



# RIGHTS AND DUTIES OF THE PATIENT

## PATIENT'S RIGHTS

### Right to choose

The patient has the right to choose health services, considering the available resources and health services' organization rules.

### Right to consent or refusal

1. The consent or refusal should be declared in a free and informed manner, unless otherwise provided by law.
2. At any moment of the healthcare provision, the patient may revoke his/her consent.

### Right to receive an adequate healthcare provision

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

### Right to care

In relation to users with a clinical condition of identical severity and complexity, priority should be given to people with a disability, except in situations of assistance carried out by prior appointment.

### Right to the protection of personal data and private life

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

### Right to confidentiality

1. The patient has the right to confidentiality of his/her personal data.
2. 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

1. 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.
2. The information should be conveyed in an accessible, objective, complete and clear manner.

### Right to spiritual and religious assistance

1. The user has the right to religious assistance, regardless of the religion he professes.
2. Legally recognized churches or religious communities are guaranteed conditions that allow the free exercise of spiritual and religious assistance to users who request it, under the terms of the law.

### Right to present complaints

1. According to the law the patient has the right to complain and write a formal complaint in healthcare institutions, as well as to be compensated by losses he/she may have incurred.
2. Complaints may be written in the Complaints Book or in the electronic form available at the Health Regulator website. Replies are mandatory, as foreseen in the applicable law.
3. Healthcare providers, suppliers of goods and healthcare services must have a Complaints Book that may be filled by whoever requests it.

### Right of association

The law must provide the conditions under which the legal representatives of minors and incapable persons may exercise their rights, namely, the right to refuse assistance, in compliance with constitutional principles.

### Right of minors and disabled

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

### Right of accompaniment

In the services of the National Health Service, the right to accompaniment by a person indicated by you is recognized and guaranteed to all, and this information must be provided upon admission to the hospital.

## PATIENT'S DUTIES

1. Defend and promote health;
2. Respect and treat other people with courtesy, namely other users and health professionals;
3. Collaborate with health professionals in all aspects relevant to the improvement of your health status;
4. Keep your relevant personal data up to date, namely the necessary data in the scope of the National User Register (RNU) and the address and contact on the Health Data Platform (Plataforma de Dados da Saúde) – Citizen Area of the SNS Portal;
5. Observe the rules of the health establishments and services;
6. Appear on the date and time set for scheduled events and inform in advance the institution for any facts that may impede your attendance;
7. Pay the charges arising from the provision of health care;
8. Formalize writing your options on suitable support, whenever requested by the provider.