Information is a fundamental right of every patient!

Understanding your rights and duties promotes active participation, shared responsibility and informed decision-making in healthcare.



Estrada Príncipe Alberto do Mónaco
9900 - 038 Horta
Telephone: +351 292 207 200
E-mail: sres-usifaial@azores.gov.pt

Prepared by: Patient Office/Social Work Service
Image: Canva
References: Law No. 15/2014 of 21 March, as amended
Originally prepared in: October 2012
Last revised: September 2026
Refª 06|01|07|03

Rights and Duties

of Healthcare Service Users

USI UNIDADE DE SAÚDE DA ILHA DO FAIAL

RIGHTS

1. Choose healthcare services and providers, in accordance with available resources and the organizational rules of the healthcare system.
2. Freely and knowingly accept or refuse healthcare services and treatment.
3. Receive appropriate, timely, safe and person-centred healthcare.
4. Benefit from priority access in situations provided for by law, except when in-person services are provided by prior appointment.
5. Protection of personal data and privacy. The data collected must be adequate, relevant and not excessive. Patients have the right to access their personal data and may request its correction or updating.
6. Confidentiality of health information.
7. Be informed about their health condition and available treatment options.
8. Receive religious or spiritual support, regardless of their religion or beliefs.
9. Submit complaints, compliments and suggestions.
10. Join or establish patient advocacy associations.
11. In the case of minors and legally incapacitated persons, their legal representatives may exercise their rights, within the terms and limits established by law.
12. Be accompanied by a person of their choice.



DUTIES

1. Respect the rights of other patients and healthcare professionals.
2. Respect the rules governing the organisation and operation of healthcare services.
3. Cooperate with healthcare professionals.
4. Pay any charges or fees due, where applicable.

This information is provided for informational purposes only and does not replace consultation of the legislation currently in force.

Scan the QR Code to access Law No. 15/2014 of 21 March, as currently in force.