



Expect the best of us ...

We want to treat you with respect.

We want that you have access to quality health care.

We understand that you may want to refuse a medical act or that you may want a second opinion.

You can count on our absolute confidentiality about all your personal data.

Contacts



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Bill of Rights and Responsibilities of Patients

Rights of Patients



1. The patient has the right to be treated with respect for his/her human dignity
2. The patient has the right to be respected in his/her cultural, philosophical or religious beliefs
3. The patient has the right to receive appropriate care to his/her health state, when it comes to preventive, healing, rehabilitation or terminal care
4. The patient has the right to continuity of care
5. The patient has the right to be informed about the existing health services, levels of care and competences, and the risks, benefits, and alternatives of medical procedures
6. The patient has the right to be informed about his/her health condition
7. The patient has the right to a second opinion about his/her health condition
8. The patient has the right to accept or refuse any medical act or to participate in any research or clinical health education of future health care professionals
9. The patient has the right to the confidentiality of all clinical information and identification data regarding him/her
10. The patient has the right to access his/her medical record
11. The patient has the right to privacy in any medical act
12. The patient or the patient's representative has the right to submit suggestions or concerns

Responsibilities of Patients



1. The patient has the responsibility for his/her health condition
2. The patient has the duty to provide to health care professionals all the information needed for a correct diagnosis and adequate treatment
3. The patient has the duty to respect the rights of other patients
4. The patient has the duty to cooperate with health care professionals, respecting the instructions provided to him/her, and by him/her freely accepted
5. The patient has the duty to respect the functioning rules of health services
6. The patient has the duty to use health services in an appropriate manner and to actively cooperate in the reduction of unnecessary expenses

