

OUR VISION

USF FAMÍLIAS (*Family Health Unit*) seeks to be one of the best options within its community, when it comes to innovation, excellence and rigor, guided by teamwork, competence and solidarity as well as investing in the training health professionals

OUR MISSION

Our mission is to provide personalized health care to the population enrolled in the clinic, to developing teamwork qualities, as well as to guarantee accessibility, quality, and continuous global health care.

OUR VALUES

The USF FAMÍLIAS (*Family Health Unit*) bases its activities by the following values:

- A. Cooperation-** required of all team members in order to reach the objectives related to accessibility and continuity of healthcare.
- B. Solidarity-** which presupposes that each team member makes sure they all fulfill their commitments, as well as those of the other team members.
- C. Autonomy-** which is based on functional and technical self-organization and aims to fulfill the plans and objectives set over a 3 years period.
- D. Innovation-** which ensures personalized health care, without neglecting the high standards of efficiency and quality.
- E. Articulation-** establishing the crucial connection between the work done by the USF FAMLIAS (Family Health Unit) and the other functional units of the health center.
- F. Participation,** while preserving the goals of each professional group and their unique competencies, all team members find ways to enhance their output and level of professional satisfaction.
- G. Patient satisfaction**
- H. Teamwork**

GEOGRAPHIC AREA OF INFLUENCE

We assist the residents of the City of Lourosa as well as those from neighboring cities that belong to the region of Santa Maria da Feira who are already registered at the USF FAMÍLIAS (*Family Health Unit*).

OUR GOALS

Through an innovated organization and personalized service, we want to significantly increase the quality and accessibility of our services to all users of the USF FAMÍLIAS (*Family Health Unit*).

We work hard so that you will receive the consideration, assistance, and security you deserve.

We also want to give you the information you need to take good care of your health and live a quality life.

TEAM	DOCTORS	NURSES	SECRETARIES
A	Dr. Camilo Silva	Nurse Marisa Pinto	SC Marta Magalhães
B	Dr. Eduarda Rocha	Nurse Marta Mota	SC Ana Paula Belinha
C	Dr. Olga Capela	Nurse Claudia Fernandes	SC Marta Magalhães
D	Dr. Marisa Carvalho	Nurse Carla Paiva	SC Ana Paula Brito
E	Dr. Camila Pinto	Nurse Lucina Valentim	SC Alice Silva
F	Dr. Fernando Mesquita	Nurse Liliana Tavares	SC Ana Paula Belinha
G	Dr. Suzie Leandro	Nurse David Mota	SC Alice Silva

GENERAL RECOMMENDATIONS

-Always carry with you your SNS user card / Citizen Card.

-If possible, give prior notice if you can't make it to the scheduled appointment.

-Depending on the nature of each patient's motivations, the length of each visit can occasionally be unpredictable and varies from patient to patient.

-We offer same-day consultations for serious health issues. Only individuals with acute illnesses are eligible for this type of appointment. It is not destined for the

following situations:

- Show the tests that your doctor ordered.
- Renewal of prescription medication.
- Resolving problems with clinical paperwork.
- Non-urgent complaints.

If your clinical situation is life-threatening, you should dial 112 or proceed to the nearest emergency room.

WHAT HAS CHANGED

- There are no families in Lourosa without a family doctor and family nurse, and we guarantee that even in their absence, another expert with understanding of your clinical situation will perform the service.
- In case of acute illness, can receive consultation the same day
- Appointments can now be made from Monday through Friday from 8:00 am to 8:00 pm.
- It is possible to resolve some situations without having to make an appointment.
- We also provide medical and nursing advice over the phone

SERVICES COVERED IF YOUR FAMILY DOCTOR/ NURSE IS NOT AVAILABLE

PRENATAL CARE

Initial Consultation

- Monitoring laboratory and radiology in the second and third trimesters
- Referring to the hospital for near-term consultation with obstetrician
- Consultation for postpartum review

CHILDRENS CARE

- The newborn's first consultation

FAMILY PLANNING CARE

- Emergency birth control (morning pill)
- Advice for women in situations of voluntary pregnancies termination

ADULT CARE

- Cases of acute illness
- Renewal of ongoing prescriptions (if professionals are absent for more than 3 days)
- Extension of certificates of temporary incapacity for work (if professionals are absent for more than 3 days)

NURSING CONSULTATION

- Home-based nursing consultation
- nursing interventions/ treatments

WHAT WE OFFER

SAME DAY CONSULTATION

The clinical secretary can be contacted by phone or in person to schedule a same-day consultation anytime during the day.

Your primary care physician or another doctor on the team will deliver the service.

CONSULTATION AIMED TO CHRONIC DISEASE

The family physician or nurse schedules these consultations on their own initiative. They are designed for patients with ongoing chronic medical issues, such as:

- Diabetes
- Hypertension
- Obesity
- Dyslipidemia
- Chronic respiratory conditions

CONSULTATIONS FOR SURVEILLANCE AND PREVENTION

It is the responsibility of the family physician and/or family nurse to schedule these consultations. They are intended for those who, because of their circumstances, require routine consultations in order to receive preventative treatment, such as:

- Children and Adolescent Care (0-18 years)
- Women's Healthcare
 - Family Planning care (for people aged 18-49)
 - Preconception counseling (if you want to have a baby)
 - Prenatal Care (pregnant women)
 - Postpartum (Puerperium) Consultation
 - Screening for cervical cancer (25–65 years) and for breast cancer (50-70 years)

IMPORTANT

Users of Surveillance Consultations are required to have the following Health Bulletins:

- Bulletin on Children's Healthcare
- Bulletin on Maternal Healthcare
- Bulletin on Family Planning Care

CONSULTATION AIMED FOR ADULTS

- We offer daily appointments for patients who need follow-up treatment, tests or preventative measures screening for risk factors or monitoring chronic health problems, as well as for those who have health difficulties, questions, or worries relating to their health.

HOME CONSULTATION (DOCTOR/ NURSE)

- Home consultations are offered to dependent or impaired patients who are unable to go to the clinic.
- The scheduling of this type of consultation is the responsibility of the family doctor or nurse whenever necessary, depending on the professionals' availability.
- The appointment is usually made no later than 72 hours after we receive your request.
- The patient's caregiver should always be present during the Home Consultation.

NURSING CONSULTATION

1) PREVIOUSLY SCHEDULED NURSING CONSULTATION

- Previously scheduled nursing consultation should always be confirmed by the clinisecretary at appearance
- Post-Labor appointments can be scheduled for any time between 5.00pm and 8.00pm

2) PROCEDURES SUCH AS DRESSES AND INJECTIONS

Scheduling of nursing services is de responsibility the Family Nurse upon presentation of a treatment guide.

3) SAME DAY NURSING CONSULTATION

The clinical secretary is in charge of scheduling this type of appointment, which is requested on the same day of the appointment and is intended for patients who are experiencing acute conditions that require clinical treatment.

4) IMMUNIZATION

- No treatment guide required.
- The Individual Health Bulletin and your immunization bulletin should both be carried with you at all times.

HOW WE FUNCTION

MAKING YOUR APPOINTMENTS

- You can make an appointment over the phone, online (email or E-Agenda), or in person.

DOCUMENTE CONSULTATION (PACIENTE NOT PRESENT)

This task is aimed to addressing issues when the presence of the patient is not required at the moment.

- Renewing Chronic Medication
- Exam Assessment
- Medical report requests

These requests must be made directly with the clinical secretary at the USF Famílias there may be a need for payment of a fee from the user if they are not exempt.

OPENING HOURS

- From 8.00am to 8.00pm, every working day.
- We are closed on weekends and holidays.

Should you require observation and if the situation cannot wait till our services are resumed, you should go to Hospital Center of Entre Douro e Vouga.

MAKING APPOINTMENTS

- From 8.00am to 7.45 pm, Monday to Friday
- Appointments are usually expected to last 15 or 20 minutes depending on its nature.

BE PUNCTUAL

There is no tolerance for delays in same-day consultations after the scheduled appointment time.

The delay tolerance time for previously scheduled consultations is 10 minutes.

CLINICAL SECRETARY

The clinical secretary is always the user's first point of contact with the USF FAMÍLIAS (*Family Health Unit*).

Priority is given to users with previously schedules consultations
Our digital kiosk facilitates attendance according to the first-come, first-served principle.

For your convenience, you can contact us by phone during opening hours.

You can schedule appointments, request information, and handle other administrative issues

You can ask to speak with your doctor or nurse personally / by phone. If the call

cannot be answered at the time, we will contact you as soon as possible.

During working hours at the USF FAMÍLIAS (*Family Health Unit*), you can make various requests such as:

- Making an appointment
- Medication prescription renewal
- Exemptions and issue a patient-user cards
- Within a maximum of five working days, you may request to pick up your prescriptions or other documentations/ credentials

PRIVACY AND DATA PROTECTION POLICY

USF FAMÍLIAS (*Family Health Unit*) and its professionals are subjected to an obligation of confidentiality in relation to the data to which they have access to as part of the procedures of the respective computer database. They have been properly informed of the significance of complying with this legal duty of confidentiality/ concealment and are responsible for doing so.

Visit www.usf-familias.com to view our privacy and data protection policy.

USEFUL CONTACTS

Health Center Group in Entre Douro and Vouga 1- Feira/Arouca

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Citizen's Office

Phone: 256371 446

E-mail: ssocial.feiraarouca@arsnorte.min-saude.pt

Weekdays: 9.00am to 1.00pm / 2.00pm to 6.00pm

Hospital Center Entre Douro and Vouga

HOSPITAL DE SÃO SEBASTIÃO (Headquarters)

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