

## **CHARTER OF PATIENTS' RIGHTS AND DUTIES PATIENTS' RIGHTS**

### **RIGHT OF PATIENTS**

- 1 - The user has the right to choose health care services and providers, according to the existing resources.**
- 2 - The right to health protection is exercised taking into account the rules for organizing health services.**
- 3 - Health services, suppliers of goods or services and health operators are required to have a complaints book, which can be filled out by those who request it.**
- 4 - The user has the right, by himself or by whoever represents him, to submit complaints that can be presented in a complaints book, the answer being mandatory, under the terms of the law.**
- 5 - The user has the right to give or refuse his consent, before any medical act or participation in research or clinical teaching. You can revoke your consent at any time.**
- 6 - The user has the right to be treated with respect for human dignity.**
- 7 - The user has the right to respect for their cultural, philosophical and religious convictions.**
- 8 - The user is entitled to receive, promptly or within a period of time considered clinically acceptable, depending on the case, care appropriate to his or her state of health, within the scope of preventive, curative, rehabilitation and terminal care, under the terms of no. 5 of article 27-A of Law no. 15/2014, of March 21, ordinance no. 147/2017, of April 27.**
- 9 - The user has the right to the provision of health care that is more appropriate and technically more correct.**
- 10 - Health care must be provided humanely and with respect for the user.**
- 11 - Article 5 of Law 67/98, of October 26, is applicable to data processing in the health area, guaranteed, namely, that the data collected are adequate, relevant and not excessive for the purposes pursued.**
- 12 - The user has the rights to the protection of personal data and the reserve of private life.**
- 13 - The user is entitled to the provision of continuous care.**
- 14 - The user has the right to be informed by the health care provider about his health situation, the possible treatment alternatives and the likely evolution of his condition, the information must be transmitted in an accessible, complete and intelligible manner.**

15 - The user has the right to access the personal data collected and may require the rectification of inaccurate information and the inclusion of information that is totally or partially omitted, pursuant to article 11 of Law No. 67/98 of 26 October.

16 - The user has the right to confidentiality about his personal data.

17 - Health professionals are obliged to the duty of secrecy, in relation to the facts of which they are aware in the exercise of their functions, unless the law provides otherwise, or a court order imposing their disclosure.

18 - The user has the right to obtain a second opinion about his health situation.

19 -The user has the right to privacy in the provision of any and all medical acts.

20 - The law must provide for the conditions under which the legal representatives of minors and the disabled can exercise their rights, namely that of refusing assistance, in compliance with constitutional principles.

## DUTIES OF PATIENTS

1 -The user must respect the rights of other users, as well as the health professionals with whom they relate.

2 -The user has a duty to respect the rules of organization and operation of health services and establishments.

3 - The user has the duty to collaborate with health professionals, respecting the indications that are recommended and, by themselves, freely accepted.

4 - The user has a duty to ensure his health status.

5 - The user has the duty to provide health professionals with all the information necessary to obtain a correct diagnosis and adequate treatment.

6 - The user has a duty to use health services appropriately and to actively collaborate in reducing unnecessary expenses.

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