

RIGHTS OF USERS OF HEALTH SERVICES THE WEARER

RIGHTS OF USERS OF HEALTH SERVICES THE WEARER OF HEALTH SERVICES HAS:

1. THE RIGHT TO CHOOSE

The right to choose the user has the right of choice of services and health care providers, the extent of existing resources and the rules for the organization of health services.

2. RIGHT TO CONSENT OR REFUSAL

Right to consent or refusal the consent or refusal of health care provision should be declared free and clarified.

L'utilisateur peut à tout moment de la prestation des soins de santé, révoquer le consentement.

3. RIGHT TO ADEQUACY OF HEALTH CARE PROVISION

Users are entitled to receive, with promptness or within a period of time considered clinically acceptable, the healthcare they need. The user has the right to health care provision more appropriate and more technically correct. Health care should be rendered humanly and with respect for the wearer. In attendance without prior marking, and in a clinical setting of severity and complexity Priority should be given to users with equal or greater than 60%

4. THE RIGHT TO THE PROTECTION OF PERSONAL DATA OF PRIVATE LIFE THE WEARER

Is the holder of the rights to protection of personal data and the protection of private life. The treatment of health data must comply with the provisions in law and must be adequate, relevant and not excessive. The user is the holder of the right of access to personal data collected and may require the rectification of inaccurate information and the inclusion of information partially or omitted, in accordance with Law.

5. RIGHT TO CONFIDENTIALITY OF PERSONAL DATA

The user has the right to the confidentiality of your personal data. The health professionals are bound by a duty of confidentiality with respect to the facts of which they have knowledge in the exercise of their functions, unless otherwise specified in that law or judicial decision that imposes its revelation.

6. RIGHT TO INFORMATION

The user has the right to be informed by the provider of health care on their situation, the possible alternatives of treatment and the likely evolution of their state. The information should be transmitted in a form accessible, objective, complete and intelligible.

7. RIGHT TO SPIRITUAL AND RELIGIOUS ASSISTANCE

The user has a right to religious assistance, regardless of religion who professes. To churches or religious communities, legally recognized, are ensured conditions which allow the free exercise of religious and spiritual assistance to users hospitalized in health establishments of the SNS, that request, in accordance with Law.

8. RIGHT TO COMPLAIN AND TO COMPLAIN

The user has the right to claim and submit a complaint in health establishments, under the terms of the law, as well as to receive compensation for the damage suffered. Complaints may be submitted in the Complaints Book, the online form made available by the ERS, by letter, fax or email, being mandatory his response, in accordance with law.



HDFE
Hospital Distrital da
Figueira da Foz, E.P.E.

RIGHTS OF USERS OF HEALTH SERVICES THE WEARER

9. RIGHT OF ASSOCIATION

The user has the right to form entities that represent and defend their interests, in particular in the form of associations for the defense and promotion of health or groups of friends of health establishments.

10. RIGHT OF MINORS AND INCAPABLE HAVE LEGAL

Representatives the legal representatives of minors and incapable can exercise the rights incumbent upon them, namely to refuse assistance, with observance of the constitutional principles.

11. RIGHT TO FOLLOW

In emergency services of the SNS.

When it comes to pregnant women hospitalized in health establishment, during all stages of labor. When it comes to children hospitalized in health establishment, persons with disabilities, persons in a situation of dependence and people with incurable disease in advanced state and in the final state of life.

OBLIGATIONS OF USERS

THE WEARER OF HEALTH SERVICES MUST:

1. Respect the rights of other road users and health professionals with which relates.
2. Respect the rules of organization and operation of services and health establishments.
3. Collaborate with health professionals in all aspects relating to their situation.
4. Pay the charges that derives from the provision of health care, when appropriate.

Reference Documentation:

SNS, Law no. 15/2014 of March 21, as amended by Decree-Law no. 44/2017, of April 20, and in Portaria 153/2017, of May 4);
ERS- Flyer]