GETTING TO KNOW

THE NATIONAL HEALTH SERVICE (SNS)

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A. WHAT IS THE NATIONAL HEALTH SERVICE (SNS)?

It is a network of institutions and services that provide health care, to foster the individual and collective health of the population in Portugal. It provides health promotion and assessment services, disease prevention, diagnosis and treatment, in addition to medical and social rehabilitation.

It covers public and private establishments as well as some independent professionals, subject to contracts or certifications.

It is financed through taxes. Different services and consultations have different costs ("taxas moderadoras") that are also subject to current laws.

In Portugal, there are several Clusters of Health Centres ("ACeS"). Each one of them includes several Family Health Units ("USF") and / or Personalized Health Care Units ("UCSP"). They all provide primary health care to citizens. Each ACeS has preferential hospitals which patients can be referred to.

ACeS Lisboa Central integrates 17 health units that serve Lisbon boroughs:

- UCSP Alameda – Arroios and Areeiro
- UCSP Lapa – Estrela
- UCSP Marvila – Marvila
- UCSP Mónicas – São Vicente
- UCSP Olivais – Olivais and Parque das Nações
- UCSP Penha de França – Arroios and Penha de França
- USF do Arco – Santo António
- USF da Baixa – Santa Maria Maior
- USF Fonte Luminosa – Arroios, Areeiro
- USF Jardins da Encarnação – Parque das Nações and Olivais
- USF Monte Pedral – Beato and Penha de França
- USF Oriente – Beato and Penha de França
- USF Ribeira Nova – Misericórdia
- USF S. João Evangelista dos Lóios – Marvila
- USF Sétima Colina – Arroios and Penha de França
- USF Sofia Abecassis – Campo de Ourique and Santo António
- USF Vasco da Gama – Olivais and Parque das Nações

ACeS	Agrupamento de Centros de Saúde
USF	Unidade de Saúde Familiar
UCSP	Unidades de Cuidados de Saúde Personalizados

B. WHAT SHOULD I DO TO REGISTER FOR THE SNS?

Present your identity document at the Health unit in your area of residence.

Depending on your status in the country, SNS enrolment may be carried out with or without a user number ("Número SNS").

C. WHAT AM I ENTITLED TO DO WITH MY USER NUMBER?

- Enrolment at a USF / UCSP;
- Co-funding (reduced cost, merely paying the "taxa moderadora"):
  - When purchasing medication prescribed by a doctor;
  - For consultations at SNS institutions or private institutions abided by SNS agreements / included in the SNS conventions;
  - For complementary diagnostic tests carried out in SNS institutions or private institutions abided by the SNS;
    - full exemption of the "taxas moderadoras" is only possible for cases where certain criteria are met;

D. I AM A FOREIGNER; I DO NOT HAVE A RESIDENCE PERMIT, NOR A EUROPEAN UNION / EUROPEAN ECONOMIC AREA / SWITZERLAND CITIZEN REGISTRATION CERTIFICATE, NOR A WORK VISA. CAN I ACCESS SNS SERVICES?

In these cases, the health services may of course be used. Yet, the patient won't be able to benefit from the co-participated cost reduction. The user will have to pay the full cost of the interventions carried out.

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There are a number of exceptions to this rule that will be evaluated at the USF/UCSP where you are looking to enroll. Some of these may be:

- If the user proves they are covered by an existing international agreement (the Portuguese state shares agreements with a host of different countries) / If proof of an existing international agreement between the Portuguese state and another country is presented.
  - Ex: EU health insurance card, or PB4 form (specifically for Brazil)

- All citizens who have an "Atestado de Residência" (obtained by the Borough/ Junta de Freguesia in their area of residence) stating they have been in Portugal for at least 90 days and:
  - whose status is considered to be a public health risk;
  - need assessment for pregnancy, infant and child health (up to 12 years old) or family planning;
  - Need vaccinations.

Further information in Ministerial Order 25360/2001 of the Ministry of Health.

E. HOW CAN I GET MY USER NUMBER ("NÚMERO SNS")?

If you have Portuguese citizenship or a residence visa, the number can be obtained through your citizen's card or by enrolling at a USF / UCSP.

You should preferably register with the USF / UCSP of the Borough where you live.

At the time of registration, you will be asked for proof of address in the form of a supporting document (citizen's card, residence visa or EU / EEA / Switzerland citizen registration certificate). It is important to always keep your address up-to-date on such documents.

F. WHAT ARE THE USF / UCSP WORKING HOURS?

Usually, from Monday to Friday from 8:00 a.m. to 8:00 p.m. Some units have complementary attendance times. Ask for the working hours of your unit when you sign up.



G. WHAT KIND OF CONSULTATIONS CAN I FIND AT A USF/UCSP?

MEDICAL APPOINTMENTS

PLANNED APPOINTMENT

Scheduled in Advance

Includes:

- Infant and child Health (0 to 18 years old)
- Maternal Health
- Family planning
- Adult Health
- Home visits

UNPLANNED APPOINTMENT

Applicable for patients who present acute situations and need to be evaluated on the same day

Open/Same day consultation

REMOTE APPOINTMENT ("NÃO PRESENCIAL")

Distance appointment (not face-to-face). Applicable at times you don't require to see a doctor

Includes:

- Regular medication requests
- Delivery of test results or clinical reports to be evaluated by the doctor

NURSING APPOINTMENT

PLANNED APPOINTMENT

Scheduled in Advance

Includes:

- Family planning
- Maternal Health
- Infant and child Health
- Vaccinations
- Nursing care procedures (dressings, injectables, other therapeutic procedures)
- Home visit

UNPLANNED APPOINTMENT

Applicable for patients who present acute situations and need to be evaluated on the same day

Includes:

- Nursing care
- Unavoidable therapeutic actions
- Vaccinations

REMOTE APPOINTMENT ("NÃO PRESENCIAL")

Applicable at times you don't require to see a nurse

Includes:

- Requesting a copy of the Boletim individual de Saúde /Boletim de vacinas (Individual health booklet/ vaccination booklet)

H. OTHER AVAILABLE APPOINTMENTS

Each ACeS has a host of medical and social professionals within their remit. You may be referred to any of the following specialties:

- Social Work
- Psychology
- Occupational Therapy
- Physiotherapy
- Dental Hygiene / Oral Hygienist

I. HOW DO I SCHEDULE A MEDICAL OR NURSING CONSULTATION AT USF / UCSP?

- In person, at the health unit. It can be scheduled by the patient, a relative or a friend from Monday to Friday, and requires an identification document;
- At www.sns.gov.pt, by registering in the citizen's area;
- Through the SNS 24 service line;
- Through the USF / UCSP service line for the unit where the patient is enrolled;

J. I WENT TO MY APPOINTMENT AND GOT GIVEN SEVERAL TEST REQUEST FORMS. WHAT ARE THEY FOR?

The doctor may require tests (such as blood, urine, x-ray, or other tests) to complement the health assessment started during your appointment. The request for the test is done on paper ("credencial"). In order to claim the reimbursement, you must present the credential paper(s) wherever you carry out the tests.

K. WHERE CAN I DO MY TESTS?

Tests such as, for example, blood, urine, etc.:

- At the USF / UCSP where you are enrolled, if the unit provides this service
- At the collection points of the Centro Hospitalar Lisboa Central (from 8:00 a.m. to 5:00 p.m.) – Hospital de São José, Hospital dos Capuchos, Hospital Santa Marta, Hospital Dona Estefânia, Curry Cabral, and Alfredo da Costa Maternity
- At a clinic or private laboratory that has SNS endorsement

Other tests (ex. X-ray, ultrasound, colonoscopy, etc.):

- At a clinic or private laboratory that has SNS endorsement

You can request information about clinics / laboratories endorsed by SNS at your USF / UCSP. You can also find the list online:

www.arslvt.min-saude.pt/pages/9.

L. WHERE CAN I BUY MEDICINES?

At any pharmacy. The medical prescription, in paper or electronic form (message on the mobile phone or e-mail), will be required.

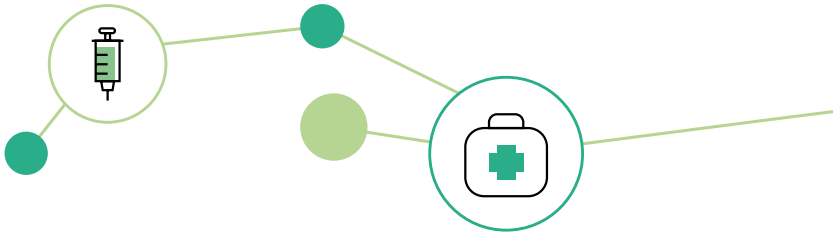
The prescription can also be viewed from the citizen's area of the SNS website: www.sns.gov.pt or through the MySNS portfolio app.

Some medicines can be bought over the counter, without a prescription. You can find out more about these through the doctor or at any pharmacy.

M. WHEN CAN I GET A HOSPITAL APPOINTMENT?

If the USF / UCSP doctor deems it necessary, they will refer you for a hospital/ specialist appointment.

You will receive a letter and / or telephone contact with the date, time and place of your appointment. Confirm that your information (e.g. address and phone number) is up-to-date at the front desk of the unit where you are enrolled.



N. I'M EXTREMELY SICK AND I THINK I SHOULD BE ASSESSED IMMEDIATELY. WHAT DO I DO?

Contact the SNS 24 line (808 24 24 24). You will be advised on the situation, and / or referred to a health facility or to the hospital Emergency Department.

In the case of a medical appointment being deemed necessary, and if it happens within 12 hours of the contact being made, the appointment will be free.

In case of emergency (extremely serious situations) you can contact the medical emergency line / INEM (112).

O. EMERGENCY SERVICES IN THE GEOGRAPHICAL AREA OF CENTRAL LISBON ACES

General Emergencies and Psychiatry Service - São José Hospital

Address: Rua José António Serrano, 1150-199 Lisboa
Opening Hours: Open 24 hours, 7 days a week

Emergency Pediatric Department and Child-Psychiatry - Dona Estefânia Hospital

Address: Rua Jacinta Marto, 1169-045 Lisboa
Opening Hours: Open 24 hours, 7 days a week

Obstetrics and Gynecology Emergency Service - Alfredo da Costa Maternity

Address: Rua Viriato, 1069-089 Lisboa
Opening Hours: Open 24 hours, 7 days a week

P. MEDICAL SERVICES WITH DIRECT ACCESS

Consultation on Sexually Transmitted Diseases - STD

Free consultation by appointment, on the same day. Open Monday to Wednesday. Tickets to be seen are distributed at 8 a.m. (tickets determine the order in which you will be seen. It works on a first-come-first-served basis)

Address: Centro de Saúde da Lapa, Rua de São Ciro 36, 1200-831 Lisbon
Telephone no.: 21 393 01 51

Center for Early HIV Counseling and Detection (CAD) of Lapa

Anonymous, confidential, free service provided by ACeS Lisboa Central psychologist.

Open from Monday to Friday, from 8:00 a.m. to 4:00 p.m., always on a first-come-first-served basis. Last enrolment at 3:15 p.m.

Address: Centro de Saúde da Lapa, Rua de São Ciro 36, 1200-831 Lisbon
Telephone no.: 21 393 01 51

Quit Smoking appointment of ACeS Lisboa Central - UCSP Alameda

Free consultations. Face-to-face or telephone dialing.

It operates on Tuesdays from 2:00 p.m. to 4:30 p.m., Wednesdays from 8:30 p.m. to 11:00 p.m., Thursdays from 8:30 p.m. to 11:00 p.m. (fortnightly)

Address: Rua Carvalho Araújo 103, 1900-138 Lisboa
Telephone no.: 21 810 50 48
E-mail: lxcentral.gicc@arslvt.min-saude.pt

Center for Pneumological Diagnosis (CDP) (Pulmonary Function)

Free tuberculosis consultation and screening.

Address: Alameda Linhas de Torres 115, 1750-147 Lisboa
Telephone no.: 21 393 65 20

Traveller's appointment

DONA ESTEFÂNIA HOSPITAL

With prior appointment by phone. Open from Tuesday to Friday from 9:30 a.m. to 1:00 p.m.. Payment of "taxa moderadora" is required.

Address: Rua Jacinta Marto, Lisboa
Telephone no.: 21 312 66 00

CURRY CABRAL HOSPITAL

With prior appointment, by phone or in person. Open from Monday to Thursday, from 2:00 p.m. to 4:30 p.m. Payment of "taxa moderadora" is required.

Address: Rua da Beneficência 8, Lisboa
Telephone no.: 21 792 43 22

CENTRO DE SAÚDE DE SETE RIOS

International Vaccination Center. It operates from Monday to Friday, from 9:00 a.m. to 12:30 p.m. and from 1:00 p.m. to 3:30 p.m. Payment of "taxa moderadora" is required.

Address: Largo Prof. Arnaldo Sampaio, Lisbon
Telephone no.: 21 721 18 36
E-mail: consulta.viajantelxnorte@arslvt.min-saude.pt

TRAVELER'S INQUIRY

It operates Tuesdays and Thursdays from 9:30 a.m. to 12:00 p.m., by prior appointment, to be booked by phone or in person, and requires payment of a moderating fee.

Address: Largo Professor Arnaldo Sampaio, Lisbon
Telephone no.: 21 721 18 36
E-mail: consulta.viajantelxnorte@arslvt.min-saude.pt



Q. CENTRO NACIONAL DE APOIO À INTEGRAÇÃO DE MIGRANTES - CNAIM

Address: Rua Álvaro Coutinho, 14, 1150-025 Lisboa.
Telephone no.: 21 810 61 73

R. USEFUL CONTACTS

Emergency / INEM

Contact – 112

In case of emergency for health situations, fires and robbery.
Call is free of charge. It works 24 hours a day, 7 days per week.

SNS 24 Service Line

Telephone no.: 808 24 24 24

If you seek advice and referral in case of illness, emergency, intoxication or clarification of questions related to medication.

Cost of a local call. It operates 24 hours a day, 7 days per week.

Migrant Support Line and Telephone Translation Service

Telephone no.: 808 257 257 or 21 810 61 91

Opening hours: Monday to Friday from 9:00 a.m. to 7:00 p.m.

The Migrant Support Line offers a telephone service to answer frequently asked questions and / or offers referral for specific situations.

The Telephone Translation Service works with several translators, for immediate or scheduled interpretations (on some occasions, a booking is necessary).

S. USF/UCSP DO ACES LISBOA CENTRAL ADDRESSES:

UCSP Alameda - Rua Carvalho Araújo 103, 1st-3rd floor, 1900-138 Lisboa;
Tel: 21 810 50 00; **E-mail:** ucsp.alameda@arslvt.min-saude.pt

USF do Arco - Travessa do Noronha 5A R/C, 1250-169 Lisboa;
Tel: 21 394 73 10; **E-mail:** usf.arco@arslvt.min-saude.pt

USF da Baixa - Rua da Palma 43A, 1100-390 Lisboa;
Tel: 21 884 30 00; **E-mail:** usf.baixa@arslvt.min-saude.pt

USF Fonte Luminosa - Rua Carvalho Araújo 103, 4th-6th floor, 1900-138 Lisboa;
Tel. 21 810 50 20; **E-mail:** usf.fluminosa@arslvt.min-saude.pt

USF Jardins da Encarnação - Alameda da Encarnação, 1800-192 Lisboa;
Tel: 21 850 70 23 / 21 850 70 24 / 21 850 70 37;
E-mail: usf.jencarnacao@arslvt.min-saude.pt

UCSP Lapa - Rua de S. Ciro 36, 1200-831 Lisboa;
Tel: 21 393 12 50; **E-mail:** ucsp.lapa@arslvt.min-saude.pt

UCSP Marvila - Rua Dr. Estevão Vasconcelos 56, 1900-665;
Tel: 21 862 07 50; **E-mail:** ucsp.marvila@arslvt.min-saude.pt

UCSP Mónicas - Travessa das Mónicas 57D, 1100-359 Lisboa;
Tel: 21 880 60 00; **E-mail:** ucsp.monicas@arslvt.min-saude.pt

USF Monte Pedral - Rua Adolfo Coelho 9, 1900-028 Lisboa;
Tel: 21 811 50 90; **E-mail:** usf.mpedral@arslvt.min-saude.pt

UCSP Olivais - Alameda da Encarnação, 1800-192 Lisboa;
Tel: 21 850 70 00; **E-mail:** ucsp.olivais@arslvt.min-saude.pt

USF Oriente - Avenida Afonso III, Lote 16, 1900-192;
Tel: 21 810 10 10; **E-mail:** usf.oriente@arslvt.min-saude.pt

UCSP Penha de França - Rua Luís Pinto Moitinho 5, 1170-201 Lisboa;
Tel: 21 816 41 00; **E-mail:** ucsp.pfranca@arslvt.min-saude.pt

USF Ribeira Nova - Rua da Ribeira Nova 1, 1200-375 Lisboa;
Tel: 21 340 55 50; **E-mail:** usf.ribeiranova@arslvt.min-saude.pt

USF S. João Evangelista dos Lóios - Rua Pedro José Pezerat 11, 1950-239 Lisboa;
Tel: 21 836 60 70; **E-mail:** usf.loios@arslvt.min-saude.pt

USF Sétima Colina - Rua Angelina Vidal 73, R/C, 1170-018 Lisboa;
Tel: 21 810 80 10; **E-mail:** usf.7colina@arslvt.min-saude.pt

USF Sofia Abecassis - Travessa Santa Quitéria 37, 1250-210 Lisboa;
Tel: 21 396 32 87; **E-mail:** usf.sfabec@arslvt.min-saude.pt

USF Vasco da Gama - Alameda da Encarnação, Olivais 1800-192 Lisboa;
Tel: 21 850 70 44; **E-mail:** usf.vgama@arslvt.min-saude.pt