

# Health Guide

## World Youth Day 2023

This document constitutes a useful support guide for all citizens who access and use the National Health Service (SNS), providing essential information about the services that citizens have at their disposal, the rules for using these same services and also the rights and duties of citizens as users of the SNS.

This guide integrates one of the actions foreseen for the organization of the preparation and response to the World Youth Day 2023 in Portugal.



### In your country of origin, guarantee the conditions for a safe trip to Portugal:

- Updated vaccination according to the country you are going to visit.
- Chronic medication, properly packed, in sufficient quantity and that can cover occasional or wasted losses.
- The mandatory identification document (passport or citizen card).
- Documents for accessing healthcare in Portugal, if any.
- Appropriate clothing and footwear.
- Money for personal expenses.

### What is the WYD Health Passport?

The Pilgrim's Health Passport brings together, in a particular way, precautions to be observed during the walk, namely regarding safety, adequate food and the importance of rest. This initiative is part of the preparatory work for the health response during the 2023 World Youth Day in Lisbon, taking advantage of the experience of the Pope's last visit to Portugal, in 2017, on the occasion of the Centenary of Fatima. A special edition of the leaflet is planned for WYD2023, with information adapted to the event in the Portuguese capital.

### Pilgrim's Kit

- Visit the doctor before the pilgrimage, if necessary
- Usual medication
- Vest, other reflectors and flashlight
- Comfortable footwear
- Light and cotton clothing
- Sunscreen
- Cell phone + charger

Warn someone immediately if you feel unwell/Emergency contact and person able to provide/  
call for immediate help if you feel unwell.



**Article 64 of the Portuguese Republic Constitution** determines that “everyone has the right to health protection and the duty to defend it”, thus granting all people, whether national or foreign citizens, with permanent residence or temporary stay in Portugal, the right to the provision of comprehensive health care.

Embodying the constitutional principles of equality, non-discrimination and the equalization of rights and duties between national citizens and foreign citizens, except for constitutionally provided exceptions, and also the right, also constitutionally enshrined, that everyone has to health protection, the National Health Service makes its resources available to all people, in the exact measure of their clinical needs, regardless of their economic, social or cultural condition.

The **protection of the health of foreign nationals and their access to health care** are recognized in Portugal as a human right and a basic right, in accordance with constitutional values and principles, essential for social cohesion and the protection of Public Health and the well-being of all people.



## Is there a health care plan for World Youth Day?

Yes. The Ministry of Health mobilized a set of means to ensure a timely, structured and effective response in the field of health and the management of its resources during the World Youth Day event.

**This Plan has the following main objectives:**

- reinforce and adapt surveillance, contributing to the early detection of diseases or occurrences with a potential impact on health
- promote and optimize access to different levels of health care
- plan and articulate means at different levels of care
- promote behaviors that minimize health risks

## What are the areas of prevention and health promotion covered by the event?

In the prevention and health promotion, it's particularly important to disseminate on:

- **food safety**
- **hydration, sun protection and high temperatures**, prolonged exposure to the sun can increase the risk of dehydration, which can lead to fatigue and heat stroke
- **promotion of healthy behaviors**, namely in the context of addictive behaviors
- **emotional stress**, with the availability of qualified mental health professionals to intervene in this type of context
- **communicable diseases** (gastrointestinal, respiratory or other), which must be avoided by taking care of hygiene and monitoring possible outbreaks in case of occurrences
- **recommended vaccines**, according to the guidelines in force in Portugal and in the countries of origin
- **chronic medication sufficiency** during the period of stay in Portugal
- **knowledge of the location of support in mobile units**, with quick access to over-the-counter medications, capillary blood glucose and blood pressure monitoring



## If I have a health problem during the event, how can I receive health care?

The plan for clinical assistance to the participants of the World Youth Day guarantees adequate medical care, through a set of means installed in the field, of which the following stand out:

- health professionals strategically dispersed in the venues of the events
- field hospitals
- first aid tents
- medical and nursing support structures

## What if I need care at the Health Centers and Hospitals of the National Health Service?

In Portugal, **the National Health Service makes its resources available to all those who need them**, in the exact measure of your needs, regardless of your nationality, economic, social or cultural condition.

Furthermore, and for **citizens of the European Union who have the European Health Insurance Card the right to health care is guaranteed**, which include all necessary medical acts in case of illness, accident (does not cover accidents caused by third parties) or maternity.

For citizens of the European space, the cross-border health services which include the Electronic Health History (Patient History) and the Electronic Prescription and Dispensation (ePrescription/eDispensation), accessible through the [SNS portal](#) and the [App SNS24](#).

**Before going to a health center or hospital** it is particularly important to call the **SNS 24 – 808 24 24 24**, which is a triage, counseling and permanent referral service of the National Health Service, operating 24 hours / 7 days a week.

Your call is answered by health professionals, with the possibility of simultaneous translation provided by the **High Commission for Migration (ACM)** and that, according to the need, they will refer you to the most appropriate type of care – primary care or hospital care.

Not presenting the health user number is not an obstacle to the provision of care.

You can also go to a Health Center or an SNS Hospital without prior contact with the SNS24 line.

However, in addition to incurring the risk of being in the inadequate location, you will be subject to the payment of fees.



## What is the National User Number (NNU) of the National Health Service (SNS) and how to obtain it?

**National User Number (NNU)** identifies the citizen, before the institutions and services integrated in the SNS. This Number must be indicated by the citizen when providing health care, for the prescription of complementary means of diagnosis and therapy and prescription of medicines. The NNU is a definitive unique number assigned as an identifier of the citizen as a user of the SNS.

The National User Number is assigned to citizens within the scope of contact with an SNS unit, either in Health Centers or Hospitals, for which it will be necessary to indicate the following elements:

- Full name;
- Sex;
- Date of birth;
- Country of nationality;
- Country of birth;
- District, municipality and parish when the place of birth is Portugal.

It is advisable that they also indicate telephone contact and, if possible, email contact.

## Who can obtain the SNS National User Number?

**All citizens**, nationals and foreigners, who need to contact an SNS unit to provide care.



## In which health facilities can I get health care?

You can get healthcare at a Health Center or at a Hospital belonging to the National Health Service.

Health centers and hospitals are spread across areas. People should preferably go to the one that corresponds to the area closest to the place where they are at the time they need to receive health care.

The Health Center or Hospital you contact assigns foreign citizens a National User Number, which will identify you in all contacts you have with an SNS unit and as such, must always be indicated in any health unit of the SNS.

Thus, to ensure that you go to the health unit that is most suited to your clinical needs, in a situation of non-emergency illness, it is particularly important to call SNS 24 in advance – 808 24 24 24.

## What is a Health Center and what are its services?

Health Center is the basic unit of the National Health Service (SNS) for attending and providing health care to the population, within the scope of primary health care. The Health Center is the first door you should knock on if you need medical attention.

Family doctors/general practitioners, public health doctors (health delegates) and nurses work in a Health Centre, providing essential, preventive or curative health care. In addition to administrative staff, some health centers also work with other professionals – social service technicians, psychologists, nutritionists, oral hygienists and environmental health technicians.

## What are the opening hours?

In general, every working day, between 8 am and 8 pm. Some Health Centers are operating, in extended hours and at weekends (additional hours), depending on demand and the type of events organized locally.

Some services (namely consultations, vaccines and injections) are available at specific times.

The SNS Portal provides specific information in the scope of the WYD Health Plan, which is constantly being updated:

<https://www.sns.gov.pt/jmj/>



## What is a medical emergency and what to do?

Any situation in which a delay in diagnosis or treatment can bring serious risk or harm to the victim is a medical emergency, such as cases of severe trauma, acute poisoning, burns, cardiac or respiratory crises. In an emergency, you should go to a hospital.

If you need clarification or help, you should contact the SNS 24 line: 808 24 24 24 or call 112, in case of emergency.

## What if the illness is not an emergency?

If the situation is not urgent, or if after an emergency situation you need new appointments or medication, you should go to the nearest Health Center.

It is particularly important to call SNS 24 in advance – 808 24 24 24, to ensure that you receive clinical care in the physical location most appropriate to your health situation.

## Is there an information line through which I can clarify doubts about health?

Yes, there is a 24-hour telephone service – SNS Line 24: 808 24 24 24

## What does the SNS 24 do?

National Health Service Contact Center (SNS 24) through Triage, Counseling and Referral Service, it is responsible for assessing and guiding citizens in the face of a non-emergency health problem (eg cough, fever). That is, through telephone contact, triage is carried out according to the clinical situation and the respective referral to the appropriate level of care – self-care, primary health care, emergency services, INEM or Poison Control Center.

## When should you call the SNS 24?

Call SNS 24 –808 24 24 24– if you have a non-emergency health problem.

SNS 24 through Triage, Counseling and Referral Service, is responsible for assessing and guiding citizens in an acute situation.

Facing the expected turnout for the event,

the service capacity of the SNS 24 line was reinforced with the aim of providing a timely response.





## What are non-emergency health problems?

The following examples are considered non-emergency health problems:

- mild to moderate pain (eg, throat, belly);
- persistent cough;
- fever;
- nausea or vomiting food;
- diarrhea;
- change in blood pressure (no other complaints);
- persistent crying of the child;
- itching or skin changes.

## What should you have when connecting to the SNS 24?

When contacting the SNS 24, you must have identification data such as:

- full name;
- date of birth;
- SNS user number (optional for people who are temporarily in Portugal).

If you are not the contacting person, be with the user at the time of the call and have the identification data of the user with you.



## What should you do in an emergency situation? What phone number should I use?

Call the **European Emergency Number – 112** in a serious or life-threatening situation. 112 is managed by the Public Security Police (PSP) and first served by a PSP Emergency Center that forwards calls relating to health emergencies to INEM. After receiving the call transferred by the Emergency Center, **INEM starts a process of locating, screening and counseling.**

## What is INEM?

**National Institute of Medical Emergency – INEM** is responsible for ensuring the provision of emergency medical care to victims of an accident or sudden illness, from the place of occurrence to the health unit. Through the European Emergency Number – 112, **INEM has multiple means to effectively respond to medical emergency situations.**

## You should call INEM line 112 in a serious or life-threatening situation, such as:

- altered state of consciousness;
- suspected Cerebral Vascular Accident, with alteration of speech, face or strength;
- choking (after trying to help);
- difficulty breathing;
- accidents with injuries;
- chest pain;
- profuse or uncontrollable bleeding;
- severe burns or in sensitive areas.

## When calling INEM you should

- Describe the situation and location where you are;
- Respond to all questions you are asked;
- Hang up the call only when you receive an indication.



## What is the difference between INEM and SNS 24?

INEM guarantees the provision of emergency medical care to victims of accidents or sudden illnesses. While SNS 24, as a telephone and digital service, guarantees Screening, Advice and Referral in non-emergency health problems. **The activity of INEM and SNS 24 is part of the National Health Service's care network.**

## Is it important for citizens to use the lines correctly?

Yes. It is very important to reinforce the good use of these services by the citizen, since the inappropriate use can delay critical answers in time and occupy resources in the wrong way. Therefore, it is essential to understand the purpose of the two telephone lines and in which situations you should use them.

## How can the right to submit suggestions and complaints be exercised?

All health units have complaints books (yellow book) in the citizen's office, where complaints, suggestions and compliments can and should be registered. Complaints can also be made via the Internet at the Health Regulatory Entity Portal (<https://www.ers.pt/pt/reclamar-diredamentea-ers/>).

## How can I be a blood donor?

**The requirements to be a blood donor are just three:** be at least 50kg, aged 18 years or older and, of course, healthy.

Campaigns are under way to promote the donation and collection of blood in the dioceses, which results from a partnership between the Portuguese Institute of Blood and Transplantation, JMJ Foundation and the Federation of Associations of Blood Donors (FAS).

**It is possible to consult online the collection locations closest to you** <https://dador.pt/>



## I take chronic medication and need medication. Where can I buy?

To buy medicine, you can go to Portuguese pharmacies with a prescription issued in Portugal or in a European country that has joined the [ePrescription/eDispensation](#).

You can access the medical prescription in digital format, being able to access it through the personal area of the [SNS portal](#) and the [App SNS24](#).

If you need one **Medicinal product not subject to medical prescription**, you can go to any pharmacy, parapharmacy or supermarket with space for the sale of medicines, with their respective location and opening hours available on the SNS Portal.

## I had an anxiety attack, who can I turn to?

Mass events can be a source of stress and anxiety, which can trigger mental health problems such as panic attacks or exacerbate other existing problems.

To speak with a health professional in the area, you can use [SNS 24 Psychological Counseling Line](#), calling **808 24 24 24**.



## Who to contact in case of “crisis” due to addictive behaviors and addictions

Linha Vida (number 1414) is an anonymous, confidential and free information and counseling service, whose purpose is to inform and/or provide emotional support in crisis situations, clarify doubts and reflect on issues related to addictive behaviors and addictions, such as alcohol, drugs, gambling, among others. In case of emergency, call 112.

## At what age can you consume alcohol in Portugal? Who can buy tobacco in Portugal?

The minimum legal age to consume alcoholic beverages in Portugal is 18 years old. It is illegal to sell, supply or allow the consumption of alcohol to anyone under the age of 18. It is also necessary to be 18 years old to buy tobacco in stores or vending machines, and it is mandatory to show an identification document with a photograph to prove the buyer's age.

It is prohibited to drive motor vehicles with a blood alcohol level equal to or greater than 0.2 g/l for drivers, during the first 3 years of validity of the driving license, driving emergency vehicles or emergency services vehicles, public transport for children and young people up to 16 years of age, taxis, passenger vehicles or trucks carrying goods. The other drivers have a limit of 0.5 g/l.

## Is it illegal to consume drugs in Portugal?

Yes. In Portugal, the consumption, possession and purchase of drugs for personal consumption will lead to legal proceedings, as well as the seizure of substances by the police authorities. All drugs are illegal, but it is not a crime to have a few small amounts in your possession.

Anyone who is approached by the police authorities consuming or in possession of drugs, in an amount considered for their own consumption, will be identified and will have to report to a Commission for the Dissuasion of Drug Addiction (CDT).

If the amount seized exceeds what is legally considered as personal consumption, the holder will be suspected of crime and the process will pass from the health area to the courts.

Drugs	Amount
Cannabis/Hashish	5 grams
Cannabis/Weed	25 grams
Cocaine	2 grams
Heroin	1 gram
Amphetamines (Ecstasy, MD)	1 gram



## What are user fees and what services do you have to pay for?

According to the legislation in force, health care tends to be free. Fees are charged under the condition that the citizen resorts to the Emergency Service of the Hospital of the SNS without having been referred by a Health Center or by the SNS 24.

The values of these fees are different according to the type of care (health centers or hospitals) and may vary between €14 to €112.07, to which add values for complementary means of diagnosis and therapy (MCDT).

In the context of WYD, the participant are in a situation of temporary stay, so it will be necessary to verify if the citizen is in possession of a document that proves that he is covered by a bilateral agreement that allows the application of identical conditions to the resident citizen.

The following conditions may occur:

- **WYD participants from European Union countries present a valid European Health Insurance Card (CESD)**, will only pay the amount of the moderating fee, which is only applied in the condition of access to the SNS units without having been referred by the SNS.
- **WYD participant from a country with which Portugal has a bilateral agreement in force (Andorra, Brazil, Cape Verde, Tunisia and Quebec)** presents the certificate of right that proves that he is covered by the Agreement, will only pay the moderating fee, which is only applied in the condition of access to the units of the SNS without having been referred by the SNS.

### Example:

If the citizen resorts to a hospital emergency, without having been referred to the SNS, he will pay the user fee.

**If the citizen first contacted the SNS24 Line or the Health Center**, who indicated that he would have to resort to the hospital emergency and performs this referral, **the citizen will be exempt from payment of moderating fee.**

**WYD participants who do not present any of the above documents will be considered as a paying third party and will have to bear the cost of healthcare provided.**



## Additional Information- Health Guides

- <https://www.sns24.gov.pt/guia/quando-ligar-sns-24-ou-inem/>
- <https://www.sns24.gov.pt/guia/proteja-se-contr-o-calor/>
- <https://www.sns24.gov.pt/tema/sintomas/diarreia/>
- <https://www.sns24.gov.pt/tema/sintomas/febre/>
- <https://www.sns24.gov.pt/guia/queimaduras-solares/>
- <https://www.sns24.gov.pt/guia/prevencao-de-infecoes-respiratorias/>
- <https://www.sns24.gov.pt/guia/habitos-saudaveis/>
- <https://www.sns24.gov.pt/guia/receita-sem-papel/>
- <https://www.sns24.gov.pt/guia/app-sns-24/>



Thank you very much

