



OPENING OF NEW CLINICS IN NOVÝ SMÍCHOV VILLA

In mid-March, two new clinics were opened for Program Health Plus clients in the Nový Smíchov Villa on Radlická street, specifically focusing on allergology/immunology and ophthalmology. In addition to the paediatrics department, the complex of our second centre now houses 5 new departments for specialists, together with other comfortable areas for our clients.

In the preceding months, modern clinics have been launched in the Nový Smíchov Villa for ear, nose and throat (ENT), neurology, as well as two clinics for physiotherapy and massages connected to a gymnasium for individual and group exercise. Now two further specialisations have moved into the sensitively reconstructed premises of the attractive historical villa.

SPACE FOR NEW SPECIALISATIONS

"The aim of the relocation of clinics is to provide our doctors with larger and more modern equipped premises for premium medical care, and to provide clients with a secure, comfortable and pleasant environment when visiting our healthcare facility. Following minor refurbishments, we're planning to open up clinics within the vacated premises of the clinic on Kartouzská street for new specialisations such as diabetology, rheumatology or rehabilitative medicine, which haven't previously been available at Program Health Plus," informs company founder and operational manager Dr. Oldřich Šubrt. The opening of new fields of medicine is a response to the massive spread of diseases of affluence such as diabetes mellitus, hypertension and connected health complaints, rheumatic diseases, headaches, back pains and many other illnesses which affect a substantial part of the Czech population. "All the new specialisations will ensure diagnosis and treatment, as well as primary,

secondary and tertiary prevention, plus consultancy. With regard to the current situation with the Covid-19 pandemic, we're also considering establishing a clinic for care of post-Covid patients," adds Dr. Šubrt.

ACCESS TO VILLA WITH CARD

Clients who are planning a visit to the paediatrics department or who have an appointment for an examination in the new departments have two separate receptions available for adults and children in the Nový Smíchov Villa, with a comfortable lounge. "Access to the Nový Smíchov Villa complex is secured by a tollgate, which can be opened by a client chip card. Clients who don't yet have a card can request one at any of our receptions. It will either be made while clients wait, sent by post upon prior arrangement, or clients can collect it on their next visit to the clinic," informs Michaela Hrdličková, head nurse at the Nový Smíchov Villa. For clients in the Sapphire and Diamond programmes, a car park is available in the villa complex, for which the client card is also used to open the toll bar. In the case of any problems with access to the complex or functioning of client cards, clients need only contact our reception staff, who will resolve all the necessary matters. "Clients are always informed of the centre where they have an ordered visit by the receptionist when arranging it, and are also reminded in the form of an SMS invitation one day before the

appointment for the examination, as well as by a notification in the HealthPlus mobile app. If clients aren't sure of which centre to report to for their appointment, they can contact our reception or our online chat service, and our staff will be very happy to help them," advises the head nurse.

FOR SECURITY AND COMFORT

Another new feature from the last few months is the fundamental innovation of the electronic healthcare (eHealth) system, with the use of state-of-the-art technologies. The aim is to maximise security and increase comfort for clients when using the client zone and the HealthPlus app for smart phones. "The most important upgrade of the system is a comprehensive change to the manner of verifying clients' identity for online access to their electronic health data. The system uses the latest authentication protocol OAuth2, which ensures the highest level of security and also offers further security measures such as two-factor authentication or the use of biometric data, i.e. fingerprints or face scan," explains IT specialist Martin Taraležkov. The same protocol is used also by banking systems, where the highest security standards apply. Clients can now also set their own password. Details about changes of security within the framework of eHealth can be found on our website: <https://programhplus.cz/whats-new/improved-access-to-the-client-zone>.

INTRODUCTION

Petr Provázek,
Company CEO,
Program Health Plus

CLIENTS' SECURITY AND COMFORT ABOVE ALL

In the last 12 months the world has changed before our eyes. Changes have taken place also at Program Health Plus, although fortunately for us and for our clients, these have been changes for the better. In the summer of 2020 we opened a new centre in the nearby historical Nový Smíchov Villa, which now houses our paediatrics department. Clinics of selected specialisations are also relocating here, including in the last few days our departments of allergology/immunology and ophthalmology. We have built a comfortable and completely secure environment for you and your children, and we are confident that you will always feel at ease in our new premises.

Thanks to the considerable expansion of our clinic, we are now able to offer you new medical specialisations – diabetology, rheumatology and rehabilitative medicine. This has also been accompanied with additions to the ranks of our doctors and nurses. Your health will now be taken care of by a team of almost one hundred experienced healthcare professionals.

And of course, we can't forget about Covid-19. We are currently organising vaccination for our clients aged 70 years and over, and in the preventive consultancy section of our newsletter we provide answers to questions about safety and any adverse side effects of vaccination. We are constantly monitoring the situation in connection with the coronavirus, and publish all the important information on our website.

The entire Program Health Plus team is here for you and your health, any time you need us.

Petr Provázek

NEWS

VACCINATION AGAINST COVID-19

For clients aged 70 years and over, the clinic offers arrangement of registration for vaccination against Covid-19. We predominantly use the vaccination centre at Na Homolce Hospital, but we also communicate with other vaccination centres. It is our endeavour to ensure that all clients aged over 70 who consent to vaccination are vaccinated by the end of March. A separate group consists of clients with risks for a more severe course of the disease. In the spring of 2020 we created the observation group COVID-19, which we are continuously updating, and for these clients also we are attempting to ensure vaccination as soon as possible. We will offer registration for vaccination of clients in younger age groups without more pronounced risks as soon as the government regulations enable this. Together with the Ministry of Health of the Czech Republic, the clinic is also addressing the possibility of vaccinating clients directly within the clinics of personal doctors, in which we have so far succeeded to a small degree.



OUR NEW SPECIALISTS

Our clinic's team has recently been added to by a number of experienced specialists. The neurology department has been bolstered by the addition of Dr. Radka Hubíková, while Jitka Weigertová has joined the physiotherapy department. The newly constructed rheumatology department will house the clinic of Dr. Karel Jedlička, as well as a new clinic for medical rehabilitation headed by Dr. Zuzana Valouchová.



NEWS ON SOCIAL NETWORKS

In the past, clients of Program Health Plus have had the opportunity to follow the latest events and interesting news from the clinic, not only on our website but also on selected social networks. In this respect, 2021 is bringing a number of new features.

Until recently, the clinic used social networks primarily as a platform for communicating useful information about the running of the clinic, offers of new services or preventive consultancy with doctors regarding various health issues. "This year we've decided to expand our information channels on social networks, and also to reconfigure our communication style in order to provide our clients with a more informal and lighter overview, not only regarding goings on at the clinic and about our staff, but also the services we offer, which some of our clients may not be aware of," state our new social network administrators at Program Health Plus, Karolína Šubrtová and Tereza Žižková.

A BACKSTAGE VIEW OF THE CLINIC

At the end of last year, the clinic first appeared on Instagram, where clients could find attractive clips from the premises of our clinic on Kartouzská street, or from the reconstruction of Program Health Plus's recently opened second centre in the Nový Smíchov Villa on Radlická street. "Instagram is a platform that enables us to post lesser known features more often, as well as behind the scenes reports from the clinic, which might also be of interest to our clients. For example, this might concern the art you can encounter within our premises, the opinions of our employees, new equipment, projects within the sphere of

eHealth or practical tips on what kind of benefits our clients can make use of within the framework of their membership," describe the social network administrators. The main aim of the changes is to offer interested clients and members of the public the opportunity to see the comfortable environment of our clinics close up, and to become better familiarised with the experienced professionals who work behind the closed doors of clinics and take care of the health of Program Health Plus clients.

FURTHER PLANS FOR THE FUTURE

Some of these changes can already be seen on social networks. For example, users of Instagram and Facebook can now see interesting clips from the reconstruction and progressive opening of the new clinic in the Nový Smíchov Villa. "In future we're also considering a number of further new features, for example video seminars on health-related issues in co-operation with the Academy of Healthcare Management, which shares premises with the clinic in the Nový Smíchov Villa. During the reconstruction a superbly furnished studio was established here for the compilation of teaching videos, which we'd like to make use of for these purposes," inform Karolína Šubrtová and Tereza Žižková. So without doubt, in the near future it will pay off to follow the social networks of Program Health Plus.

PREVENTIVE CONSULTANCY

COVID-19 VACCINATION UNDER A MICROSCOPE

The ongoing vaccination against Covid-19 is shrouded in several myths, mainly relating to the safety of vaccination and alleged serious adverse side effects. For this reason we asked Dr. Roman Košek, internal medicine specialist at Program Health Plus.

What should people pay attention to before and after vaccination against Covid-19?

Every vaccine goes through a process of extensive clinical trials, which reveal any relevant adverse side effects. Despite this, in a small number of cases certain complications may appear after vaccination, which may or may not be connected with the applied immunising agent. Adverse effects may be of a local or general character. In the vast majority of cases they subside within a short period of time. Clients should report for the application of a vaccine in a stable condition of health, and respond truthfully to all questions asked by the doctor before he or she permits the administration of the immunising agent. In principle, the only absolute contraindication is hypersensitivity to the given immunising agent or any adjuvant substance in the vaccine. Relative contraindications are pregnancy and breastfeeding. And as with other vaccines, it applies that people who are suffering from an acute infectious illness of any origin, especially those with an acute febrile condition, are not vaccinated. It's necessary to defer vaccination until 14 days after the symptoms have subsided.

What adverse symptoms of vaccinations should

people take notice of, and how can they alleviate negative effects?

The most frequently reported adverse side effects have been sensitivity in the place of injection (63.7 %), pain in the place of injection (54.2 %), headache (52.6 %), fatigue (53.1 %), myalgia, i.e. muscle aches (44.0 %), torpidity (44.2 %); pyrexia incorporating raised body temperature (33.6 %) and fever higher than 38 °C (7.9 %), chills (31.9 %), arthralgia, i.e. joint pain (26.4 %), and nausea, i.e. queasiness and urge to vomit (21.9 %). Paralysis of the facial nerves has also been reported in a number of patients. The majority of adverse effects have been of mild or medium severity, and usually subsided within a few hours to days after vaccination. Severe anaphylactic reactions have occurred very rarely. In comparison with the 1st dose, adverse side effects have been reported less frequently and to a milder degree after the 2nd dose. Treatment of the symptoms is usually symptomatic, and consists in the application of antipyretics and analgesics together with a regimen of rest for 24 hours after the administration of the vaccine. If symptoms persist for a number of days, and especially in the case of further worsening, it's necessary to contact a doctor.

HEALTH IN NUMBERS

VACCINATION AGAINST COVID-19

A rapid vaccination programme against Covid-19 began at the turn of 2021, and as of Sunday 21 March approximately 447 million doses of the various different vaccines against the new coronavirus have been administered in 133 states worldwide. The situation differs radically according to different countries, and the Czech Republic is gradually catching up from its initial delay.

OVERVIEW OF NUMBER OF APPLIED VACCINES AND % OF VACCINATED POPULATION IN SELECTED COUNTRIES

State	Number of applied vaccines	% pop. with 1st vaccine	% of fully vaccinated population
USA	124,481,412	24.5	13.3
China	74,950,000	–	–
EU (total)	57,201,476	8.7	3.8
India	44,603,841	2.7	0.5
Un. Kingdom	29,859,742	41.4	3.3
Brazil	15,465,745	5.4	1.9
Turkey	13,066,109	9.6	6.1
Germany	10,479,936	8.7	3.9
Israel	9,711,316	57.1	50.2
France	8,573,551	9.5	3.7
Russia	8,500,000	3.4	2.4
Chile	8,467,620	29.3	15.0
Indonesia	7,879,881	2.1	0.9
Italy	7,808,120	8.8	4.1
UAE	7,298,768	–	–
Morocco	6,687,548	12.0	6.8
Spain	5,993,363	8.8	4.1
Mexico	5,459,014	3.8	0.5
Poland	5,014,167	8.5	4.7
Bangladesh	4,760,747	2.9	–
Canada	3,942,763	6.3	1.7
S. Arabia	3,180,996	–	–
Argentina	3,119,828	5.6	1.3
Romania	2,521,512	9.0	4.0
Serbia	2,160,564	19.6	11.4
Hungary	2,038,133	16.0	4.9
Netherlands	1,497,034	–	–
Greece	1,436,491	9.1	4.3
Portugal	1,348,331	8.8	4.3
Czech Rep.	1,330,675	9.1	3.4
Belgium	1,323,086	7.9	3.7
Sweden	1,293,923	8.8	3.7

NOTE: Order of states ranked according to quantity of applied doses of vaccine

Source: <https://www.bloomberg.com/graphics/covid-vaccine-tracker-global-distribution/> (data valid as of 21 March 2021)