



Dated 11.3.2024

General terms and conditions affecting the services of Suomen Neurolaboratorio Oy

By using services provided by Suomen Neurolaboratorio Oy, you agree to observe these general terms and conditions of use. If you do not approve of these general terms and conditions, you are urged not to use our services.

Application

Unless otherwise agreed, these general terms and conditions apply to Suomen Neurolaboratorio's corporate, community and consumer customer agreements produced by Suomen Neurolaboratorio (its staff, practitioners or subcontractors). The services cover, for instance, public health care reception, consultations and laboratory examinations, as well as the support functions connected with these, such as appointments and invoicing. To the extent that the client is a consumer, these terms and conditions are not restricted to rights respective to the Consumer Protection Act which cannot be agreed in some other manner. If the service is based in whole or in part on a contract concluded between the service provider on the one hand and, on the other, a municipality, insurance company, sports club, employer or other party, the user (consumer) of the service shall hereinafter also be referred to as "the patient".

Parties to the contract, service production, and responsibility for the service

At Suomen Neurolaboratorio (the medical centre), employees of the medical centre, independent practitioners and subcontractors function and are active. The medical centre independently offers services, in addition to which it looks after, for instance, appointments and payment services related to the practitioner and subcontractor concerned. The medical centre is responsible for other components of the service package: they cannot be interpreted to be the exclusive operations of the practitioner/subcontractor. The practitioner or subcontractor is not in a position of employment with the medical centre.

That which is stated in these terms and conditions for practitioners also applies to companies operating within the medical centre (subcontracting) which employ practitioners / physicians / other staff. The practitioner/subcontractor and the medical centre act as separate contractual partners with respect to the client and patient and are each directly responsible for their own services. The practitioner/subcontractor and the medical centre are not responsible for each other.

The practitioner/subcontractor and the medical centre each have their own patient insurance in compliance with the Patient Injury Act. The medical centre and practitioners/subcontractors provide additional information regarding their status upon request. The medical centre and



practitioner/subcontractors may, with justification, refuse to serve a client who behaves in a violent or threatening manner, or fails to observe rules or instructions given.

Inception of contract

Unless agreed otherwise in writing, the service contract and its related use are initiated when the client, patient or his/her representative and service provider arrange an appointment.

Cancellation and delay

The service provider has the right to charge for an unused appointment and related service from the client or patient, unless the service has been cancelled no later than the previous day (or time specified separately) prior to the agreed time period. If the client or patient arrives late, the service provider is not obligated to extend the agreed schedule or initiate the agreed procedure if it cannot be performed during the schedule agreed. The service provider shall endeavour to receive the client or patient at the time agreed, but due to the nature of the health service, the agreed time cannot always be guaranteed. If the service provider is over 30 minutes late, the client or patient shall have the right to cancel the appointment by notifying the service provider of the same.

Prices

With respect to prices, the medical centre's price lists in effect at the time shall be applied. In addition to the price of treatment, examination or other service, other fees may also be charged, such as an outpatient clinic fee, personal liability, office charge, general fee, etc. Due to the nature of the health service, all required examinations and their extent cannot be estimated in advance, and for this reason the cost may deviate from the original estimate. Suomen Neurolaboratorio applies the Association of Finnish Local and Regional Authorities' clinical neurophysiology research nomenclature.

Terms of payment

Unless otherwise agreed in writing, the client pays for the service in cash or via payment cards approved by the medical centre, in accordance with the practice followed at the centre. The medical centre charges a fee both on its own behalf and for the practitioner/subcontractor, forwarding the latter. The service provider is entitled to charge a prepayment. The client should report prior to the appointment and actual health service if s/he is insolvent or cannot pay for the service in the manner described above. The service provider shall have the right to suspend its contractual obligation if aspects emerge that indicate reason to suspect that the client may leave his/her contractual obligation unfulfilled. In the event of payment delay, the client shall be obligated to



remit default interest in accordance with the Interest Act. The medical centre shall have the right to transfer non-received payments to a third party for collection.

Non-self-paying clients

In the case of a non-self-paying client (municipal or corporate client), an occupational health care service, or the patient does not personally pay for the service on other grounds (e.g. an insurance company), the patient must clarify and confirm the payment arrangement when booking, in order to ensure smooth service. If the party reported by the patient is not obligated to pay for the service, the patient shall be personally responsible for the payment.

Personal information, medical records and duty of confidentiality

Suomen Neurolaboratorio (SNL) handles personal information in accordance with the EU's General Data Protection Regulation, the Data Protection Act and applicable specific legislation, and looks after the implementation of privacy protection in the processing of all personal data. The user data collected in the services required in registration (appointments, etc.) are part of SNL's client register and are used only for purposes specified in the registers-based privacy policies. The privacy policies are available on SNL's website. SNL may also process personal data maintained by another registrar (for example, a customer community), in which case the processing takes place in the capacity of a data processor when the responsibility for maintaining the register is elsewhere. In both cases, a high level of data protection is observed.

In the preparation, storage and transfer of medical records as well as with regard to duty of confidentiality, the laws and other regulations valid at the time shall be observed. In principle, all information produced/entered in connection with reception must be kept secret. Medical records can be transferred with the permission of the client or on another official basis to a third party. Information may be transferred to the payer/orderer of services (third party, non-self-paying clients) without the written consent of the client. The medical record information is also recorded in the national patient information archive maintained by KELA (the Social Insurance Institution of Finland).

Features and quality of service

Quality anomalies and malpractice related to the health service are specified in accordance with the Patient Injury Act. A certain result from the service cannot be guaranteed. The service user may be subject to erroneous interpretations or incorrect diagnoses. The information presented on webpages and in other communications is for reference only and is not intrinsic to this contract.



Processing measures for feedback and demands concerned with the service

Remarks regarding the service should primarily be clarified directly between the client or patient and the physician or other person who provided the service. If not clarified in this discussion, a claim may also be submitted to a handler designated by the medical centre, who will forward the claims affecting the practitioner to the practitioner/subcontractor. The service provider's patients ombudsman provides assistance in parsing a remark. An observation may also be submitted about the health service in accordance with the relevant regulations. With regard to the requirements referred to in the Patient Injury Act, the latter is complied with. These observations must be submitted to the Patient Injury Centre. The patients ombudsman provides more precise information with regard to initiating submission of patient injuries and related complaints. The other demands must be submitted to the service provider without undue delay within four weeks of the service event in writing.

Force majeure

The service provider is not liable for delays or other infractions of obligations that are incurred for reasons independent of the service provider(s) concerned. Reasons independent of service providers include: a strike or other industrial action, fire, water damage, hospital bacteria, epidemic, war, illness of the receiving professional, interruption in the distribution of electricity, telecommunications or information systems, public measure; or other unforeseen cause that the service provider cannot avoid, reasonably eliminate, or for which preparation cannot normally be considered justified.

Compensation of damage

Patient injuries are processed and reimbursed in accordance with the Patient Injury Act. In other respects, the liability of the service provider is restricted to the price paid for the service. Indirect damage is invariably excluded from the sphere of compensation.