



Quality chart

Assisting commitment

The USF Valongo pledges to provide humanized health care with proximity to its patients, contributing to the improvement of the community health level.

We assume the following commitments:

Commitment with a courteous, effective and personalized service

- The team proposes to work in order that all services are provided in a courteous and professional way.

Commitment with freedom of choice

- Being registered at the USF assumes that one is in consonance with its family physician and/or nurse. Within the possibilities, any reasoned request to change doctor within the USF will be satisfied.

Commitment with audition to the patients

- The team is receptive to all contributes and suggestions that the patients may want to manifest in order to improve the quality of the health care provided. The patients will always be the main external looks that will propose corrections. Before the patients' suggestions and in group reunion, the

functioning modes may be altered in order to improve the service.

- The reception in all professional groups will aim for a quality practice in a satisfaction environment for patients and professionals.

Commitment with indicators and quality patterns

- The provision of health care services will be conducted by a culture of accuracy and technical and scientific quality based on indicators and quality patterns. The elaboration of clinical orientation norms will be a priority.

Commitment with information to patients

- The rights and duties of the patients are posted.
- The team will keep its patients informed and updated in what concerns the USF through informative panels in the waiting room, by telephonic contact, by mail or other.
- The internet page will be updated at least monthly, having two responsible elements administrators of this page (Dr. Margarida Aguiar and Nurse Anabela Queirós).
- The information of specific commemorative days with appropriated activities will be done in the internet page and in the waiting room: Nonsmoker Day, Diabetic World Day, Child Day, etc.

Commitment with resolution of problems and complaints circuit

- The patient can use the suggestions box, expose the case directly to the coordinator or use the complaints book. The USF Valongo pledges to give an answer to all the complaints in an adequate time.

- The patients' suggestions will be treated and scheduled by the coordinator.
- Any patient that requests a functioning or error reception clarification will be heard by the responsible administrative Mrs. Leontina Gama or by the coordinator Dr. Margarida Aguiar, according to the situation.

Commitment with efficiency

- The physicians of the USF Valongo pledge to manage the prescription and the complementary means of diagnosis, using lines of orientation relative to the diseases and using a good prescription management. In a regular manner (normally quarterly), every physician will be given its prescription and complementary means of diagnosis profile, in comparison with the other elements of the team.

All the patients registered in the USF Valongo will have a family physician, specialist in Family and General Medicine, and a Family Nurse.

The USF Valongo team establishes as priority the following assisting commitments:

- a) Ensure the provision of health care in all working days from 8 to 20 hours;
- b) Ensure home medical consultation for patients unable to go to the USF, with the necessary urgency and in accordance with agreed upon between the patient (or caregiver) and family physician;
- c) Ensure home nursing consultation for patients in need of urgent care and unable to go to the USF;
- d) Ensure medical consultation on the same day to all patients that have searched the USF for urgent clinical

situations;

- e) Ensure nursing consultation on the same day to all patients that have searched the USF, in need of urgent nursing care;
- f) Ensure that in 90% of patients, the time of entry for a medical or nursing consultation, does not exceed the scheduled time by more than 20 minutes.
- g) Ensure that telephone calls are answered with courtesy, speed and professionalism.
- h) Ensure that all newborns who wish to be followed in the USF have access to the first child health surveillance consultation until 15 days of age and offer 6 surveillance consultations during the first year and 3 during the second year.
- i) Ensure access to the first maternal health consultation until 10 weeks of pregnancy to all pregnant women who wish to be followed in the USF and program at least 6 consultations during a normal pregnancy. At 34 weeks, the pregnant woman will be referred to the obstetrics service of the S. João Hospital in order to be consulted at about 37 weeks. All situations of risk will be referred appropriately to the S. João Hospital.
- j) Ensure access to family planning counseling to all women who wish to be followed at the USF. Contraceptive methods that are part of family planning will be distributed. Intra-uterine devices and contraceptive implants will be placed.
- k) Ensure surveillance consultation for diabetics, mostly every 3 months, in consultation with health team.
- l) Ensure surveillance consultation for hypertensive patients after tensional control every 4 months, with an intercalated nursing consultation.
- m) Ensure surveillance consultation to the elderly with programming tailored to each case and time itself.

- n) Ensure surveillance consultation of other chronic conditions with the appropriate frequency, adapted individually and in its own time.
- o) Ensure daily space for attending acute conditions that cannot wait for marking.
- p) Ensure medical and nursing services in an interchangeability polity in case of absence of their family physician or nurse.
- q) Ensure that all patients have a schedule of their family physician to better utilize the services as they are listed as alternatives in the period in which the USF is closed.
- r) Ensure the possibility to obtain information by telephone, as well as medical or nursing advice during the opening period of the USF.

Assisting alternative care for acute situations outside the operating hours of the USF Valongo:

- SASU of Ermesinde

Weekdays: 20.00h - 24.00h

Saturdays, Sundays and Holidays: 8.00 - 24.00

- Valongo Hospital

All medical emergencies should be referred directly to the Hospital Emergency Services (Valongo Hospital or S. João Hospital).