

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.

Minors and Incapacitated 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.

Right to Follow/company

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

Count on us,

**Together we take care of
everyone!**



The Duties of the Users

Duties of the Health Service User:

- 1) Must respect the rights of other users, as well as the health professionals.
- 2) Must respect the rules of organization and functioning of services in health establishments and should pay the costs arising from the provision of health care.
- 3) The user of health services should collaborate with health professionals in all aspects related to her/his situation.
- 4) You must pay the costs arising from the provision of health care, when applicable.

All content in this information flyer is intended only to guide the user and does not dispense with careful reading of current legislation. For more information, consult (Law nº 15/2014 of March 21st, amended by Decree-Law nº 44/2017 of April 20th).

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Rights and Duties of users of the National Health System



Right of Choice

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 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 revoke the consent in any moment during the healthcare provision.

Right to suitability of 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 services must be provided with humanity and respect for the user.

Right to personal data and private life protection

The health service users have the right to reservation of private life and 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 or the inclusion of fully or partially missing information, under the law in force for personal data protection.

Right to priority in Service/Care

When users have a clinical picture with identical seriousness and complexity, priority should be given to people with disabilities equal or greater than 60%. This provision does not apply to situations of attendance to the public performed through prior appointment.

Right to data confidentiality/Secrecy

Healthcare users have the right to secrecy about their personal data. Health professionals are bound by 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.

Right to Information

The user has the right to be informed by the healthcare provider about their situation, possible treatment alternatives and the likely evolution of their condition. Information must be transmitted in an accessible, objective, complete and intelligible way.

Right to Spiritual and Religious Assistance

The healthcare service users have the right to religious assistance no matter what religion they have and practice. Legal churches or religious communities must be provided with conditions that allow spiritual and religious assistance, when requiring, to in-patients in the National Health Services hospital, according to applicable legislation.

Right to report and complaint

The user has the right to file a complaint at and about healthcare establishments, in accordance with the law as well as to receive compensation for losses suffered. Complaints and grievances can be submitted personally in the complaints book, or online form provided by ERS (Health Regulatory Portuguese Entity), by letter, e-mail or via the ULSLO website. The reply is compulsory.