

DUTIES OF THE HEALTH SERVICE'S USERS:

- 1- They should respect the rights of other patients, and those of the health professional with whom they come in contact with;
- 2- They should respect the organizational and operational rules of health services and institutions;
- 3- They should cooperate with health professionals regarding every aspect of their situation;
- 4- They should pay the expenses associated with the provision of healthcare, whenever applicable;

MINORS AND DISABLED PEOPLE:

The lawful representatives of minors and disabled people may exercise their given rights, namely those of refusing the provision of healthcare, always in compliance with constitutional principles.

ALWAYS BRING YOUR CITIZEN CARD

OR YOUR NATIONAL HEALTH SERVICE USER NUMBER



SNS SERVIÇO NACIONAL
DE SAÚDE



ACES Porto Oriental



Unidade de
Saúde Pública

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THE PATIENT'S GUIDE

COMMUNITY HEALTH CENTER
GROUP OF PORTO ORIENTAL



Unidade de
Saúde Pública

THE INFORMATION IN THIS LEAFLET
DOES NOT EXEMPT THE USER FROM THE CAREFUL READING
OF THE APPLICABLE CURRENT LEGISLATION. IT AIMS AT PATIENT GUIDANCE ONLY.

WHO WE ARE

We are the Public Health Unite (USP) that serves the geodemographical area covering the parishes of Paranhos, Bonfim, and Campanhã. Our mission is to contribute to the enhancement of the health of our population, aiming to achieve health improvements and to accomplish the missions of The Community Health Centre Group.

VISION AND VALUES

- ✓ Equity and assurance of accessibility to the population;
- ✓ Quality assurance to the users;
- ✓ Responsibility and respect for the work of every professional;
- ✓ Interinstitutional and professional cooperation;
- ✓ Suitability, rigour and integrity regarding the performance of our duties.

WHAT WE DO

As a health observatory (article 12th of the Decree-Law nº 28/2008 of February the 22nd) it's our duty to:

- Elaborating information and plans regarding public health domains;
- Performing research and epidemiological surveillance;
- Managing intervention programs aiming at disease prevention, and at general population and specific groups health promotion and protection;
- Cooperate, in accordance with the respective legislation, in the performance of the Health Authority duties.

AND ALSO...

- Identification of health needs
- Monitoring the population's health status and its determinants;
- Promote research and epidemiological surveillance;
- Assess the impact of health interventions;
- Participate in the performance of activities ascribed to the aforementioned programs in what regards the global determinants of health at the behavioural and environmental levels;
- Promote and participate in the pre- and postgraduate training of the different professional groups that integrate the Unit;

The COMPETENCIES

of a public health service of an operative nature integrate the exercise of the Health Authority's power, fulfilling the State's duty to intervene in defense of Public Health, in the terms of the specific legislation.

RIGHTS OF THE USER

- 1- Right to be treated with respect and dignity;
- 2- Right to be respected for their cultural, philosophical and religious convictions;
- 3- Right to information about the provided health services;
- 4- Right to appeal to the hierarchically superior: Director General of Health;
- 5- Right to confidentiality regarding all their clinical information;
- 6- Right to access all their registered data;
- 7- Right to privacy during the performance of every medical act;
- 8- Right to object and fill a complaint.

