

## QUALITY SERVICE – USF FAMILIAS

- USF *Familias* is open from 8 am to 8 pm from Monday to Friday
- USF *Familias* ensures continuity of health care for all patients by assigning them with a family Doctor and a family Nurse to guarantee adequate preventative care, curative treatment and rehabilitation. They focus on the areas of childcare, women's health, adult and geriatric care.
- The professionals at USF *Familias* provide care during all working hours, and provides same-day health care. It is also possible to schedule consultations in advance to maximize patient accessibility.
- USF *Familias* regularly diagnoses population health status of those which it serves and adapts its offer to meet identified needs; as such, it maintains a permanent interaction with representatives of the community where it operates.
- The professionals at USF *Familias* provide home care whenever necessary and according to rules and priority criteria defined in the Internal Regulation that is communicated to their patients.
- USF *Familias* privileges personalized contact with its users, and also provides telephone assistance at hours that are publicly disclosed.
- USF *Familias* has an inter-professional exchange system designed to ensure continuity of care in case of absence of any worker.
- USF *Familias* provides effective, personalized, courteous and attentive service and provides users with the information they need to use our service.
- USF *Familias* gives priority to the attendance of pregnant women, elderly people and those with limited mobility.
- USF *Familias* respects the *Patient's Rights and Responsibilities*, and guarantees the *Principle of Free Choice*.
- USF *Familias* will provide users with a Complaint and Suggestion mechanism and provides appropriate legal responses.
- USF *Familias* continually promotes the certification, modernization and training of all staff members.
- USF *Familias* believes in reduction in excessive bureaucracy, and bets on innovating processes, as well as the introduction best management practices.
- USF *Familias* values good environmental practices.