

RIGHTS OF THE USER

Right to choose: The user of health services has the right to choose the services and providers of health care, according to the existing resources. The right to health protection is exercised taking into account the rules of organization of the health services.

Consent or refusal: Consent or refusal to provide health care must be declared free and clear, unless otherwise provided by law. The user of health services may, at any time during the provision of health care, revoke consent.

Adequacy of health care provision: The health care user is entitled to receive the health care that he or she needs, within a period of time considered clinically acceptable, as the case may be. The user of the health services is entitled to the most adequate and technically correct health care. Health care must be provided humanely and with respect to the user.

Personal data and protection of privacy: The user of the health services is the holder of the rights to the protection of personal data and to the reservation of private life. Article 5 of Law 67/98, of October 26, applies to data processing in the health area, ensuring, inter alia, that the data collected are adequate, relevant and not excessive for the purposes pursued. The user of the health services is entitled to access the personal data collected and may require the correction of inaccurate information and the inclusion of information that is totally or partially omitted, pursuant to article 11 of Law 67/98, Of October 26.

Confidentiality: The user of the health services has the right to the confidentiality of his personal data. Health professionals are bound by a duty of secrecy with regard 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 health care user has the right to be told by the health care provider about his / her situation, possible treatment alternatives and the likely course of his / her condition. The information must be transmitted in an accessible, objective, complete and intelligible form.

Spiritual and religious assistance: The user of health services is entitled 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 health facilities of the SNS, who request it, under the terms of Decree-Law no. 253/2009, of September 23th.

Complaints: The user of the health services 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 and complaints can be presented in a complaint book or in a separate way, and the response is mandatory, according to the law. Health services, providers of health goods or services, and health care providers are required to have a complaint book, which can be completed by those requesting it.

Right of association: The user of health services has the right to establish entities that represent him and defend his. The user of health services may constitute entities that collaborate with the health system, in particular in the form of health promotion and advocacy groups or groups of friends of health facilities.

Minor and Incapable: The law should provide for the conditions under which the legal representatives of minors and incapacitated persons can exercise their rights, in particular the right to refuse assistance, observing the constitutional principles.