



**BELO
HORIZONTE**
PREFEITURA

CITIZEN'S GUIDE

GETTING TO KNOW THE HEALTH CENTERS OF THE SUS-BH NETWORK



INTRO- DUCTION

The right to information is one of the pillars of the humanization policy of the Unified Health System (SUS). It is a right of users to have access to information about how the health system works, enabling them to seek the most appropriate service for each request. This will ensure quicker service, saving both time and resources for users and managers. SUS operates as a network to provide comprehensive care to health users. This guide aims to provide information about the services, schedules, and other details regarding the health centers in Belo Horizonte.

The city of Belo Horizonte works on the humanization of SUS actions as the essence of the principles established in the Federal Constitution and the Health Organic Law: universality, comprehensiveness, equity, and social control. The ongoing effort to fulfill these principles has contributed to ensuring that users of the municipal health system are respected in their rights and have their needs met. In this context, providing information on how these services are fulfilling these principles is essential.

In addition to producing this communication tool, the goal is also to advance communication as an exercise in dialogue among people, regardless of their color/race, ethnicity, sex, gender, or nationality, so that there is more understanding and harmony in the relationship between users, workers, and managers.

This guide also aims to encourage public participation in activities carried out at Health Centers and in evaluating these services. User contributions are essential to improving the quality of services provided, and knowing about the services is part of this process.

The Health Center team is prepared to serve people and receive suggestions/observations about the services provided.

This guide does not intend to present the services in detail. For further clarifications, please contact the reference service according to its address.

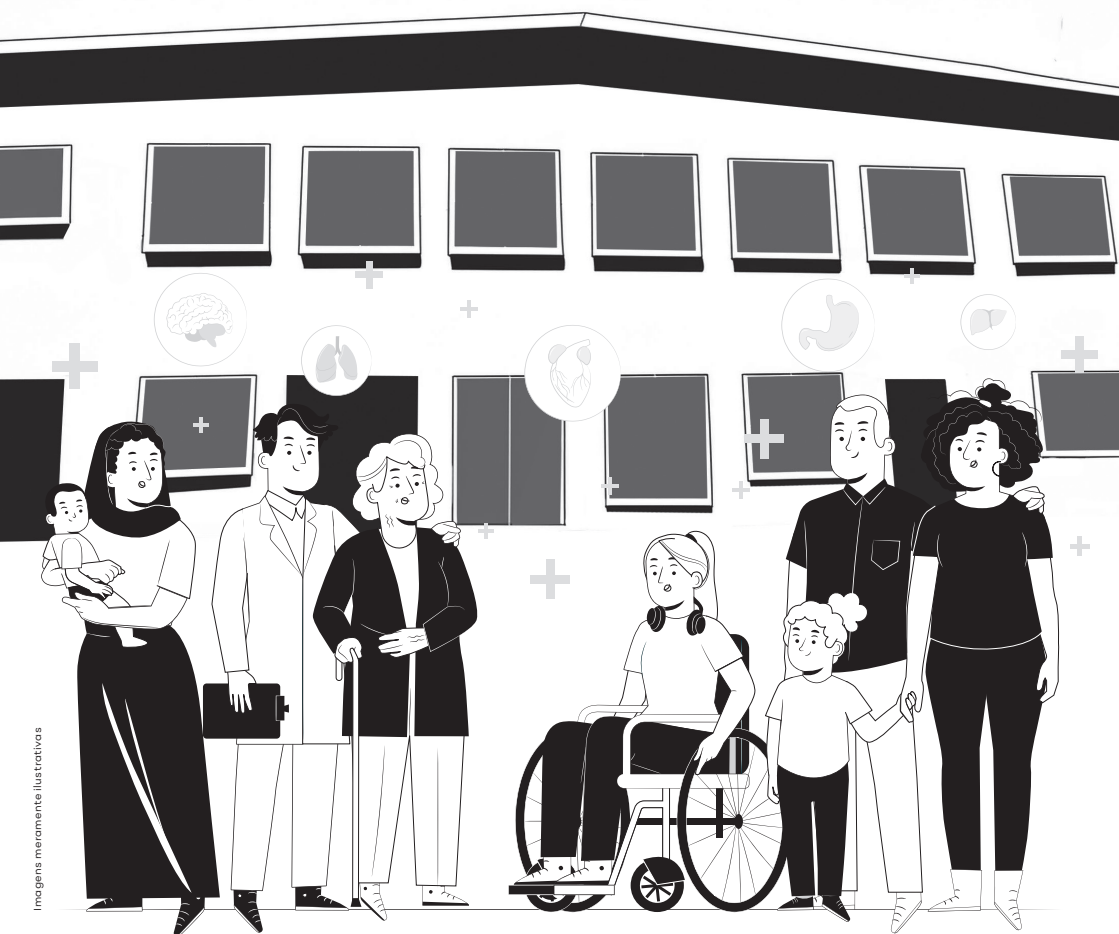


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PRIMARY HEALTH CARE

The Municipal Health Network of Belo Horizonte has 153 Health Centers, distributed across the nine health regions: Barreiro, Centro-Sul, Leste, Nordeste, Noroeste, Norte, Oeste, Pampulha, and Venda Nova. Responsible for health actions aimed at the population within their coverage area, the Health Centers operate from Monday to Friday and should be the first place to be contacted in case of a need for treatment, information, or basic health care.

Managed by a healthcare professional with a higher education degree, the Health Centers have Family Health Teams (eSF). Each team consists of a family doctor, a nurse, a nursing technician/assistant, and four to six community health agents. The Health Centers have Oral Health teams and teams from the Expanded Family Health and Primary Care Center (which may include pharmacists, physiotherapists, speech therapists, nutritionists, physical education professionals, psychologists, and/or occupational therapists), as well as Primary Care Prison Teams. The units also have professionals supporting the Family Health

Strategy (eSF) – doctors, support nurses, social workers, and nursing technicians, mental health teams, teams from the Homeopathy, Acupuncture, and Anthroposophical Medicine Program (PHROAMA) (some units have homeopathic doctors and acupuncturists, who serve as references for all health units in the municipality), street consultation teams (regional base teams), among others.



WHO CAN BE TREATED AT THE HEALTH CENTERS?

All residents of Belo Horizonte can visit the Health Centers, which are organized to handle both elective and urgent health demands for follow-up care.

Users should be attended to at the Health Center that is closest to their residence, where they must be registered.

Anyone with a recent clinical complaint (acute cases) can be welcomed at any Health Center during operating hours, regardless of whether they are a resident of Belo Horizonte or within the center's service area.





HOW WILL I KNOW WHICH IS MY REFERENCE HEALTH CENTER?

To find out which is your reference Health Center, call 156 or enter your address on the website **bit.ly/3XpH5RO** or access the QR CODE.

Once on the website, enter your address and, after your residence is highlighted, click on "Information" and then click on the block of your residence; the reference Health Center information for the searched address will appear at the top of the page).



You can also obtain this information at any nearby Health Center.

HOW CAN I BE ATTENDED AT THE HEALTH CENTERS?

To be attended at the Health Centers, the user must be registered in the city's health information system. If the user is not yet registered, the data can be entered into the system when they are at the Health Center.

For every appointment, it is necessary to present an official identification document, either physical or digital, preferably with a photo, such as an ID card, work card, driver's license, passport, e-title (electronic voter registration), or birth certificate (for children under 12 years old, if they do not yet have an ID card).

Except for individuals declared as homeless, where the lack of a document cannot be an obstacle to their care.

The ways to access services and care at the Health Centers are: through pre-reception and reception, a moment for the team to listen ("Talk to the team"), scheduling of individual and group activities (consultations and groups), vaccination, pharmaceutical assistance, dressing changes, sample collection for exams, dental evaluation, psychosocial assistance, medication administration, Electrocardiogram (ECG) procedures, scheduling exams, scheduling specialized consultations, among others.



HOW CAN I BE REGISTERED IN THE SUS HEALTH CENTERS OF BELO HORIZONTE?

User registration involves entering data into the municipality's information system, gathering personal, address, and health information. This process can be done at your designated Health Center or by a Community Health Agent (ACS) during a home visit, allowing you to access services quickly, securely, and efficiently across various health unit.

To complete the registration, the user must go to their designated Health Center and make the request, presenting an identification document. Additionally, a proof of address and the CNS (National Health Card) must be provided. The CPF (Individual Taxpayer Registry) information is important and should be registered whenever possible.

In exceptional situations, where the proof of address cannot be provided, the user must fill out their address in a handwritten declaration on a form provided by the Health Center. For homeless individuals, the system allows the insertion of a simplified registration to continue care, and there is no need to provide documents or proof of address.

If the user does not have the National Health Card, it can be generated and delivered at the Health Center, requiring an official photo ID or a birth certificate for children under 12 years old. The user's registration at the Health Center will be linked to the provided home address once the ACS (Community Health Agent) completes all necessary information during a home visit.

The registration linkage, which is possible once the information is completed and the user's residence address is confirmed, is crucial for complementary network care, health action planning in the area, and for proper monitoring of the user by the Family Health team.



WHAT SERVICES AND CARE ARE PROVIDED AT THE HEALTH CENTERS?

The Health Centers offer the following services and care:

- Vaccination;
- Collection of material for tests;
- Delivery of test results;
- Electrocardiogram (ECG) procedures;
- Rapid tests (HIV, Syphilis, Viral Hepatitis, pregnancy, etc.);
- Appointment and specialized exam scheduling;
- Dressing changes;
- Dispensing of medications by the pharmacy;
- Administration of injectable medications;
- Measurement of vital signs (blood pressure, blood sugar, etc.);
- Collection of preventive cervical cancer screening tests and request for screening and diagnostic mammograms, according to protocol;
- Collective activities: various groups related to health promotion and care for health situations, such as chronic pain and diabetes;
- Activities at the City Gym;
- Prenatal, postpartum, and childcare services;
- Home visits and home collection (specific cases: people restricted to their homes);
- Follow-up by the Zoonoses team;
- On-site service by the Street Clinic;
- Guidance and referrals to other intrasectoral services (Art in Health Program, Living Center, Complementary Team, CERSAM, among others) and intersectoral services such as CRAS (Social Assistance Reference Center), Centro POP, Social Approach Service, among others;
- Local Health Commission meetings;
- Speak with the Team;

- PrEP - Pre-Exposure Prophylaxis for HIV Risk (service focused on HIV prevention in specific situations);
- Multi-professional care according to the user's needs assessment by the teams and in accordance with network flows. The professionals available to provide care are:
 1. From the Family Health and Oral Health team (nursing technician, nurse, doctor, community health agent (ACS), dentist, and dental health assistant/technician);
 2. Professionals from the multi-professional teams, which can include the following: Family Health Expanded Core – Basic Care (NASF-AB) - physiotherapist, pharmacist, nutritionist, physical education professional, occupational therapist, speech therapist, psychologist; pediatricians and gynecologists (regional base) and social workers; Homeopathy, Acupuncture, and Anthroposophic Medicine Program - PRHOAMA (regional base service); Mental Health team (psychiatrist and psychologist); Complementary team (regional base service);
 3. Support team: doctors, nurses, and nursing technicians;
 4. Street Clinic team (regional base service);
 5. Primary Care Prison Team (eAPP);
 6. National Policy for Comprehensive Health Care for Adolescents in Conflict with the Law (PNASARI).



WHICH SERVICES CAN BE REQUESTED AND PROVIDED AT HEALTH CENTERS REGARDLESS OF THE REFERENCE TERRITORY, AND WHICH ARE OFFERED AT THE REFERENCE HEALTH CENTER?

Vaccination services and evaluation of individuals with recent clinical complaints (acute cases) can be requested at any Health Center, which will provide the necessary referrals based on the initial assessment.

REMEMBER: you have the right to receive information about your health status and care without any prejudice based on race, color, age, sex, gender, nationality, health condition, or social status!

Medications for managing chronic conditions will be dispensed only to residents of Belo Horizonte, who may also collect the medication from health units outside the coverage area of their reference Health Center.

Health monitoring of chronic conditions, such as diabetes mellitus, hypertension, HIV/AIDS, sexually transmitted infections, infectious diseases like tuberculosis, and other health conditions, including prenatal care, childcare, and menopause, should be carried out at the reference Health Center. This is because the reference team is familiar with your health condition and can provide more effective and comprehensive care.

Other services, such as preventive actions, including cervical cancer and prostate screening exams, mammography requests, rapid tests, and other disease screening exams, including dental health, should also be conducted at the reference Health Center, as its team can assist you in managing your health more effectively.

The collective activities offered at your Health Center can help prevent diseases and improve your quality of life. Options like Lian Gong, Tai Chi Chuan, guided tooth brushing, walking groups, crafts, family planning, breastfeeding, nutrition, healthy eating, smoking cessation, among others, are some of the available choices.

The Health Center may also offer health guidance and education through home visits by Community Health Agents (ACS) and Endemic Disease Control Agents (ACE), who will visit your home to provide information on disease prevention such as dengue, the vaccination schedule, including pet vaccination, as well as actions in schools and public places to provide information that can help you take better care of your health.

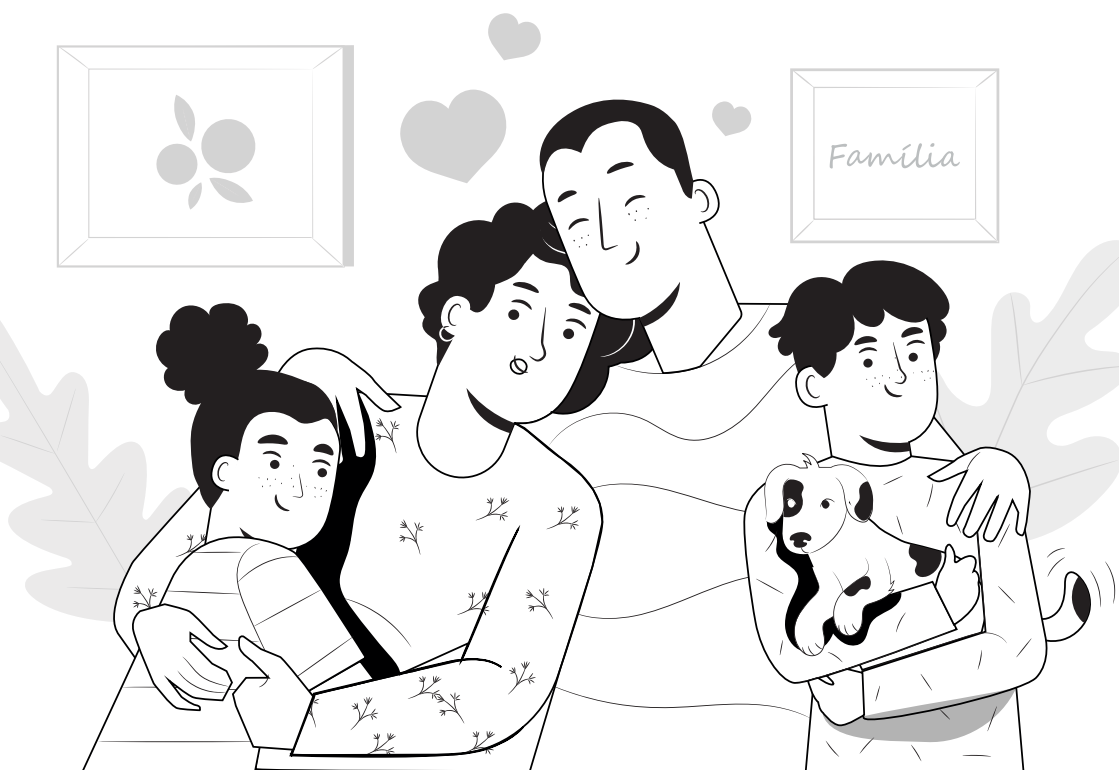
WHAT ARE THE OPERATING HOURS OF THE HEALTH CENTERS AND THEIR SERVICES?

The operating hours of the Health Centers are typically from 7am to 7pm. However, some units have extended hours, operating from 6:30am to 6:30pm. Please check with your reference Health Center.

The services usually have the following operating hours:

SERVIÇO	HORÁRIO
Vaccination	from 8:00 am to 6:30 pm
Sample collection for exams	from 7 am to 8 am
Scheduling and delivery of exam results	during the health center's operating hours
Scheduling of consultations and specialized exams	from 9 am to 12 pm from 1 pm to 5 pm
Pharmacy	from 7 am to 6:30 pm
Wound dressing	from 10 am to 12 pm from 2 pm to 4 pm
Vital signs measurement	from 10 am to 5 pm





WHAT IS THE FAMILY HEALTH TEAM (eSF)?

The Family Health teams are made up of nurses, doctors, nursing technicians/assistants, and Community Health Agents (ACS). These professionals provide care to the population and help/orient people to take responsibility for their health, by carrying out actions that prevent diseases and promote well-being. Cancer screening for cervical and breast cancer, routine prenatal care, sexual and reproductive planning, postpartum care, and child healthcare are also responsibilities of the eSF, which is also responsible for coordinating the individual's care across the entire SUS-BH network.

WHY IS IT IMPORTANT TO BE FOLLOWED BY THE FAMILY HEALTH TEAM IN YOUR COVERAGE AREA?

It is extremely important for you to know who your reference team is and who the professionals in it are. The team is responsible for monitoring a number of people/families in a defined area of the Health Center's territory. These professionals will get to know you and your family in order to provide the best possible care, continuously and comprehensively, helping you take better care of your health and your family's health.

Being followed by the same team avoids dividing care between several professionals. This makes it easier for the team to gain a deeper understanding of your health and your family's health, allowing for more appropriate actions aligned with your health needs. In this way, the team can propose care that contributes to improving your quality of life, as the professionals are already familiar with each person's health history.

The routine of the Family Health team includes getting to know the coverage area and its population. This practice is possible through the visits made by the Community Health Agent (ACS) to households, along with other professionals. These visits help understand the needs of people beyond medical treatments, including their lifestyle habits, family and community relationships, working and leisure conditions, access to school and culture, sanitation conditions, and how these factors impact their life and health. In this dimension, knowing the family, the situations that promote or harm health conditions, and the family's problems is crucial for planning care and assistance for each individual.

Home visits made by the ACS are an important action that allows for monitoring people, especially those with more severe health conditions who require extra care due to economic difficulties, lack of ac-



cess to public services, extreme poverty, or those in situations such as Homeless People (PSR), among other conditions requiring more attention. Furthermore, these visits allow people to have greater access to health information, the functioning of the Health Center, activities, and the services offered.

Another professional who regularly visits your home is the Endemic Disease Control Agent (ACE). This professional helps to better understand the environmental conditions of your home, which enhances health action planning. Their visits also provide, among other benefits, guidance to prevent diseases and accidents related to zoonoses and the care of pets.



HOW TO ACCESS DENTAL CARE?

The Oral Health team (eSB) is part of the Family Health Strategy (eSF). In this sense, many of the actions are carried out jointly by both teams, eSB and eSF. To receive dental care, it is necessary for the user to visit their reference Health Center, check the care flow, and inquire about the scheduling process for their team. Urgent and emergency situations are assessed by the team and treated according to the needs of each case. At the end of the treatment in the unit, if necessary, more complex procedures are referred by the Health Center dentist to be carried out by specialists at the Dental Specialty Centers (CEO). It is important to note that the Oral Health team (eSB) and the Family Health team (eSF) are integrated with the aim of offering quality care to the population, promoting actions coordinated with other services in the SUS-B network.

The eSB plays a crucial role in improving the population's oral health through actions and services based on the principles of the Unified Health System (SUS), such as universality, equity, and integrality. The care is multidisciplinary and interdisciplinary in order to provide greater effectiveness, involving promotion, prevention, and treatment.

For urgent/emergency dental care outside of Health Center opening hours, the SUS-BH Network also relies on the Dental Emergency Room at Odilon Behrens Hospital, open 24 hours a day, seven days a week.



WHAT IS THE NASF-AB TEAM?

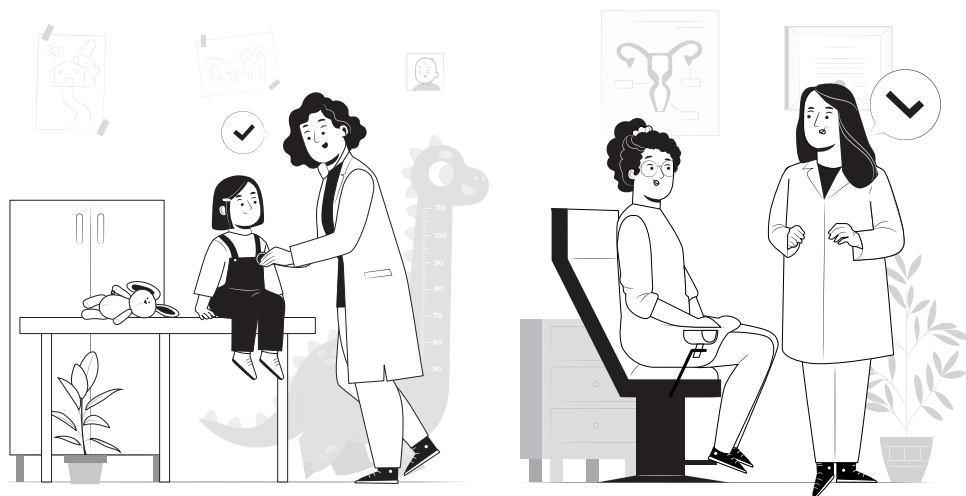
The Expanded Family Health and Primary Care Team (NASF-AB) is composed of multi-professionals who work alongside the Family Health teams at the Health Centers, assisting in responding to the needs of the population. The activities carried out aim for a broad and integrated approach, that is, they focus on everything from promotion and prevention to the treatment of health issues.

In Belo Horizonte, all Health Centers have a team to support the Family Health teams. These teams may include the following professionals: pharmacists, physiotherapists, speech therapists, occupational therapists, nutritionists, psychologists, physical education professionals, who provide individual care, home visits, and group activities for users of all ages.

Users with needs to be evaluated by any professional from the NASF-AB team should go to the Health Center responsible for their area and inform their Family Health team. It is important to note that these demands can also be presented by a family member or guardian. Often, the Family Health team, while monitoring users, identifies the need for evaluation, follow-up, or treatment by the NASF-AB team.

WHAT IS A SUPPORT TEAM?

Support teams are composed of general practitioners/physicians, nurses, nursing technicians, and social workers, whose role is to assist the Family Health teams in caring for the population within their coverage area. The support nursing technicians work in various sectors of the Health Center, such as vaccination, collection, procedure/observation room, wound care room, and pharmacy. Pediatricians and gynecologists also support the Family Health teams and operate at the regional base.





WHAT IS PRHOAMA?

PRHOAMA is the Homeopathy, Acupuncture, and Anthroposophic Medicine Program within the SUS-BH network and is part of the municipality of Belo Horizonte's offer of Complementary Integrative Practices (CIPs). The program's doctors work at some Health Centers across the nine Health Regions and provide support to the Family Health teams.

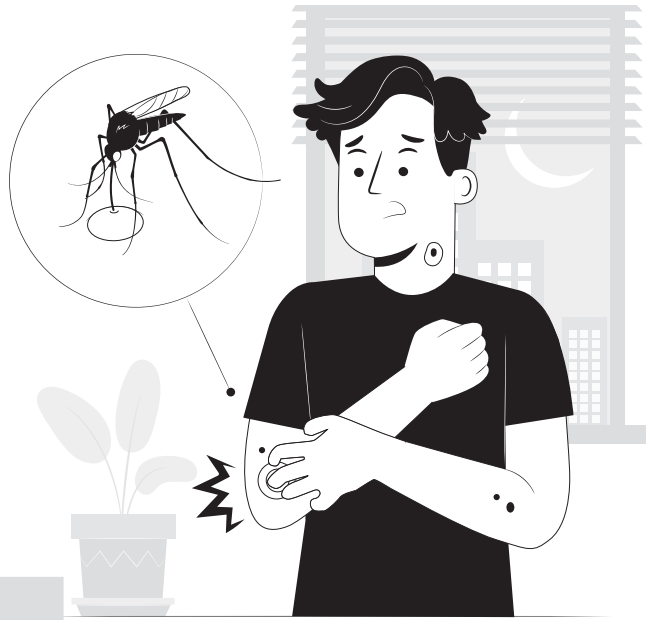
Homeopathy, Acupuncture, and Anthroposophic Medicine, as medical specialties, share a holistic view of the human being, aiming to treat the person rather than just the disease. This means that they all stimulate the individual's vitality by activating, strengthening, and rebalancing the body's healing and defense mechanisms, helping it return to a state of physical, psychological, and emotional harmony. These treatments can be combined with each other and with conventional medical treatment (using traditional medications).

Users with needs to be assessed by a PRHOAMA professional should go to the Health Center responsible for their coverage area for evaluation by their Family Health team and referral for treatment within their regional area, according to the agreed-upon protocols

WHAT IS THE MENTAL HEALTH TEAM?

The Mental Health teams are composed of psychologists and psychiatrists, whose role is to assist the Family Health teams in caring for individuals affected by mental health issues and harmful use of alcohol and other drugs. Users can access the Mental Health team through referrals made by the Family Health team, other professionals from the NASF-AB team, or the support teams.





WHAT ARE ZOONOSIS (DISEASES TRANSMITTED BY ANIMALS) CONTROL TEAMS?

Zoonosis Control teams are made up of Endemic Disease Control Agents (ACE), professionals responsible for mobilizing the community and implementing simple environmental management measures to control diseases transmitted by mosquitoes and/or accidents caused by stings from venomous animals such as scorpions and spiders. ACEs also carry out actions in homes and surrounding areas to treat and identify sources or breeding sites of these animals or insects that can harm our health, such as dengue, chikungunya, and zika.

WHAT IS THE CITY GYM (ACADEMIA DA CIDADE)?

City Gyms are services that offer group physical exercise classes to the population of Belo Horizonte, taught by Physical Education professionals. The goal of the City Gyms is to promote improvements in the population's quality of life through physical exercise and community interaction.

The activities are mainly intended for people over 18 years old. The classes aim to improve general physical conditioning, but participation also provides socialization and entertainment. At the gyms, group classes in strength training, aerobic gymnastics, guided walks, and functional circuits are offered. Additionally, essential health education topics such as healthy eating and smoking cessation are addressed. For information about addresses, operating hours, and contact details, visit the PBH website at: **pbh.gov.br/academiadacidade**.

Those interested in participating in the activities should visit or contact the City Gym of their choice for more information and seek their reference Health Center for guidance.

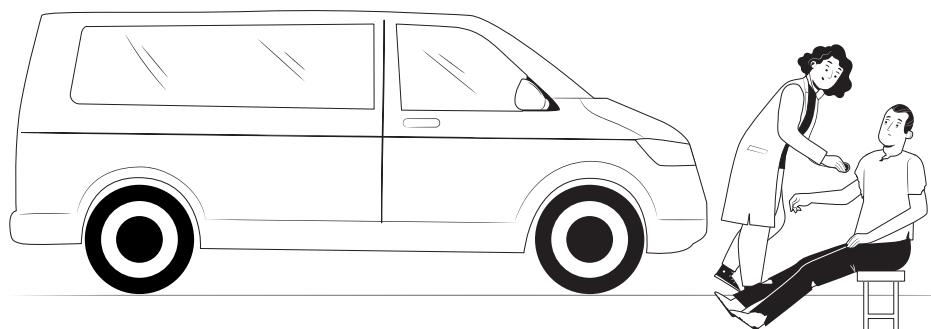


WHAT IS LIAN GONG?

Lian Gong in 18 Therapies is a Chinese therapeutic gymnastics that provides numerous benefits to practitioners, including the prevention and treatment of musculoskeletal pain. People of any age can practice the gymnastics, but it is essential to respect their own limits. Elderly individuals or those with certain medical conditions should receive specific guidance from their instructors.

Users who are interested in participating in the activities should visit a Health Center to obtain information about the locations, days, and times available for practicing the gymnastics.





WHAT IS THE “CONSULTÓRIO NA RUA” (STREET CLINIC)?

The “Consultório na Rua” is a service within the Mental Health Network of Belo Horizonte that provides care for people experiencing homelessness (Pessoas em Situação de Rua – PSR), with strategies for support and connection to the city’s health services (Mental Health and Health Centers). The service is aimed at adults, children, and adolescents who have experienced life on the streets and are in situations of risk and vulnerability.

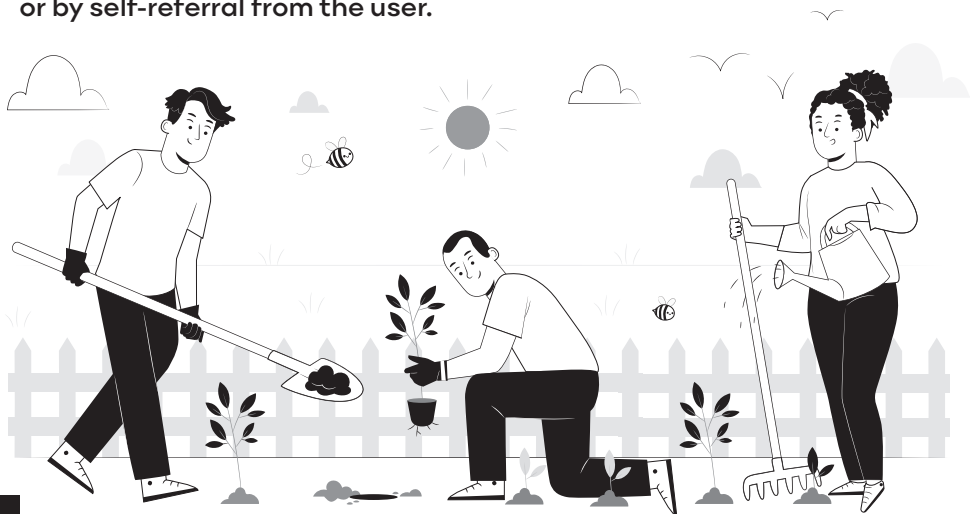
The care is provided by a team that travels to the territories using a van, reaching people at their place of stay. This team identifies the needs of each user and coordinates various points of the network to ensure comprehensive care for the PSR, many of whom are users of alcohol and other drugs and/or experiencing intense mental distress. The service promotes care in freedom through harm reduction strategies.

WHAT IS THE “CENTRO DE CONVIVÊNCIA” (COMMUNITY CENTER)?

The “Centro de Convivência” is part of the Psychosocial Care Network (RAPS) and its mission is to promote autonomy and social participation through sociocultural activities for individuals experiencing mental distress and/or harmful use of alcohol and other drugs. Through stimulating and developing artistic and craft skills, expanding spaces for social interaction, access to cultural goods, promoting work and income generation, the Community Centers focus on social inclusion and autonomy for individuals with mental distress. Activities offered include workshops in music, theater, drawing, painting, woodworking, mosaics, ceramics, crafts, writing, embroidery, sewing, tapestry, cooking, recycling, gardening, paper art, visual arts, dance, games, physical activities, among others.

The follow-up at the Community Center is done in collaboration with the health teams that assist the user and through intersectoral partnerships. The teams are composed of a mental health professional who manages the service, administrative assistants, monitors, and general service assistants. Currently, there are 9 units, one in each regional area.

Access to this service is provided through referrals from health services or by self-referral from the user.





WHAT IS THE "ARTE NA SAÚDE - ATELIÊ DE CIDADANIA" PROGRAM?

Arte na Saúde - Ateliê de Cidadania is a program developed through the Municipal Health Secretariat in partnership with Cáritas Regional Minas Gerais. It aims to promote health for children and adolescents aged 6 to 18 who are facing situations of vulnerability, social and/or personal risk, using art and its various forms of expression as primary tools for building citizenship and youth empowerment.

The project offers art workshops in various modalities: visual arts, crafts, painting, clay, dance, photography, music, theater, circus, capoeira, body expression, music and instrument building, graffiti, urban art, cooking, games and recreational activities, and other sociocultural activities capable of enhancing talents and skills, developing and strengthening self-esteem and abilities.

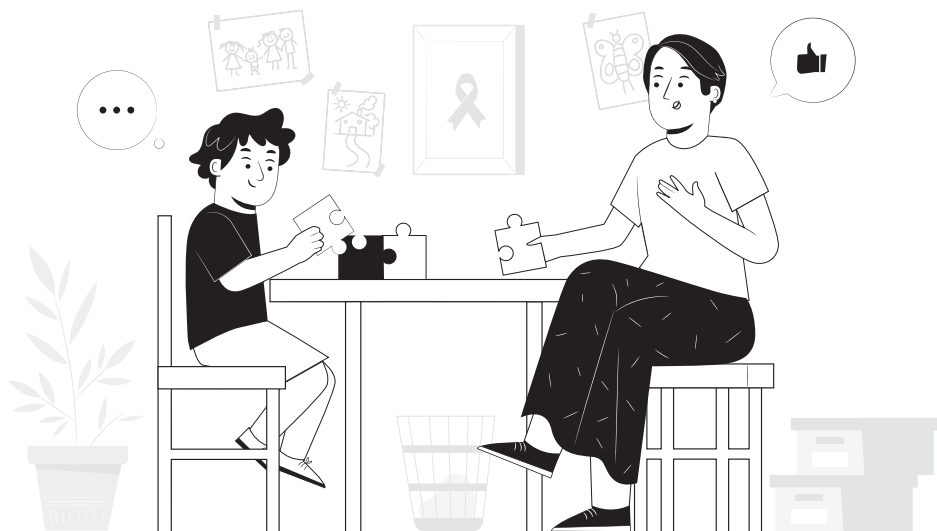
It also promotes urban mobility, including trips to the cinema, theatrical performances, musical presentations, museums, and parks, expanding opportunities for belonging to the city and building citizenship.

To access Arte na Saúde, it is necessary to visit the Health Center in your area of coverage, which will provide a referral.

WHAT IS THE COMPLEMENTARY TEAM?

The Complementary Mental Health Teams for Children and Adolescents serve children and adolescents experiencing intense psychological distress, in partnership with mental health professionals at Health Centers, Family Health teams, and other services such as Arte da Saúde: Ateliê de Cidadania and the Child and Adolescent Mental Health Reference Centers (CERSAMi). The teams consist of a child psychiatrist, two speech therapists, and two occupational therapists, and their goal is to provide the best care for severe cases that present in childhood and adolescence.

These complementary teams are strategically located in Health Centers, with one team per region. Access to care by these teams is always through the Family Health teams and mental health professionals at Health Centers, based on the therapeutic projects they develop. Families who observe a need for mental health care for children and adolescents should visit the Family Health team at their reference Health Center to receive the necessary care and referrals.





WHAT IS THE PRIMARY CARE PRISON TEAM?

The Primary Care Prison Teams (eAPPs) were established in accordance with the National Policy for Comprehensive Health Care for People Deprived of Liberty in the Prison System (PNAISP) and operate within the physical structure of the prison units, ensuring access to Primary Health Care and other points of attention within the Health Care Network for individuals deprived of liberty at the Penitenciária Estevão Pinto (PIEP), and CERESP Gameleira units. The eAPPs are composed of medical professionals, nurses, nursing technicians, dentists, dental health technicians, psychologists, and social workers.

WHAT IS THE PNAISARI TEAM?

The team of the National Policy for Comprehensive Health Care for Adolescents in Conflict with the Law (PNAISARI) is a multidisciplinary team consisting of psychologists, social workers, occupational therapists, and nurses (two per region). Their function is to support and strengthen Primary Health Care in providing comprehensive health assistance to adolescents serving a socio-educational measure in a closed environment (provisional internment, internment, and semi-liberty), an open environment (assisted freedom and community service), and also to cases of adolescents benefiting from health protective measures by the Juvenile Court.

The PNAISARI team also includes a Family Health team, composed of a doctor, a nurse, two psychologists, two social workers, and two nursing technicians, who directly assist adolescents in provisional internment who are detained in the three Provisional Internment Socioeducational Centers located in the East region.

Finally, a psychologist working in the Belo Horizonte Socioeducational and Protective Measures Service Center (NAMSEP/CIA-BH) is responsible for welcoming cases of adolescents with health protective measures and coordinating the provision of health care in the territories, through case transmission and follow-up with the PNAISARI team.





WHAT WILL BE DONE WHEN THE RESOURCES AVAILABLE AT THE HEALTH CENTERS ARE INSUFFICIENT TO MEET THE DEMANDS OF USERS?

We know that the Health Center is the preferred entry point for users into the healthcare system. However, there are situations where referrals to other services within the SUS-BH network are necessary. One such situation is when clinical conditions require referral to emergency services, such as Urgent Care Units (UPA), Mental Health Reference Centers (CERSAM), among others.

Another situation arises when all diagnostic and treatment resources available at the Health Centers have been exhausted, and a specialist consultation or more specific tests, follow-up, or treatment are required. These cases are identified by professionals at the Health Centers, and the necessary referrals to specialized and complementary networks, such as the Medical Specialty Center (CEM), are then made.

If you have had an appointment in the Supplemental Health network (health insurance) and need to collect biological samples (feces, urine, and blood), routine tests, consultations with specialists, or specialized diagnostic tests, you can go to the Health Center to receive the appropriate guidance for your case.

HOW CAN I ASK QUESTIONS, MAKE SUGGESTIONS, GIVE COMPLIMENTS, OR MAKE COMPLAINTS?

The first contact can be made directly with your team or with the manager of your Health Center. If there are still any doubts or difficulties, you can contact the Health Ombudsman of SUS-BH. The actions of the health ombudsman are mainly focused on assisting SUS-BH users with their complaints, compliments, reports, suggestions, and requests for services and information. Analyzing the demands from users allows the public authorities to speed up and improve the services provided within the SUS network. We also work to guide SUS-BH units and the partner network on the importance of providing responses to users in a qualified manner and within the required timeframe.



HOW TO ACCESS THE OMBUDSMAN?

- By phone: 156;
- PBH APP;
- Through the city hall website: **pbh.gov.br/ouvidoria**;
- By e-mail: **ouvidorsusbh@pbh.gov.br**;
- In person: at BH Resolve, located at Av. Santos Dumont, nº 363.

All requests are directed to the General Ombudsman of BH and then forwarded to the SUS/BH Ombudsman, where they will be analyzed and responded to.

SOCIAL PARTICIPATION AND SHARED RESPONSIBILITY

It is very important for users to maintain follow-up with their team. To do so, remember to inform any changes in address and phone number. Your team also needs to know in advance if you are unable to attend a consultation at the Health Center or other health units, as this will help organize the professionals' schedules and reduce waiting times for a consultation. It is also important that you are punctual and do not let prescriptions expire, visiting the Health Center in advance.

Participate in the Local Health Commission of your Health Center. This is a local discussion space where proposals, inspections, and monitoring of health policies are carried out to see how they are being implemented in the health unit. The Local Health Commissions elect four members for the executive board: two members representing the user segment, one member representing the worker segment, and one member representing the management segment (represented by the local health unit manager). Among them, two representatives (one regular and one substitute) are also elected to join the District Health Council, to discuss, propose, oversee, and monitor health policy at the regional level, through commission meetings and health conferences. This representative control structure takes place continuously at the municipal, state, and federal levels.

The Municipal Health Council, in addition to its functions of oversight, proposing, and monitoring Health Policy at the municipal level, also has a deliberative function, which makes the health policies more democratic and transparent.

This societal participation organization in public management is part of a proposal for democratization and social control, which is a form of shared decision-making power between the state and society regarding policies, serving as an instrument and expression of citizenship. In this sense, when you participate in your Local Health Commission, you are contributing to the construction and improvement of health policies and, consequently, to the SUS and your Health Center, bringing benefits to all people, including yourself.

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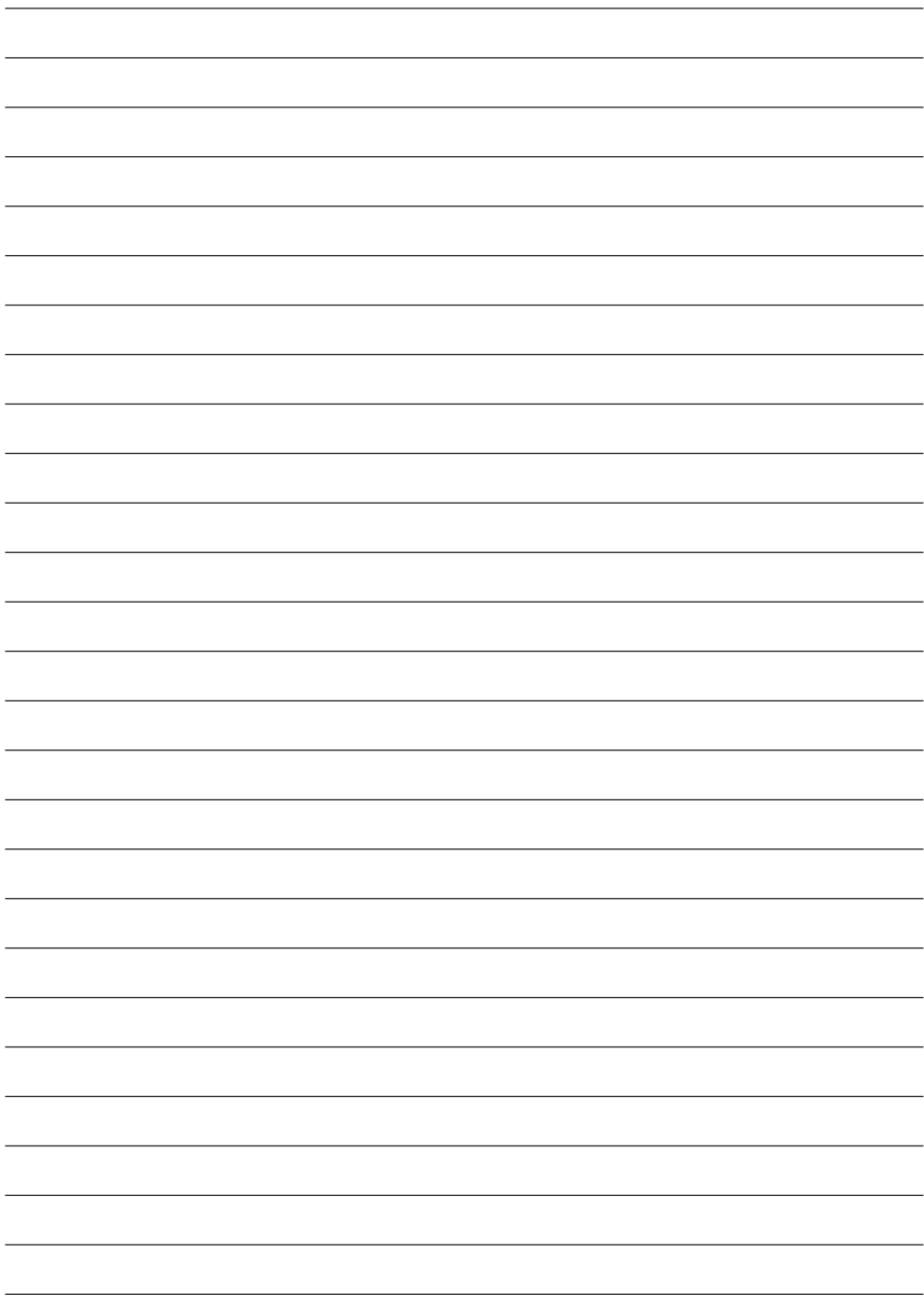
HEALTH USERS' RIGHTS CHARTER

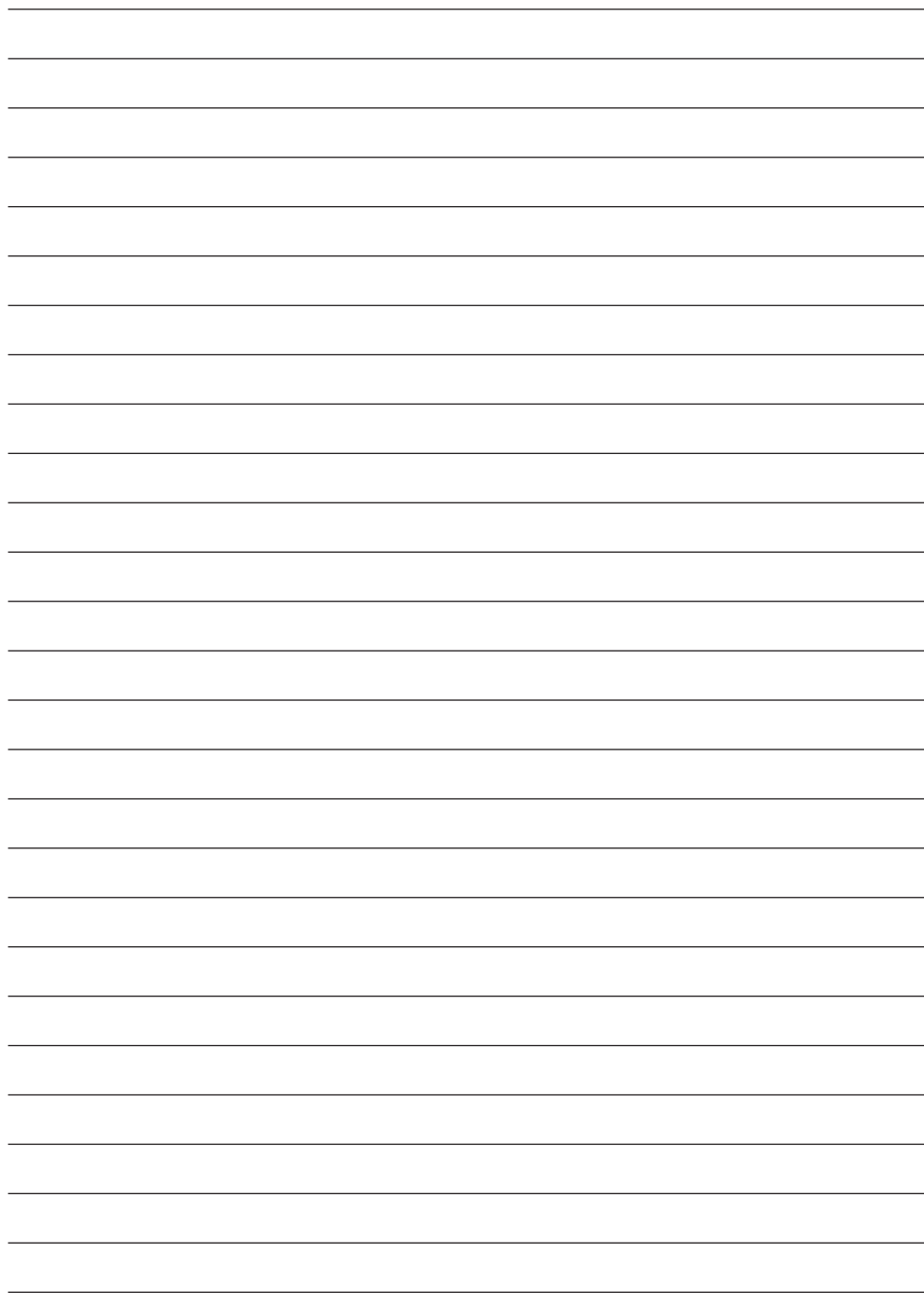
(Ministry of Health - Ordinance N°. 1,820, of August 13, 2009)

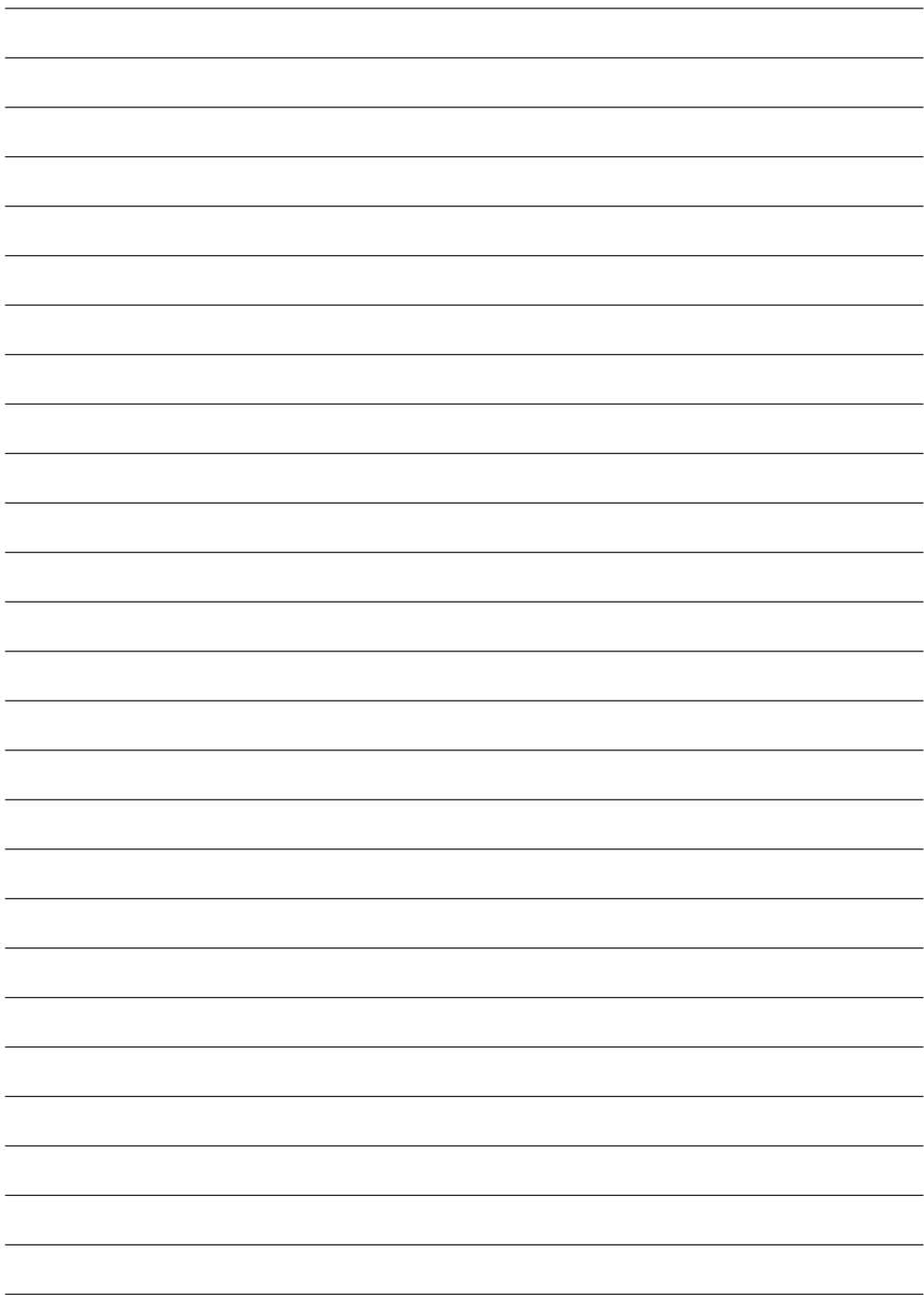
The "Health Users' Rights Charter" provides information so that you are aware of your rights when seeking healthcare. It brings together the six basic principles of citizenship that ensure Brazilians have dignified access to health systems, whether public or private:

1. Every citizen has the right to organized and orderly access to healthcare systems;
2. Every citizen has the right to appropriate and effective treatment for their issue;
3. Every citizen has the right to humane, welcoming care, free from any form of discrimination;
4. Every citizen has the right to care that respects their person, values, and rights;
5. Every citizen also has responsibilities to ensure their treatment happens appropriately;
6. Every citizen has the right to the commitment of health managers to ensure the fulfillment of the above principles.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.







For more information:
pbh.gov.br/saude

