

Patient rights in Poland

NOT SURE WHERE TO START? CALL

+48 800 190 590

Patient Information Line (Telefoniczna Informacja Pacjenta) — free of charge, 24 hours a day, 7 days a week; from abroad +48 22 688 05 00 (paid). Joint number of the Patient Ombudsman (RPP) and the NFZ.

112 Life in danger? Call 112. The patient helpline does not send an ambulance.

YOU HAVE THE RIGHT TO

Information about your health, treatment and prognosis — in a form you understand.	art. 9
Consent or refusal after being informed. Surgery — consent in writing.	art. 16–18
A second opinion or a panel of doctors. A refusal must go into your records.	art. 6 ust. 3–5
Pain relief: assessment, treatment and checking whether it works.	art. 20a
Someone close to you being present. A refusal only because of an epidemic or for safety.	art. 21
Dignity and privacy. Students at an examination — only with your consent.	art. 20, 22
Immediate help when your life is in danger — without queuing.	art. 7
Confidentiality about your health — you decide who may know.	art. 13–14

Full version and sources: zarobkilekarzy.pl/en/patient-rights

THIS IS FREE — THOUGH HARDLY ANYONE TELLS YOU

The first copy of your records in the requested scope.	art. 28 ust. 2a
A parent or carer staying with a child or with a person with a severe degree of disability.	art. 35 ust. 4
An application to the Patient Ombudsman.	art. 50 ust. 2

WATCH THE DEADLINES

30 days	to object to a doctor’s ruling — through the RPP, citing the provision. There is no appeal. art. 31
1 year	to apply for a benefit for harm in hospital (at the latest 3 years from the event). Fee PLN 361. Compensation Fund (Fundusz Kompensacyjny)
20 years	how long the facility keeps your records (30 years if death resulted from bodily injury or poisoning). art. 29

WARNING
Accepting a benefit from the Fund means giving up your claims in court. It is a route instead of court, not alongside it.

WHERE TO REPORT

Your patient rights were violated
Patient Ombudsman (RPP) · +48 800 190 590 · kancelaria@rpp.gov.pl

Told to pay for treatment funded by the NFZ
NFZ branch · skargi-i-wnioski.nfz.gov.pl

You see a visit that never happened
IKP · pacjent.gov.pl › “Historia leczenia” › “Zgłoś nieprawidłowość”

Legal basis: Act on Patient Rights (Dz.U. 2024 poz. 581). This is not legal advice. A translation for information only — only the Polish legal texts are binding.

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