



WHO SHOULD I CONTACT FOR MORE INFORMATION?

The health centre in your area of residence

National Health Service Line 24 [Linha SNS 24]:

808 24 24 24

Availability: 24/7

Health Office of the Regional Health Administration of Lisbon and Tagus Valley (ARSLVT) at the National Centre of Migrant's Integration Support (CNAIM):

935 329 453 218 106 173

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9 I AM A TOURIST IN PORTUGAL AND I HOLD A DOCUMENT THAT FITS INTO A HEALTHCARE AGREEMENT BETWEEN PORTUGAL AND MY COUNTRY OF ORIGIN. HOW DO I ACCESS HEALTHCARE?

Upon presentation of the identification document and proof of the valid agreement, you will pay the same amount as a national citizen.

In the case of European Union citizens, they must present a valid European Health Insurance Card or its Provisional Certificate.

10 I AM A TOURIST IN PORTUGAL AND DO NOT HOLD AN AGREEMENT DOCUMENT FOR MEDICAL ASSISTANCE AND MEDICATION BETWEEN MY COUNTRY AND PORTUGAL

You must present your identification document and pay the full amount for the care provided to you. If you are unable to pay immediately, you must pay as soon as possible.

11 I AM A TOURIST IN PORTUGAL AND I DO NOT HOLD A DOCUMENT THAT FITS IN A HEALTHCARE AGREEMENT BETWEEN PORTUGAL AND MY COUNTRY OF ORIGIN. HOW DO I ACCESS HEALTHCARE?

By presenting your identification document, for example, your passport. You must pay the full cost of the healthcare provided. The health services cannot refuse to help you for any reasons linked to nationality, lack of financial means at the time of provision of care, or for any other reason. You must regularise your payment situation as soon as possible.

12 I AM AN ASYLUM SEEKER / REFUGEE. AM I EXEMPT FROM THE PAYMENT OF USER FEES?

International protection applicants and relocated people are not entitled to the National Health Service's National User Number.

Citizens with international protection status (with a residence permit) and citizens in the process of resettlement are entitled to an National Health Service's National User Number.

Applicants for international protection, relocated, with subsidiary protection status and resettled, are exempt from payment of user fees.

13 WHAT TO DO IF THERE IS A REFUSAL TO PROVIDE HEALTH CARE?

➔ Report the situation to the following services:

You should preferably contact the Citizen's Office of the Health Centre Group (ACES) in your area of residence. You can also contact the Health Regulatory Entity or the Health Office at the National Support Centre for the Integration of Migrants (CNAIM) in Lisbon.



ACCESS TO HEALTH CARE

QUESTIONS AND ANSWERS



1 IF I AM SICK, WHAT ARE MY RIGHTS AND DUTIES?

Every citizen has the right to health and the duty to protect it. If you are a migrant and you are sick, or need any kind of health care, you are entitled to be assisted in a Health Centre or in a hospital. These services may not refuse providing you care on any grounds related to nationality, lack of economic means, lack of residence permit or other reasons.

The Health Care may not be provided entirely free of charge, and you will need to find out from the health centre or hospital about your responsibility for any associated costs (see point 5).

2 WHAT IS THE NHS USER NUMBER – NUN - [PORTUGUESE NNU] AND HOW TO GET IT?

The National User Number (NUN) allows the identification of its holder before the institutions and services that provide health care in the National Health Service. The National User Number can be requested in a Health Centre.

3 WHO CAN OBTAIN THE USER NUMBER?

All citizens with Portuguese nationality and foreign citizens holding a valid residence permit document.

4 WHAT RESOURCES ARE AVAILABLE IN THE NATIONAL HEALTH SERVICE:

➤ Primary health care (Health Centre):

- Health Surveillance
- Disease Prevention
- Scheduled appointments
- Vaccination
- Family planning
- Pregnancy surveillance
- Child health
- School Health
- Treatments (nursing)
- Home health care
- Acute illness consultations

➤ In hospital care (hospitals):

- Hospital emergency
- Hospitalization
- Specialty appointments (in this case, the users are previously referred by the Health Centre doctor)
- Complementary diagnostic and therapeutic exams



5 WHAT ARE USER FEES AND WHAT SERVICES DO I HAVE TO PAY FOR?

According to the legislation in force, for each consultation or care provided, the user must pay an amount called the user basic fee. Depending on the case, you may be exempted or dispensed from paying it. The impossibility of paying at the time does not make the provision of health care unfeasible.

6 IN WHICH HEALTH CENTRE SHOULD I ENROL?

At the Health Centre in your area of residence.

7 I AM AN ILLEGAL MIGRANT (MORE THAN 90 DAYS IN PORTUGAL AND WITHOUT A RESIDENCE PERMIT). HOW DO I ACCESS HEALTH CARE AND HOW MUCH DO I HAVE TO PAY FOR THE SERVICES PROVIDED TO ME?

Citizens in an irregular situation can access health care without assignment of a User Number, paying the full amount of the care provided. The care cannot be denied.

8 IN WHAT SITUATIONS DO I HAVE ACCESS TO HEALTH CARE THAT I NEED AND AM EXEMPTED FROM PAYING FOR IT?

The person has access to the NHS, at no cost, in situations of public health risk or in situations where the person needs urgent or vital care.

➤ In these cases the following public health situations are considered:

- Urgent and vital health care;
- Transmissible diseases that pose a danger or threat to public health, particularly in the context of an epidemiological outbreak or in the framework of communicable disease control, for example HIV/AIDS, Hepatitis and Tuberculosis.
- Under the conditions of access set in the National Vaccination Program;
- Maternal, child and reproductive health care.
- Minors in an irregular situation in the country have access to health care under the same conditions as minors in a regular situation. For this purpose, the minor's registration must be carried out at a CNAIM (National Centre of Migrant's Integration Support) or CLAIM (Local Centre of Migrant's Integration Support). A document, valid for two years and renewable for an equal period until the age of 18, will be issued and presented at the Health Centre or hospital. Minors are exempt from the payment of fees.

Note 1: The national registry of foreign minors in an irregular situation does not regularize the minor or his parents, nor does it give the right to the National User Number.

Note 2: Vaccination, under the National Vaccination Program, is free of charge to all residents (regular or irregular) in Portugal, regardless of length of stay and legal status.

The health unit that provided the care may ask the person who received the care to present a certificate of residence issued by the Parish Council stating that he/she lives permanently in Portugal.