

We are a healthcare team composed of physicians, nurses and administrative assistants.

Our mission is to give you on time personalized healthcare with the utmost skill and responsibility.

THEREFORE

- We guaranty global and continued care in these facilities or in your home, whenever there is need;
- We guarantee 'same day' consultation to every patient whose clinical situation justifies.
- We encourage making appointments in advance, in person, by telephone or by e-mail.;
- We possess and interchangeability system between healthcare providers to guarantee continuity of care.
- We allow "out of hours" appointments (after 6 pm)
- We have an effective and practical system for renovating chronic prescriptions.

USEFUL CONTACTS

- **Health 24 Hours** - 808 24 24 24
- **National emergency number** - 112
- **Portuguese Healthcare site** - <http://www.portaldasaude.pt/portal>.
- **Telephonic translation** - 808 257 257 or 218 106 191. Site: <http://www.acidi.gov.pt/es-imigrante/servicos/servico-de-traducao-telefonica-stt>
- **Patient duties and rights statement** – *in the waiting room of this Healthcare unit.*
- **Citizen office** - in this building. Open Monday to Friday (9:30hrs to 12:30hrs; 14:30h to 17hrs).



Working Hours

Monday—Friday: 08 am to 8 pm.

Saturday: 09 am to 01 pm.

Consultation Hours

Monday—Friday: 08:15 am to 07:45 pm.

Saturday: 09:15 am to 12:45 am

We are closed on Saturdays from 01 pm onwards, on Sundays and on public holidays.

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**UNIDADE DE SAÚDE
FAMILIAR
BUARCOS**



GENERAL INFORMATION

Your health is very important to you and your family

**AND FOR
US TOO!**



Caring as one

We want you to be an informed patient so that you can be the first responsible for your health

**Read our recommendations carefully
and help us improve**

WHAT WE OFFER:



GENERAL RECOMMENDATIONS:

SCHEDULED APPOINTMENT

Non urgent consultation

Adult Health - serves to assess the overall health status or chronic complaints, regardless of age or status of the patient. Also serves for issuance of certificates, statements and reports.

Specific population groups - is intended for those who need regular consultations.

- Children and adolescent health (0-18 years)
- Pregnant women health (includes puerperal follow-up)
- Women health (from 15 years old onward)
 - *Family planning. Menopause.*
 - *Cervix cancer screening*
 - *Breast cancer screening*

'SAME DAY' CONSULTATION

Should only be used when the health problem has a sudden onset or in case of worsening chronic disease. It is scheduled on the same day, by phone or in person, and done by the patient's family physician or family nurse.

HOME CONSULTATION

Scheduled only after previous contact and evaluation by the family physician or family nurse. Intended for the bedridden or unable to move patients with non-urgent acute illness or need of clinical surveillance.

NON FACE-TO-FACE CONSULTATION

Serves to resolve situations, previously agreed with the family physician, when there is no need for face-to-face medical assessment. Some examples are: renovation of chronic prescriptions or showing a routine blood analysis, X-rays, etc.

NURSING TREATMENTS AND CARE

Should preferably be planned and scheduled in advance.

ADMINISTRATIVE SERVICE

You may request the following services:

Consultations scheduling

Chronic prescriptions renovation and issuance of credentials (to be picked up within 3 days)

Requests for exemptions and refunds

Transportation arrangements (must be filed 8 days prior to the desired date)

Clinical information contained in your medical records.

TELEPHONE SERVICE

Runs throughout the opening hours of this unit. You may use it to make appointments, request information and resolve other administrative issues. You can also consult with your family physician or family nurse, whenever possible.

WHAT WE DON'T DO IN THIS UNIT

Management of emergencies and accidents (in that case you should immediately head to this city's hospital).

Filling in forms of private institutions, medical and sports exams for federated or professional sports.

Transcription of medical examinations requested by other physicians/doctors in private practice offices, insurance companies or hospital consultations.

The first contact with this health unit should be in the electronic kiosk in the lobby.

The administrative service is done in order of priority.

If you have a scheduled appointment, you should arrive 15 minutes earlier

Always show an identification document at the administrative service.

All medical and nursing interventions require payment of fixed sum.

OTHER USEFUL INFORMATION

The absences of your family doctor and family nurse are posted on the bulletin board in the waiting room.

During the absence of your family physician the following consultations are assured: situations of acute illness; children under 12 months old; pregnant women. Other services provided are: free delivery of contraceptive methods and the renewal of chronic prescription (provided it is in your medical record).

This health unit (USF Buarcos) dedicates itself to the training of new health professionals. If you do not want a professional in training (doctor, nurse or student) to be present at your consultation, please inform the senior health-care professional.

This unit's action plan, yearly activity report, internal regulation and patient satisfaction report, can be made available for your consultation in the administrative service.

This unit's coordinator provides personalized meetings, in accordance with her schedule, to patients that request it in the administrative service.