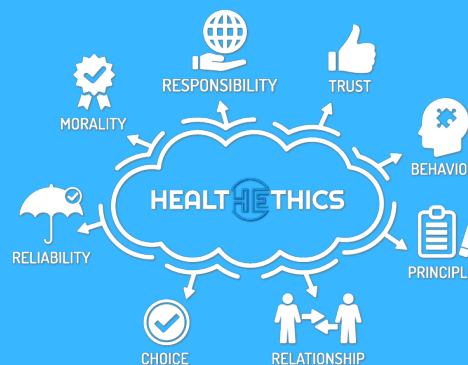


# DUTIES OF THE HEALTH SERVICES USERS

- Respect the rights of other patients.
- Respect the rights of healthcare professionals.
- Respect the rules of organization and functioning of health services and institutions.
- Collaborate with healthcare professionals in all aspects related with his/her condition.
- Pay charges related with the healthcare provision, if applicable.



# THE RIGHTS AND DUTIES OF THE HEALTH SERVICES USERS

## CONTACTS

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*Adapted from the version of the Charter of Rights and Duties of ACSS and ERS*

*Law n.º. 15/2014 amended by DL 44/2017*

*Ordinance 153/2017*

*The information in this brochure does not dispense with reading of Legislation in Force*



**SNS** SERVIÇO NACIONAL DE SAÚDE



# USER RIGHTS

## RIGHT TO CHOOSE

- The patient has the right to choose health services, taking into account available resources and health services organisation rules.

## RIGHT TO CONSENT OR REFUSAL

- The consent refusal of the healthcare provision must be declared in a free and enlightened manner except special provision by law.
- The health service users may cancel the consent in any moment of the healthcare provision.

## RIGHTS TO THE ADEQUACY OF HEALTH CARE PROVISION

- The Patient has the right to receive the healthcare he/she requires, swily or within a clinically acceptable period of time, according to the situation,
- The Patient has the right to receive the most adequate and tecnically correct healthcare.
- Healthcare should be provided in a human manner and with respect by the patient.

## RIGHTS TO PERSONAL DATA AND PRIVATE LIFE PROTECTION

- The patient holds fully its rights of data protection and reserve of private life.
- The management of health data should respect applicable legislation, be adequate and not excessive.
- The patient may access his/her personal data and demand its retification and/or the addition of missing information, according to the law.

## RIGHT TO PRIVACY OF PERSONAL DATA

- Health services' users have the right to confidentiality of their personal data.
- Healthcare professionals are obliged to the duty of confidentiality regarding facts occurred within the exercise of their duties, except if a specific law or judicial decision imposes its revelation.

## RIGHT TO INFORMATION

- Patient has the right to be informed by his/her healthcare provider on his/her situation, on treatment alternatives and the evolution of his/her clinical condition.
- The information should be conveyed in an accessible, objective, complete and clear manner.

## RIGHT TO SPIRITUAL AND SPIRITUAL RELIGIOUS

- Patient has the right to religious assistance, regardless of his/her religion.
- The NHS should ensure necessary conditions to a free exercise of spiritual and religious practice to inpatients belonging to churches and religous communities legally recognized.

## RIGHT TO COMPLAIN AND TO COMPLAIN

- The patient has the right to complain and present a complaint in health institutions, as well as to be indemned by losses he/she may have incurred.
- Complaints may be presented in the Complaints Book (yellow book), in the electronic form available at the Health Regulator website at <https://www.ers.pt/>, or by letter, fax or email. Replies are mandatory, as foreseen in the applicable law. Patients may also access to Frequently Asked Questions available by the regulator at <https://www.ers.pt/pages/382>.
- Health services, suppliers of goods and health services and health operators must have a Complaints Book (yellow book), that may be filled by whoever requests it.

## RIGHT TO ASSOCIATION

- The patient has the right to constitute entities which represent and defend his/her rights and interests, namely in the way of associations for the promotion and protection of health and other groups of friends of health establishments.

## RIGHT OF THE MINOR AND INCAPACITATED

- Minors' legal representatives and disabled may exercise their rights, namely the right to refuse assistance, taking into account constitutional provisions.

## RIGHT TO FOLLOW-UP

- In NHS emergency services.
  - 1.To inpatient pregnant in NHS health institutions, during all phases of labor.
  - 2.To inpatient children in NHS health institutions, disabled, people with dependency or persons with an incurable disease or terminal condition.