General recommendations and principles

- All patients of this unit are entitled to a family medical team, made up of a doctor, a nurse, and a clinical secretary. This team can be changed upon request.
- In the Unit's waiting room, you can access the Charter of Rights and Duties of Users. This information, as well as others that may be of interest to you, are also available on our website.
- The presentation of the SNS user's number is mandatory in every contact with your USF. Always keep your contact details up to date (phone, address, email, etc).
- Please arrive 10 minutes before your scheduled time for your medical appointments. If you are unable to attend the appointment, please let us know as early as possible.
- To renew your prescription for chronic medication, make the request in person at the secretariat, or by filling in the form on floor 0, or email or user portal, with a response to your request within 72 hours.
- We can schedule an appointment within 5 working days.
- The user is entitled to a **second opinion**.
- There is the possibility of **private service with the Coordinator**, you can inquire this information at the secretariat.
- It's also possible to consult **the action plan, internal regulation, and activity report** of USF available on the Unit's website and at BI CSP (https://bicsp.min-saude.pt/pt/Paginas/default.aspx).
- The USF results and performances are also available for consultation on the BI SCP website.

Opening Hours

Weekdays from 8:00 to 20:00.
Answered phone calls and email accessible during all opening hours

Area of Influence: :Municipality of Felgueiras

Citizen's Office (Gabinete do Cidadão)
Location: Piso 0 do C.S. de Felgueiras
Hours: Weekdays from 8:30 am to 3:30 pm (under appointment)
Phone number.: 255 310 929
Email: gc.valesousanorte@arsnorte.min-saude.pt

Assistance Alternatives

SNS24—808 24 24 24

Centro Hospitalar Tâmega e Sousa
Unidade de Amarante
Rua da Lama, nº 76 Telões
4600 - 758 Amarante
Phone Number: 255 410 500

Unidade de Penafiel
Av. H. Pe Américo, nº 210 Guilhufe
4564 - 007 Penafiel
Phone number: 255 714 000

Hospital da Senhora da Oliveira (Guimarães)
Rua dos Cutileiros, Creixomil
4835-044 Guimarães
Phone number.: 253 540 330

Centro de Saúde de Paços de Ferreira - Serviço de Atendimento Complementar (SAC)
Saturdays, Sundays and Holidays from 8am to 4pm
Rua Rainha Dona Leonor, 107
4590-612 Paços de Ferreira
Phone number.: 255962506/133/373

Welcome guide to the patient

USF Felgaria Rubeans

Av. Agostinho Ribeiro
4610 - 102 Margaride - Felgueiras

Phone Number: 255 310 923/926 694 674
Email: usf.felgariarubeans@arsnorte.min-saude.pt
WebSite: http://usffelgariarubeans.pt/

Last review in General Council: 13/09/2023
Authors: Drª.Ivone Mota, Enfª Vera Correia, SC. Silvia Alves
Next review: 13/09/2024

A USF Felgaria Rubeans OFFERS ITS PATIENTS:

SCHEDULED CONSULTATIONS

Pre-booking is required for a family's doctor or nurse.

They can be booked by phone, email, in person, or through the electronic diary (e-agenda) of the health portal every working day, from 8AM to 8 PM.

Who is entitled:

- Adult patients, for prevention and surveillance of health problems;
- Patients with chronic diseases, such as diabetes, hypertension, among others
- Patients of specific groups who need periodic consultations: family planning consultation, preconception, maternal health and postpartum surveillance, child and youth's health, and oncological screenings.

OPEN CONSULTATION

Used for situations of acute illness (a disease that appeared recently) or recent worsening of a chronic illness; scheduled on the same day, to any family doctor or nurse in the unit. Scheduled consultation sorted by appointment request.

It must NOT be used for **show and/or request medical exams or analyses, handling administrative matters, handling non-acute complaints**. This will ensure that all acutely ill patients are seen on the same day.

MEDICAL CONSULTATION AT HOME

Intended for patients with a temporary or permanent disability unable to arrive at an NHS centre.

The appointment can be booked by the patient/caregiver, doctor or nurse, by phone, or in person. When requested by the patient or family member, they will be answered according to the medical assessment of the situation.

It cannot be carried out outside the area of influence of the USF.

GUARANTEED MINIMUM SERVICES (ABSENCE OF FAMILY DOCTOR\NURSE)

-- First life consultation, before the 28th day, or when the absence directly interferes with the child's normal surveillance and early diagnosis, up to the 6th day of life;
- Maternal health surveillance consultations;
- Urgent family planning situations, provision of emergency contraception, and interruption of pregnancy;
- Vaccination;
- Households in an acute situation, after assessment of the situation;
- Acute illness situations;
- Unpostponable nursing treatments (ex.: dressings);
- Renewal of temporary incapacity certificate;
- Renewal of chronic medication;
- Issue of a death certificate;
- Consultations programs that can compromise care.

SUGGESTION BOX

There is a suggestion box in the waiting room, with its forms, so you can make your suggestion anonymously.

TRAINING ACTIVITIES

Health professionals may be present in training, during consultations and/or attendance. We appreciate your contribution to their training. The patient has the right to refuse their presence at that room, or refuse to be evaluated and/or cared by interns/medical or nursing students.

EXCLUDED FROM OUR SERVICES

- Assistance in emergency situations and accidents (in this case, please make sure you go immediately to hospital),
- Filling in declarations from private institutions, sail's licence, hunters' card, licence to use and carry a weapon's certificates, federated sports and sports club's certificates.

According to Dispatch 10430/2011, of August 18, 2011, **doctors cannot** prescribe tests requested by private hospitals or clinics or by the SNS or any other external entity. Prescription of exams is the exclusive decision and responsibility **of the family doctor.**

COMPLAINTS AND COMPLIMENTS

This unit has a Complaints and Compliments Book (**Livro de Reclamações e Elogios,**), ask it at the secretariat, and you will be forwarded to an adequate space, so that you can fill in.