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GUIDE ON THE UNIFIED HEALTH SYSTEM FOR MIGRANTS, REFUGEES, AND STATELESS PERSONS IN FOZ DO IGUAÇU

Dear users, this guide contains information regarding the Unified Health System (Sistema Único de Saúde or SUS for its Portuguese acronym) and the health services offered in the city of Foz do Iguaçu.

This manual is part of the actions developed in the project “Promoting the Health of Immigrants: A Holistic Approach”, coordinated by Prof. Dr. Paula Fernández, and it was realized with the support of the Pro-Rectorate of International Relations (PROINT) of the Federal University for Latin American Integration (UNILA), the Secretary of Affirmative Action and Equity (SECAFE/UNILA), the Ministry of Human Rights and Citizenship, the Sérgio Vieira de Mello Chair (CSVM-UNILA), and the Association of Young Haitians in Health Sciences (AJHASS). It was designed so that you can easily learn about the city’s health services and make use of them if needed.

Thus, you will have access to relevant information about the SUS, how to obtain the National Health Card, the health service flow in Foz do Iguaçu, how to receive routine assistance at health centers located in different parts of the city, and how to seek emergency care.

**WE EMPHASIZE THAT SUS IS UNIVERSAL, WHICH
MEANS THAT ALL PEOPLE WHO SEEK CARE
MUST BE ATTENDED TO, INCLUDING MIGRANTS,
REFUGEES, AND STATELESS PERSONS.**

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THE UNIFIED HEALTH SYSTEM (SUS)

What is SUS?

SUS (Sistema Único de Saúde) is a public health system that is universal and free for all people in Brazil. It ensures access to health care **without discrimination**, looking after everyone's health from birth to old age. SUS is concerned with both disease prevention and treatment, and **it is a right for all people who are in Brazilian territory.**

What is a basic care unit and what services does it offer?

Basic care units, also called **Unidades Básicas de Saúde (UBS), Family Health Units, Health Posts, or Family Clinics**, are places where you and your family can receive health care. In these locations, medical consultations, nurse appointments, and other services are provided, including health promotion and disease prevention activities. Some units also offer dental services and medical exams. To know more, look for the health unit closest to you.

How can I be attended to at a basic care unit?

To be attended to, you need to register at the basic care unit in your region. This registration is usually done by **Community Health Agents** (ACS for its Portuguese acronym) at the unit or your home.

Request your **National Health Card** (CNS for its Portuguese acronym), which can be issued at the health unit or other locations indicated by the professionals. The card is **free** and valid throughout Brazil. Although it is not mandatory to present the card or other identification documents, it is recommended to facilitate service..



How to get a National Health Card?

To obtain your National Health Card, gather your National migration registration card (RNE for its Portuguese acronym) or RNE protocol, your Individual Taxpayer Registry (CPF for its Portuguese acronym), and proof of residence, then go to a nearby Basic Health Unit. **However, if you don't have these documents but need care, do not hesitate to go to the health unit.**

Where can I seek care for minor emergencies?

If you have a minor emergency, such as a situation that does not put your life at risk, seek care at your basic care unit. If the unit is closed, you can go to the nearest emergency care unit or hospital emergency department. Consult your health unit for more information about the urgent care services available in your region.

What to do in cases of emergency?

In emergencies such as cardiorespiratory problems (heart attacks, strokes, etc.), intoxication, labor abuse incidents, hypertensive crises, accidents involving dangerous products, or suicide attempts, call **SAMU at 192 or go directly to the nearest emergency care unit or hospital**. SAMU can provide immediate assistance on-site and transport the patient to the appropriate unit.

For **trauma and body injuries** such as traffic accidents, burns, firearm or knife injuries, assault, falls with injuries or fractures, animal attacks, severe electric shocks, or drownings, you can also call **SIATE (Fire Department) at 193**.



Do I need documents to be treated at SUS?

To be treated at SUS, **it is recommended that you bring your National Health Card (CNS)** or an identification document, such as the National Migratory Registry (RNM For its Portuguese acronym), Passport, or Refuge Request Protocol. **If you do not have documents at the time of care, you still have the right to be treated, according to Law No. 13.714, dated August 24, 2018.**

Where can I get medication through SUS?

Some SUS units have pharmacies where you can pick up medication prescribed by a healthcare professional. If the unit does not have a pharmacy, you will be directed to a registered pharmacy. **All medication provided by SUS is free.** Consult your basic health unit to find out where to get your medication.

What is the role of the Community Health Agent (ACS)?

Community Health Agents (ACS) are part of the Family Health team and are residents of your community. They visit families to better understand their health, education, and housing conditions, in addition to offering guidance on disease prevention. The ACS is always available to assist you and your family.

What does the Endemic Disease Control Agent do?

Endemic Disease Control Agents visit homes and other locations to identify disease transmission hotspots and provide prevention guidance. They work together with other health professionals to protect the community.

How do exams and specialist consultations work?

Basic care units coordinate your health care. If you need a specialist, the professional at the unit will refer you to be treated at another SUS unit. This ensures that you continue to receive appropriate care for your health.

HEALTH CARE FLOW IN FOZ DO IGUAÇU



Foz do Iguaçu has a health care network organized to serve both residents and migrants and refugees. Below is a simplified flowchart to help you understand how to seek care in different situations:

Primary Care: Basic Health Units

- Where to go:** Basic Health Units (UBS for its Portuguese acronym), Health Posts, Family Health Units (USF). To find the health units closest to your home, we suggest visiting the Foz do Iguaçu City Hall website at this link: <https://www5.pmfi.pr.gov.br/orgao-93>. By clicking on the link, you will have access to the addresses, phone numbers, and opening hours of the UBS.
- Services:** Medical consultations, nurse appointments, vaccinations, prenatal care, women's health, child health, dental services, routine exams, health promotion activities, and disease prevention.
- First step:** Register at the UBS closest to your residence to receive regular care.
- How to access:** Visit the UBS or contact the Community Health Agents (ACS) for guidance and appointment scheduling.



Minor Emergency Care

- **Where to go:** Your UBS during business hours, or a Urgent Care Unit (UPA for its Portuguese acronym) in case of emergencies outside of UBS business hours.
 - **UPA João Samek** (24-hour service). 330 Iacanga St. Phone: (45) 2105-8000
 - **UPA Dr. Walter Cavalcanti Barbosa** (24-hour service). 445 Mário Filho Ave. Phone: (45) 2105-8080
 - **Information on UBS:** <https://www5.pmfi.pr.gov.br/orgao-93>
 - **Services:** Treatment for health problems that are not life-threatening, such as high fever, cuts, minor fractures, asthma attacks, etc.
- **How to access:** Go directly to the nearest UBS or UPA. Check with your UBS about opening hours and the emergency services available.

Emergency Care

- **Where to go: Urgent Care Units (UPA), Emergency Rooms, Hospitals.**
 - **UBS 24-hour Padre Ítalo** (24-hour service). 2-36 Paulino Ferreira St. Porto Meira. Phone: (45) 2105-9750
 - **UPA João Samek** (24-hour service). 330 Iacanga St. Phone: (45) 2105-8000
 - **UPA Dr. Walter Cavalcanti Barbosa** (24-hour service). 445 Mário Filho Ave. Phone: (45) 2105-8080
 - **Municipal Hospital Germano Lauck.** 370 Adoniran Barbosa St. Parque Monjolo. Phone: (45) 3521-1788. Link: <http://www.hmpgl.com.br/>

Referral to Specialists

- **Where to go:** After an evaluation at the UBS, the healthcare professional will refer you to a specialist or for more complex exams at other SUS units.
- **Services:** Consultations with specialists such as cardiologists, neurologists, orthopedists, among others; exams like tomography, magnetic resonance imaging, and ultrasounds.
- **How to access:** After receiving a referral, follow the instructions to schedule and attend the consultations or exams at the indicated unit.

Popular Pharmacies and Medication Dispensation

- **Where to go:** Pharmacies at the UBS, UPA, or accredited popular pharmacies.
- **Services:** Free medication prescribed by SUS doctors.
- **How to access:** Present your medical prescription and National Health Card (CNS) at the pharmacy or accredited pharmacies.
- **Whenever you go to the pharmacy, follow your doctor's instructions.**

Specific Health Programs

- **Where to go:** UBS and other specific units in the municipal health network.
- **Services:** Programs for chronic disease control (diabetes, hypertension), mental health services, prenatal care, among others.
- **How to access:** Register in the programs through the UBS, or be referred by a health professional.

Mental Health Services in SUS

In Brazil, the **Rede de Atenção Psicossocial (RAPS for its Portuguese acronym)** offers mental health services within SUS, based on principles of universality, comprehensiveness, and equity, providing accessible and fair care for all.

In crisis situations, RAPS provides care for people in distress, offering integrated and continuous support. The network includes various services such as **Centros de Atenção Psicossocial (CAPS for its Portuguese acronym)**, housing units, and general hospitals, which work together to offer comprehensive support in mental health, alcohol, and other drug issues

• Where to go:

- **CAPS II** 780 Lamartine Babo St. Parque Monjolo – Foz do Iguaçu. Phone: (45) 3901-3556
- **CAPS AD** 900 Vereador Moacir Pereira St. – Vila Yolanda – Foz do Iguaçu. Phone: (45) 3521-1781
- **Mental Health Clinic, Municipal Hospital Germano Lauck.** 370 Adoniran Barbosa St. Parque Monjolo. Phone: (45) 3521-1788. Link: <http://www.hmpgl.com.br/>
- **SAMU: 192**

Health Surveillance and Prevention Actions

- **Services:** Home visits for dengue control, disease prevention guidance, mass vaccination campaigns.
- **How to access:** These actions are usually organized by the city hall, but you can request visits in case of specific needs.
 - **Contact:** Health Surveillance Department: 665 Guaraná de Menezes St. Vila Yolanda. Phone: (45) 2105-8181

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