



H.G.O. Mod. 01/175-EN

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.

Useful Contacts

HEALTH 24 HOURS

808 24 24 24

NATIONAL EMERGENCY NUMBER

112

PORTUGUESE HEALTHCARE SITE

<https://www.sns.gov.pt>

TELEPHONE TRANSLATION SERVICE

808 257 257 or 218 106 191

<http://www.acm.gov.pt/-/servico-de-traducao-telefonica>



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Hospital Garcia de Orta
Av. Torrado da Silva, 2805-267 Almada - Portugal
Tel.: +351 212 940 294 | Fax: +351 212 957 004
geral@hgo.min-saude.pt
<http://www.hgo.pt>



Humanization Commission



Rights & Responsibilities Of Patients

Hospital Garcia de Orta

You Have the Right

1. To be treated with respect for your human dignity.
2. To be respected in your cultural, philosophical or religious beliefs.
3. To receive appropriate care to your health state, when it comes to preventive, healing, rehabilitation or terminal care.
4. To continuity of care.
5. To be informed about the existing health services, levels of care and competences, and the risks, benefits, and alternatives of medical procedures.
6. To be informed about your health condition.

You Have the Right

7. To a second opinion about your health condition.
8. To accept or refuse any medical act or to participate in any research or clinical health education of future health care professionals.
9. To the confidentiality of all clinical information and identification data regarding you.
10. To access your medical record.
11. To privacy in any medical act.
12. To submit suggestions or concerns, by yourself or by your representative.

You Have the Responsibility

1. For your health condition.
2. To provide to health care professionals all the information needed for a correct diagnosis and adequate treatment.
3. To respect the rights of other patients.
4. To cooperate with health care professionals, respecting the instructions provided to you, and by you freely accepted.
5. To respect the functioning rules of health services.
6. To use health services in an appropriate manner and to actively cooperate in the reduction of unnecessary expenses.

