

PATIENTS RIGHTS AND DUTIES

• Right to choose

The user has the right to choose the services and health care providers, according to the existing resources and organization rules of the health services.

• Right to consent or refusal;

Consent or refusal to provide health care must be declared free and clear. · The user may, at any time during the provision of health care, revoke consent. For more information, please refer to the informed consent FAQ on the ERS website at www.ers.pt/pages/419.

• Right to adequate health care provision;

The patient is entitled to receive the health care he or she needs, promptly or within a period of time considered clinically acceptable. The user has the right to the most adequate and technically correct health care.

Health care must be provided humanely and with respect for the user.

In face-to-face care without previous appointment, and in a clinical setting of identical severity and complexity, priority should be given to users with disabilities or disabilities equal to or greater than 60%.

• Right to privacy of personal data;

The user owns the rights to the protection of personal data and the reservation of private life.

The treatment of health data must comply with the provisions of the law and must be appropriate, relevant and not excessive.

The user has the right of access to the personal data collected and may require the correction of inaccurate information and the inclusion of information totally or partially omitted, under the terms of the Law.

• Right to confidentiality of personal data;

The user has the right to the confidentiality of his personal data. Health professionals are bound by the duty of confidentiality in relation to facts that they are aware of in the performance of their duties, unless otherwise provided by law or by a judicial decision imposing their disclosure.

• Right to information;

The patient has the right to be informed by the health care provider about his / her situation, the possible alternatives of treatment and the probable evolution of his condition.

The information must be transmitted in an accessible, objective, complete and intelligible way.

• Right to spiritual and religious assistance;

The user has the right to religious assistance, regardless of religion. To legally recognized churches or religious communities, conditions are guaranteed that allow the free exercise of spiritual and religious assistance to the users hospitalized in NHS health facilities, who request it, under the terms of the Law.

• Right to complain and file a complaint;

The user has the right to complain and to present a complaint in the health establishments, according to the law, as well as to receive compensation for damages suffered.

Complaints can be presented in the complaints book, in the online form provided by ERS, by letter, fax, or e-mail, and your response is required, according to the law.

Health services, providers of health goods or services and health operators are required to have a complaint book, which can be completed by those requesting it.

• Right of association;

The user has the right to establish entities that represent him and defend his interests, namely in the form of associations for promotion and defense of health or groups of friends of health facilities.

• Right of minors and disabled to have legal representatives;

The legal representatives of minors and disabled persons may exercise their rights, namely to refuse assistance, following the constitutional principles.

• Right to follow-up.

In the emergency services of the SNS.

When it comes to pregnant women hospitalized at a health facility, during all stages of labor.

When it comes to children hospitalized in health facilities, people with disabilities, people in a situation of dependency and people with incurable disease in advanced and end-of-life.

THE HEALTH CARE PROVIDER:

- You must respect the rights of other users, and of the health professionals with whom you relate.
- Must respect the rules of organization and operation of health services and facilities.
- Collaborate with health professionals on all aspects of your situation.
- Must pay the costs that arise from the provision of health care, where applicable.