ACCESS TO USF LAGOA

SCHEDULED CONSULTATIONS

The telephone is used to schedule medical consultations or emergencies. Information and/or clarification can be obtained with the assigned medical/paramedical staff. When calling, please ensure you have all your documents present and remember that other users may be attended. Please be brief.

You may also use the USF email or internet service.

You can schedule consultations at any time of the day.

The "Waiting System" validates the consultation requests of users not subject to the rate moderator and/or those not attending as expected.

On the day of the consultation, it is necessary to accompany the patient and wait 15 minutes before the scheduled time. Keep an eye on the consultation room and have a seat in the waiting area.

The expected waiting time for the consultation after the scheduled time is approximately 20 minutes.

MEDICATION CRONICS

It is necessary to complete the form available in the medical/paramedical department and at the pharmacy, with a complete list of medications and documents of the medications that are necessary. Place the order in the pharmacy box for chronic medication. You may also use the USF email or internet service.

The prescription must be renewed every 3 days.

The phone number of the pharmacy is 123-456-789.

The appointment will be rescheduled in the medical/paramedical department after 3 days.

EQUIPMENT OF FAMILY HEALTH

The USF is constituted by ten doctors, nine nurses, and eight secretaries.

MINIMUM SERVICES OF USF LAGOA

- Situations of acute illness;
- Situations of emergency in family planning;
- Orientation of situations of voluntary interruption of pregnancy;
- Renovation of chronic patients in pregnancy cases;
- Renovation of certificates of incapacity for temporary work in cases of absences over 2 days;
- Consultations of maternal health if situations of absence interfere with the maternal care, the diagnosis and pregnancy control, referring to the term of the second and third trimester;
- First consultation of the newborn and consultation of the 1st month;
- Vaccination;
- Consultations programmed are not subject to alteration for other dates that do not compromise the continuity of care, unless otherwise stated.

The telephone consultation service operates throughout the day.

SCHEDULED CONSULTATIONS

Scheduled medical/paramedical consultations can be made via email or by telephone.

- Child Health and Adolescents
  Destined for children and adolescents, those aged 0 to 18 years. Subject to the 3rd trimester and those in the 1st, 2nd, 4th, 6th, 9th, 12th, 15th, 18th, and 24th months and those aged 18 years.

- Maternal Health
  Destined for pregnant and monthly visits until the 36th week of gestation, at the time of the accompaniment of the pregnant woman to the hospital.

- Family Planning
  For all women aged 15 to 54 years.

- Elderly
  Destined for all elderly people.

- Diabetes
  Destined for people with diabetes.

- Hypertension
  Destined for people with hypertension.

The periodicity of these consultations will be determined in accordance with the guidelines of the General Direction of Health, taking into account the frequency that may be adjusted by the medical/paramedical staff.
CONSULTA NÃO PROGRAMADA
São consultas médicas/enfermagem que pretendem dar resposta a situações agudas de início súbito e que necessitem de observação urgente. Apenas poderão ser marcadas no próprio dia.
São consultas efetuadas pelo seu médico/enfermeiro de família. Excedida a capacidade de resposta do médico/enfermeiro de família, ou na ausência deste, os utentes serão encaminhados para a Consulta Aberta da USF.

VISITAÇÃO DOMICILIARIA
É destinada a utentes que não se possam deslocar à unidade de saúde:
- Não programada
  Solicitada pelo utente/prestador de cuidados /familiar e efetuada após avaliação do pedido pelo médico/enfermeiro.
- Programada
  Definida pela equipa de saúde familiar de acordo com as necessidades do utente.

OUTROS MOTIVOS
Caso necessite falar com o médico/enfermeiro de família poderá solicitar no secretariado clínico que lhe seja deixado um recado ou encaminhada chamada telefónica dentro dos horários previamente estabelecidos.

APRESENTAÇÃO DE SUGESTÃO E/OU RECLAMAÇÃO
Em caso de sugestão, preencher o impresso próprio disponível e depositá-lo na caixa existente; em caso de reclamação deverá solicitar o respetivo livro no secretariado clínico.

GABINETE DO UTENTE
O horário de funcionamento é das 9h00 às 13h00 e das 14h00 às 17h00. Se desejar apresentar uma sugestão ou reclamação poderá fazê-lo no Gabinete do Utente ou no Livro de Reclamações.

OUTRAS ESPECIALIDADES
O acesso a consultas de especialidades hospitalares é feito através de referenciação pelo seu médico de família.

Outros Serviços disponíveis:
Psicologia, Psiquiatria, Nutrição e Serviço Social.

Consultadoria:
Endocrinologia, Psiquiatria e Pedopsiquiatria.