

DUTIES OF THE USER

RESPECT THE RIGHTS | RESPECT THE RULES | COLLABORATE WITH THE PROFESSIONALS | PAY THE CHARGES

RESPECT THE RIGHTS from other users, as well as those from health professionals with whom it relates.

RESPECT THE RULES related with the functioning and organization of health services and establishments.

COLLABORATE WITH THE HEALTH PROFESSIONALS health in all aspects of your situation.

PAY THE CHARGES that derive from health care provision, where appropriate.

The information contained in the package leaflet does not dispense careful reading of applicable legislation and is intended to guide the user only. For more information, see Law No. 15/2014 of 21 March.

			
USF ALPHA	Tipo de Documento	Information to users	
	Nome	The rights of the user	
	Área	Citizen Centrality	
	Referência	GD3.1.2D	



SUGGESTIONS AND COMPLAINTS

USF Alpha has at your disposal a complaints book and a suggestions leaflet, which can help to improve the quality of our services.

Phone: 256590060

Email: Website: www.usfalpha.com

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THE RIGHTS OF THE USER



This guide is intended to provide users with information about the rights and duties of the user in this Family Health Unit, taking into account the defined by the Health Regulatory Authority.



USER RIGHTS

RIGHT TO CHOOSE | RIGHT TO CONSENT OR REFUSAL | RIGHT TO ADEQUATE HEALTH CARE | RIGHT TO PERSONAL DATA AND PROTECTION OF PRIVACY | RIGHT TO CONFIDENTIALITY | RIGHT TO INFORMATION | SPIRITUAL AND RELIGIOUS ASSISTANCE | RIGHT TO COMPLAINTS | RIGHT OF ASSOCIATION | MINORS AND INCAPABLE

RIGHT TO CHOOSE: users have the right to choose the services and health care providers, at the extent of existing resources.

RIGHT TO CONSENT OR REFUSAL: the consent or the refusal of the health care provision must be freely and clearly stated, unless special provision of the law, and the consent may be revoked at any time.
<https://www.ers.pt/pages/419>.

RIGHT TO ADEQUATE HEALTH CARE: users are entitled to promptly receive the most suitable and technically correct health care they need.

RIGHT TO PERSONAL DATA AND PROTECTION OF PRIVACY: Article 5, Law 67/98 of 26 October applies to health data processing, ensuring that the data collected are appropriate, relevant and not excessive for the purposes pursued. The health care 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, pursuant to article 11 of Law 67/98, from October 26th.

RIGHT TO CONFIDENTIALITY : Health professionals are obliged to maintain confidentiality of facts that they know in the performance of their duties, unless provided by law or a court order requiring disclosure.

RIGHT TO INFORMATION: Users have the right to be informed about their situation, treatment alternatives and possible evolution of their health condition, in an accessible, objective, complete and intelligible way.

RIGHT TO SPIRITUAL AND RELIGIOUS ASSISTANCE: The users of health services are entitled to religious assistance. Legally recognized churches or religious communities are guaranteed conditions that allow the exercise of spiritual and religious assistance to users in use of NHS health services who request, under Decree-Law No. 253 / 2009 of September 23rd.

RIGHT TO COMPLAINTS: Users have the right to complain in health establishments, as well as receive compensation for harm suffered. They must do so in the book of complaints, which is mandatory at health services.
<https://www.ers.pt/pages/355>

RIGHT TO ASSOCIATION: users have the right to constitute entities that represent and defend their interests, as well as entities that collaborate with the health system.

MINORS AND INCAPABLE: The law should provide for the conditions under which the legal representatives of minors and incapable may exercise the rights they fit, namely to refuse assistance, according to the constitutional principles.