



# LISBON PSYCHIATRIC HOSPITAL CENTER USER RIGHTS AND DUTIES CHARTER - 2018

According to Law 15/2014, of 21 March (Law consolidating legislation on the rights and duties of the user of health services)

## USER RIGHTS

### 1. Right to choose

- The user has the right to choose health care services and providers, according to the existing resources and the organization's rules.

### 2. Right to Consent and Refusal

- Consent or refusal of receiving health care must be declared freely and clearly.  
- When providing health care, the user can at any time, revoke consent, except in case of compulsory internment.

### 3. Right to Adequate Health Care Delivery

- The user is entitled to receive, promptly or within a period of time considered clinically acceptable, the needed health care.  
- The user is entitled to the provision of the most appropriate and technically correct health care.  
- The user has the right to privacy in the provision of any and all medical acts.  
- Health care must be provided humanely and with respect for the user.  
- The user has the right to enjoy decent conditions of habitability, hygiene, use of personal clothes, food, safety, respect and privacy in inpatient services and residential structures.

### 4. Right to Protection of Personal Data on Private Life

- The user has the rights to the protection of personal data and the reservation of privacy.  
- The processing of health data must comply with the provisions of the law, and must be adequate, relevant and not excessive.  
- 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, under the terms of the Law.

### 5. Right to confidentiality of personal data

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

- 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.

#### **6. Right to Information**

- The user has the right to be informed by the health care provider about his situation, the possible treatment alternatives and the likely evolution of his condition.
- Information must be transmitted in an accessible, objective, complete and intelligible manner.
- The user has the right to consult the updated information regarding the maximum response times for the different types of provision.
- The user has the right to be informed at the time of booking about the maximum response time guaranteed for the provision of the care he needs.

#### **7. Right to Spiritual and Religious Assistance**

- The user has the right to religious assistance, regardless of the religion he professes.
- User under legally recognized churches or religious communities will have access to the conditions that allow the free exercise of spiritual and religious assistance to hospitalized users and that request it, under the terms of the Law.

#### **8. Right to Complain**

- The user has the right to complain under the law, as well as to receive compensation for losses suffered.
- Complaints and grievances can be presented in the Complaints Book, by letter, fax or e-mail, and response is mandatory, under the terms of the law.

#### **9. Right of Association**

- The user has the right to establish entities that represent him/her and defend his/her interests, namely in the form of associations for the promotion and defense of health or groups of friends of the institution.

#### **10. Minor and Disabled Rights**

- The representatives of minors and the disabled can exercise their rights, namely to refuse assistance, in compliance with constitutional principles.

#### **11. Right to Accompanying**

- When it comes to hospitalized children, people with disabilities, people in a situation of dependency and people with an incurable disease in an advanced and late stage of life.



- The user has the right to choose the companion freely or not to be accompanied, as long as he/she is in psychic conditions for this decision, and is not prohibited, except in cases in which this accompaniment is harmful to the provision of care to himself or herself and others users.
- The companion must comply with the instructions and respect the technical rules regarding the applicable health care and other rules established in the institution.
- Health professionals must provide the companion with convenient information and guidance so that they can, if they so wish, under their supervision, collaborate in the provision of care to the hospitalized person.
- The companion must behave with urbanity and respect and follow the instructions and indications, duly substantiated, by the service providers.
- In case of violation of the right to urbanity, disobedience or disrespect, the services may prevent the companion from staying with the user and determine his/her departure from the service.

#### **DUTIES OF USERS**

1. The user must respect the rights of other users and health professionals with whom he or she relates.
2. The user must respect the rules of organization and functioning of the services and the institution.
3. The user must collaborate with health professionals in all aspects related to their situation.
4. The user must pay the charges that derive from the provision of health care, when applicable.

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