

• COMPLAINTS

The healthcare service users have the right to complain and file a complaint in hospitals, in accordance with the law, as well as receiving compensation for damaged suffered.

Complaints may be presented in the book of complaints or in person and, according to the law, the answer to the complaint it is compulsory.

The health services, health goods and services suppliers and health operators must have the complaints book ready to be used by anyone.

• SPIRITUAL AND RELIGIOUS ASSISTANCE

The healthcare service users have the right to religious assistance no matter what religion you they have.

Legal churches or religious communities must be provided with the conditions that allow spiritual and religious assistance, when requiring, to in-patients in the National Health Services hospital, according to applicable legislation.

• RIGHT TO ASSOCIATION

The healthcare service users have the right to create entities that represent them and defend their interests.

The healthcare service users may create entities that collaborate with the healthcare system, in particular associations for the promotion and protection of health or groups of friends in hospitals.

DUTIES OF THE HEALTH SERVICES USERS

- Must respect the rights of other users, as well as the health professionals.
- Must respect the rules of organization and functioning of services in health establishments.
- Should collaborate with health professionals in all aspects related to her / his situation.
- Should pay the costs arising from the provision of health care, when appropriate.

**For more information, see
Law nr. 15/2014, 21st of March**

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CHARTER RIGHTS AND DUTIES of Access to Healthcare by the users of the National Health System

(Law nr. 15/2004, 21st of March)



RIGHTS OF THE HEALTH SERVICES USERS

- **Right to choose**
- **Right to information**
- **Consent or refusal**
- **Suitability of the healthcare provision**
- **Personal data and private life protection**
- **Secrecy**
- **Complaints**
- **Minors and incapable people**
- **Spiritual and religious assistance**
- **Right to association**

- **RIGHT TO CHOOSE**

The health service users have the right to choose the services and the healthcare providers according to the existing resources.

The right to health protection is achieved according to the organisation rules of the health services.

- **RIGHT TO INFORMATION**

The health service users have the right to be informed by the healthcare provider about their situation, possible treatment alternatives and the likely evolution state.

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

- **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.

- **SUITABILITY OF THE HEALTHCARE PROVISION**

The healthcare service users have the right to get, immediately or in a clinically acceptable period of time, as appropriate, the healthcare they need.

The health service users have the right to the most appropriate and technically correct healthcare provision.

All healthcare must be provided with humanity and respect for the user.

- **PERSONAL DATA AND PRIVATE LIFE PROTECTION**

The health service users have the right to reservation of private life and the personal data protection.

The legislation that regulates the personal data is applicable to data processing in the health area, assuring that the data collected are adequate, relevant and not excessive for the pursued purposes.

The health service users have the right to accessing to all collected personal data and they may require the rectification of any incorrect information and the inclusion of fully or partially missing information, under the law in force for personal data protection.

- **SECRECY**

Healthcare users have the right to secrecy about their personal data.

Health professionals are bound by the duty of confidentiality in relation to the facts that they have taken knowledge during their duties, except any different legislation or judicial decision requiring disclosure.

- **MINORS AND INCAPABLE PEOPLE**

The law should provide the conditions where legal representatives of minors and incapable may use the rights that assist them, in particular refusing assistance, in compliance with the constitutional principles.