



USER RIGHTS AND DUTIES – National Health System

Law No. 15/2014 of 21 March

RIGHTS

RIGHT TO CHOOSE

Users have the right to choose the services and health care providers, according to the existing resources, and to the organisation rules of the health services.

CONSENT OR REFUSAL

The consent or the refusal of the health care provision must be freely and clearly stated, unless special provision by law, and the consent may be revoked at any moment.

ADEQUATE PROVISION OF HEALTH CARE

Users are entitled to receive the health care they need, within a period of time considered clinically acceptable.

Users have the right to receive the most adequate and technically correct health care, provided humanely and with respect.

REFUSAL OF TRAINEES

Users have the right to refuse the presence of trainees/interns or the provision of care by them.

PERSONAL DATA AND PRIVATE LIFE PROTECTION

Users have the right to access their personal information collected and may require the rectification of inaccurate information and the inclusion of totally or partially missing information.

By legislation the health data processing, ensure that the data collected are adequate, relevant and not excessive for the intended purposes.

CONFIDENTIALITY OF PERSONAL DATA

Health professionals are obliged to maintain confidentiality of facts that they know in the performance of their duties.

RIGHT TO INFORMATION

Users have the right to be informed about their health situation, treatment alternatives and possible evolution of their health condition. This information must be transmitted in an accessible, objective and comprehensive way.

SECOND OPINION

Users have the right to get a second opinion about his health situation.

COMPLAINTS

Users have the right to complain, in the book of complaints, with the right to obtain a response.

Users have the right to schedule a personalized contact with the Coordinator or to whom he delegates, to expose their suggestions or complaints.

CULTURE AND RELIGION

Users have the right to be respected for their cultural, philosophical and religious convictions.

ASSOCIATION

Users have the right to constitute entities that represent it and defend their interests.

MINORS AND INCAPABLE

The legal representatives of minors and incapable may exercise the rights they fit, namely to refuse assistance, according to the constitutional principles.

ACCOMPANYING

Users have the right to be accompanied, as long as it does not compromise the conditions and technical requirements of the care to be provided.

DUTIES

Must respect the rights of other users and health professionals.

Must respect the rules related to the functioning and organization of the unit.

Must collaborate with the health professionals in all aspects of their situation.

Must pay the charges that derive from health care provision, when appropriate.

The companions must behave with civility and respect and comply with the instructions and indications, duly substantiated, of the health professionals.