



## CHART OF PATIENT RIGHTS TO HEALTHCARE

Decreto Lei n.º 15/2014 alterada pelo DL 44/2017 e portaria 153/2017

### RIGHTS OF PATIENT:

#### 1. Right to choose:

The patient has the right to choose the healthcare services, within the available resources and unit rules.

#### 2. Right to consent or dissent:

Consent and dissent must be freely and knowledgeable declared. The patient can remove his/her consent at any moment during his/her care.

#### 3. Right to appropriate healthcare:

The patient has the right to receive the healthcare it needs, within a clinically acceptable time, according to the situation.

The patient has the right to receive the most appropriate and technically correct healthcare. Care must be provided with respect towards the patient.

#### 4. Right to its healthcare information:

The patient has the right to:

- participate in the planning of his/her healthcare plan;
- request and schedule medical appointments, medical exams and treatment, in agreement with the situation;
- receive care according to the TMRG (maximum time of response) defined by law decree (Portaria nº 153/2017 de 4 / Maio – DR nº 86 2204-9);
- complain to the supervising agency (Entidade Reguladora da Saúde) if the TMRG are not met.

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#### 5. Right to data and personal life protection:

The patient has the right to personal data and private life protection.

The handling of the healthcare data must be appropriate, pertinent and limited and obey the law.

The patient has the right to access the collected personal data and to request correction of inexact information, in accordance with the law.

#### 6. Right to medical confidentiality:

The patient has the right to maintain its personal data confidential.

USF ANDREAS healthcare professionals are bound to medical confidentiality regarding any personal data, unless a law or judicial mandate imposes its revelation.

#### 7. Right to information:

The patient has the right to be informed:

- By the healthcare provider regarding his/her situation, possible treatment alternatives and evolution of his/her condition;
- About his/her position in the waiting list of the care he/she is waiting for;
- About the national and institutional TMRG;
- By the healthcare unit when it cannot provide care within the TMRG corresponding to its situation that alternative care can be provided with comparable quality and in the appropriate deadline, by transferring to another public healthcare unit or private institution;
- About the report on healthcare access that all national public healthcare units are bound to publish and disseminate until the 31<sup>st</sup> of March of each year.

Information must be communicated in an accessible, objective, complete and clear manner.

#### 8. Right to spiritual and religious assistance :

The patient has the right to religious assistance, regardless of his/her religion. USF ANDREAS personnel must respect and satisfy those values.

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#### 9. Right to complaint:

According to the law, the patient has the right to complain about the healthcare unit and to damage compensation.

#### 10. Right to associate:

The patient has the right to assemble in groups that represent and defend its rights, namely in the form of associations that promote and defend healthcare or healthcare units “friends” groups.

#### 11. Right of the under aged and handicapped:

The legal guardians of under aged and handicapped have the right to represent these patients, including refusing medical assistance, in accordance with the constitution.

#### 12. Right to escort:

Escort must be provided:

- To emergency services;
- To pregnant women admitted to healthcare units, at all states of labor;
- To children, handicapped or terminal patients admitted to healthcare units.

## PATIENTS DUTIES

1. Respect the rights of other patients.
2. Respect the rights of all healthcare professionals.
3. Respect the rules of the healthcare units.
4. Cooperate with the healthcare professionals during their care.
5. Pay all healthcare charges, when appropriate.

*Adaptada da versão da Carta dos direitos e Deveres do Cidadão da ACSS*

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