

The service provides an opportunity to obtain medical consultations in cases, such as onset of an illness, emergency medical assistance and general medical advice without a referral.

Consultations are available in the following forms:

- in outpatient medical clinics indicated by us – in the form of on-site visits
- via communication systems – in the form of telephone or video consultations
- in Infection Treatment Centres – in the form of on-site visits for Entitled Persons with symptoms of infections, provided in selected Medical facilities indicated by us

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

- Internal medicine
- Paediatrics
- Family doctor

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



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Consultations are available in the following forms:

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

For the:

Patients over 18 years of age – visits relate to consultations within the following scope:

- general surgery
- gynaecology
- laryngology
- neurology
- ophthalmology
- optometry
- urology

Patients up to 18 years of age – visits relate to consultation within the following scope:

- surgery
- gynaecology (from the age of 16)
- laryngology
- neurology
- ophthalmology

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



Nursing procedures

Services including basic measurements, minor procedures, including diagnostic ones, performed by a nurse or midwife on their own or according to the physician's order, in line with their competences, in outpatient Medical Facilities indicated by LUX MED. The scope of outpatient consultation procedures

depends on the range of physician consultation which the Patient is entitled to within the scope of provided services, the age of the Patient and on the availability of a given procedure in an outpatient Medical Facility indicated by LUX MED.

Nursing procedures include:

Outpatient nursing procedures:

- Intravenous injection
- Subcutaneous/intramuscular injection
- Emergency drip administration
- oral medicine administration in emergency cases
- Body temperature measurement (no referral needed)
- Placement/change/removal - small dressing
- Blood drawing
- Blood pressure measurement (no referral needed)
- Height and body weight measurement (no referral needed)
- Office-based midwife service – palpation of the breast

Medical materials and products, such as: dressings, bandages, cannulae, syringes, swabs, adhesive strips, needles, serum - tetanus antitoxin, disinfectants, used for the above procedures are free of charge. Other products used in the above procedures need to be paid for by the Patient.



Outpatient procedures

The services including basic measurements and procedures (including the diagnostic ones) not requiring hospitalisation and operating room regimen. Performed in accordance with the competences by a physician or a nurse or an obstetrician during a procedure-specific consultation or beyond the medical consultation, in outpatient Medical Facilities indicated by LUX MED. The scope of outpatient consultation procedures depends on the range of physician consultation which the Patient is entitled to within the scope of provided services, the age of the Patient and on the availability of a given procedure in an outpatient Medical Facility indicated by LUX MED.

Outpatient procedures include:

Outpatient general medical procedures:

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

Outpatient surgical procedures:

- Suturing of a wound up to 1,5 cm
- Surgical tick removal
- Non-surgical tick removal
- Placement/change/removal – small dressing (not requiring surgical debridement)
- Removal of another foreign body without incision
- Suture removal in a treatment room after procedures performed in outpatient Medical Facilities indicated by LUX MED
- Suture removal after treatments made outside of Medical Facilities indicated by LUX MED – qualification based on the LUX MED doctor’s assessment (we do not remove stitches after childbirth)

Outpatient laryngological procedures:

- Eustachian tube examination, insufflation
- Catheterisation of the Eustachian tube
- Ear irrigation
- Removal of a foreign body from the nose/ear
- Simple laryngological dressing
- Coagulation of blood vessels of the nasal septum
- Electrocoagulation of blood vessels of the nasal septum
- Nasal tamponade removal
- Bilateral dressing of nasal hemorrhage
- Unilateral dressing of nasal hemorrhage
- Suture removal in a treatment room after laryngological procedures performed in outpatient Medical Facilities indicated by LUX MED
- Suture removal after laryngological procedures performed outside of outpatient Medical Facilities indicated by LUX MED – qualification based on the LUX MED doctor’s assessment;
- Nasal administration of mucosa-shrinking medicine as needed
- Application/change/removal of a drain in the ear canal

Outpatient ophthalmologic procedures:

- Standard* ocular fundus examination
- Corrective lens selection (excludes varifocal lenses)
- Gonioscopy (iridocorneal angle assessment)
- Removal of a foreign body from the eye
- Visual acuity examination
- Standard* autorefractometry
- Medicine instillation into the conjunctival sac
- Standard* intraocular pressure measurement
- Standard* stereoscopic vision examination
- Lacrimal duct irrigation (refers to: the Patient over 18 years of age)

Outpatient gynaecological procedures:

- Standard* pap smear

Anaesthesia

- Local (infiltration or permeation) anaesthesia

Note: Medical materials and products, such as: dressings, bandages, cannulae, syringes, swabs, adhesive strips, needles, serum - tetanus antitoxin, disinfectants, surgical sutures and threads, used for the above procedures are free of charge. Other products used in the above procedures need to be paid for by the Patient.



Laboratory test panel (no referral needed)

The service is provided only in outpatient Medical Facilities indicated by LUX MED. The service includes a one-time performance of a panel of laboratory tests, composed of the following items, without a referral from a physician (within 12 months of the term of the agreement):

For the:

Patients over 18 years of age – visits without a referral relate to the following scope:

- Urine – general analysis
- Blood count + platelet count + automated smear
- Lipid panel
- Fasting glucose
- Standard* Pap smear
- TSH
- beta-hCG

Patients up to 18 years of age – visits without a referral relate to the following scope

- Urine – general analysis
- Blood count + platelet count + automated smear
- Fasting glucose
- Standard* Pap smear (available for Patients over 16 years of age)
- Strip CRP

* Standard – commonly available and commonly used in Poland



Laboratory and imaging diagnostics

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

Laboratory diagnostics:

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

- Blood count + platelet count + automated smear
- ESR
- APTT
- INR / Prothrombin time

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

- GPT/ALT transaminase
- GOT/AST transaminase
- Total bilirubin
- Chlorides (Cl)
- Total cholesterol
- Glucose tolerance test (4 points, 75 g, 0, 1, 2, 3 h)
- Fasting glucose
- Glucose 120' after a meal
- Glucose 60' after a meal
- Glucose 75 g, 4-hour glucose challenge test
- Glucose 75 g, 5-hour glucose challenge test
- Creatinine
- Urea/blood urea nitrogen, BUN
- Potassium (K)
- Sodium (Na)
- Iron (Fe)
- Iron / Fe 120 mins after administration (absorption curve)
- Iron / Fe 180 mins after administration (absorption curve)
- Iron / Fe 240 mins after administration (absorption curve)
- Iron / Fe 300 mins after administration (absorption curve)
- Iron / Fe 60 mins after administration (absorption curve)
- TSH / hTSH
- Total PSA

Serology tests and infection diagnostics with taking test samples (blood):

- Basic syphilis serology (VDRL or USR or anti-TP), formerly WR
- HBs Ag/antigen

Urine tests with taking test samples (urine):

- Urine – general analysis

Bacteriological tests with taking smear (the service does not include tests performed using molecular biology techniques):

- Urine culture
- General faeces culture

Faecal tests with taking test samples:

- Stool analysis

Cytology tests with taking test samples:

- Standard* Pap smear

Quick strip tests with taking test samples (blood):

- Cholesterol strip test
- Glucose meter test
- Troponin – strip test

Diagnostic imaging:

ECG examinations:

- Resting ECG

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

- Cranial X-ray orbits
- X-ray of orbits + lateral (2 views)
- Cranial X-ray PA + lateral
- Abdominal X-ray, erect
- Chest X-ray,
- Chest X-ray + lateral
- Chest X-ray, lateral with barite
- Chest X-ray PA + lateral with barium
- Rib X-ray (unilateral), 2 oblique views
- X-ray of sternum, AP
- X-ray sternum / chest lateral

Ultrasound examinations:

- abdominal ultrasound;

Other diagnostic tests and examinations:

- Spirometry without medication
- Standard audiometry*

Note: As technology advances, the names or methods of specific diagnostic tests may be subject to change, which shall not limit the scope of services provided in this agreement. If as a result of the application of a new method, the above scope of services is extended, then the services resulting from the scope extensions shall not be covered by the scope of the package. Examination results are stored on a medium conforming with the standard applicable in a given Clinic. Unless stated otherwise, the service does not include strip tests, and ultrasound diagnostic imaging includes a 2D image with no additional options.

* Standard – commonly available and commonly used in Poland

This document in its English version is only of informative character, in case of any interpretation doubts or discrepancies between Polish and English version, the Polish one is applicable.