

PATIENT OBLIGATIONS

Respect the Rights: You must respect the rights of other patients, and of the health professionals with whom you interact.

Respect the Rules: you must respect the rules of organization and operation of health services and establishments.

Collaborate with Health Professionals: You must collaborate with health professionals in all aspects relating to your situation.

Pay the charges: You must pay the charges deriving from the provision of health care, when applicable.

SUGGESTIONS AND COMPLAINTS

USF Famílias has at your disposal a complaints book and a suggestions leaflet, which can help to improve the quality of our services.

The information contained in this leaflet does not exempt you from carefully reading the legislation (Law N°. 15/2014 of 21 March)

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PATIENT RIGHTS AND OBLIGATIONS



PATIENT RIGHTS

RIGHT TO CHOOSE

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

RIGHT TO CONSENT OR REFUSAL

Consent or refusal to provide health care must be freely and clearly declared. The patient may, at any time during the provision of health care, revoke consent.

RIGHT TO ADEQUATE PROVISION OF HEALTH CARE

The patient is entitled to receive the health care needed promptly or within a period of time considered clinically acceptable, depending on the situation.

The patient has the right to be provided with the most adequate and technically correct health care.

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

RIGHT TO PROTECTION OF PERSONAL DATA OF PRIVATE LIFE

The patient is the holder of the rights to the protection of personal data and privacy.

The processing of health data must comply with the provisions of the law, ensuring, in particular, that the data collected are adequate, relevant and not excessive.

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

RIGHT TO CONFIDENTIALITY OF PERSONAL DATA

The patient has the right to secrecy about their personal data.

Health professionals are bound by the duty of secrecy in relation to the facts that they become aware of in the exercise of their functions, unless the law provides otherwise or a court decision that requires their disclosure.

RIGHT TO SPIRITUAL AND RELIGIOUS ASSISTANCE

Patients have the right to religious assistance, regardless of their religion.

The legally recognized churches or religious communities are guaranteed conditions that allow the free exercise of spiritual and religious assistance to patients hospitalized in SNS health establishments, who request it, under the terms of the Law.

RIGHT TO INFORMATION

The patient has the right to be informed by the healthcare provider about their situation, possible treatment alternatives and the likely evolution of their condition.

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

RIGHT TO COMPLAIN AND SUBMIT A COMPLAINT

The patient has the right to complain and file a complaint in health establishments, under the terms of the law, as well as to receive compensation for damages suffered.

Health services, providers of health goods or services and health operators are required to have a complaints book, which can be completed by the person who requests it.

Complaints and grievances can be submitted in the complaints book, in the online form provided by ERS, by letter, fax, or e-mail, and their response is mandatory, under the terms of the law.

RIGHT OF ASSOCIATION

Patients have the right to form entities that represent them and defend their interests, namely in the form of associations for the promotion and defense of health or groups of friends from health establishments.

RIGHTS OF MINORS AND DISABLED PEOPLE TO HAVE

LEGAL REPRESENTATIVES

Legal representatives of minors and incapable persons may exercise their rights, namely the right to refuse assistance, in compliance with constitutional principles.

RIGHT TO MONITORING

In the emergency services of the NHS.

-When it comes to a pregnant woman admitted to a health facility, during all stages of labor.

-When it comes to children hospitalized in a health facility, people with disabilities, people in a situation of dependence and people with an incurable disease in an advanced stage and in the final stage of life.