

**Porto.**

GUIDE TO SUPPORT THE INTEGRATION OF MIGRANTS

# Health



Healthcare,  
Prevention and Access  
to medical services.

## 02 GUIDE TO SUPPORT THE INTEGRATION OF MIGRANTS

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Guide to Support the Integration of Migrants – Health

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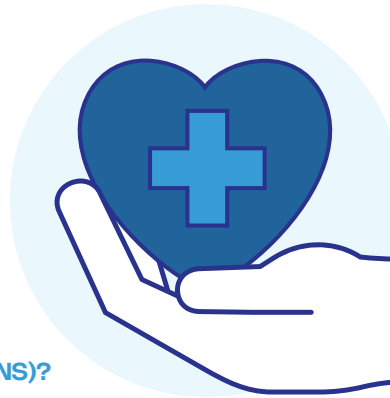
# Porto takes care of its own

“  
Porto is not really a city –  
– it is a family.

JOÃO CHAGAS

This booklet is part of the Porto City Council's Guide to Supporting the Integration of Migrants. Use it to learn about the rights and duties of the immigrant and find practical answers to **health**-related questions.

- > **What are the health services in Porto?**
- > **How to access the National Health Service (SNS)?**
- > **How to protect my health and that of my family?**



## 04 GUIDE TO SUPPORT THE INTEGRATION OF MIGRANTS

There are four additional booklets in this collection, designed to help you build a full life as a Portuguese citizen.

### Education

- > How does education work in Portugal?
- > How do I enrol my children in a public school?
- > Which schools are there in Porto?



### Employment and Entrepreneurship

- > What are the requirements to work legally?
- > What types of jobs are available?
- > How can I create my own business?



### Socio-Legal Regularization

- > How can I enter and stay in Portugal legally?
- > What types of visas are there, and how to obtain them?
- > What are the most important documents to keep?



### Social Protection and Citizenship

- > Which institutions and associations can support my integration?
- > What support can I receive in cases of particular vulnerability?
- > What are the fundamental rights and duties to reside in Portugal?



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## CAP. 1

# The National Health Service (SNS)

In Portugal, **access to healthcare is a fundamental right for everyone** – Portuguese citizens, immigrants, refugees, and those seeking international protection.

The National Health Service (*Serviço Nacional de Saúde* – SNS) is the public system that guarantees this right. The Ministry of Health oversees hospitals, health centres, and other state services that make up the SNS.

All people, including those with irregular documentation, receive urgent and vital care.

However, other benefits have specific rules.



The public health and education systems are "universal in nature and tend to be free" as they are fundamental areas for social integration, reduction of inequalities, and improvement of quality of life.

1

## .1 HOW TO ACCESS THE SNS

### What is the National SNS User Number, and how to get it

The term used to describe those who use the SNS is a **"utente" (meaning user or patient in Portuguese)**. Whenever you use the SNS services, you must provide your **National User Number (Número Nacional de Utente – NNU)**, which is unique, national, and definitive.



#### **UTENTE (USER / PATIENT):**

is someone who uses health services or has the right to use them. The person is registered in the health system as a beneficiary. In Portugal's SNS, a *utente* is anyone listed in the National Registry of Users (RNU) with a National User Number (NNU), which allows them to access public health services and benefits.

Rights and Duties  
of Users in the  
SNS



User Welcome  
Guide





## Immigrants with Legal Status

If your situation is regularized, you have the same health rights as other citizens.



See Socio-Legal Regularization Booklet



Your employer or legal representative can sometimes request the **NNU** on your behalf, using a power of attorney or an authorization statement. Health services issue the NNU at the time of the request and record it in the National Registry of Users (RNU).



Usually, the request is made directly by you, free of charge, in a primary healthcare unit see list in **2.1. SNS services in Porto p.15**).

### To do this, the following elements will need to be indicated:

- > Full name \_\_\_\_\_
- > Sex \_\_\_\_\_
- > Date of birth \_\_\_\_\_
- > Nationality \_\_\_\_\_
- > Country of birth \_\_\_\_\_
- > Type of identification document \_\_\_\_\_
- > Identification document number \_\_\_\_\_
- > Tax identification number (NIF)\* \_\_\_\_\_
- > Full residence address \_\_\_\_\_
- > Residency authorization document\* \_\_\_\_\_
- > Telephone and e-mail contact (advisable). \_\_\_\_\_

\*Not mandatory for children under 18 years old. \_\_\_\_\_



## 10 GUIDE TO SUPPORT THE INTEGRATION OF MIGRANTS THE NATIONAL HEALTH SERVICE (SNS)



In some cases, you may need to present other documents, such as your **European Union (EU) citizen registration certificate** or **international health insurance card**.

**It is essential to keep your record up to date.** If your registration is ongoing or incomplete, you are responsible for covering the cost of healthcare provided by the SNS.

The documentation required to update your registration varies depending on whether you are a national of a country that has an international agreement with Portugal.

| NATIONALITY   | RESIDENCY                   | DOCUMENTS  |
|---|-----------------------------|--|
| European Union, European Economic Area, and Switzerland   | Temporary stay or residency | European Health Insurance Card or the Certificate of Registration of a Citizen of the European Union       |
| European Union, European Economic Area, and Switzerland   | Permanent residency         | European Union Registration Certificate (CRCUE), issued by the municipal council of the area of residence. |
| Countries/regions with bilateral health agreements and conventions (CPLP, Morocco, Andorra, Canada-Québec, Tunisia, and the United Kingdom) | Temporary stay or residency | Certificate of Entitlement to Medical Care   |

## Undocumented Immigrants

If you do not have a document that proves you have a residency permit or a certificate from the parish council showing that you have lived in Portugal for more than 90 days, then your registration in the RNU will be incomplete or still in progress. In that situation, **any healthcare you receive must be fully paid for by you, with no coverage from the National Health Service.**

### However, as it is a fundamental and inalienable human right, there are some exceptional situations:

- › Urgent and vital healthcare (identified in hospital triage with high-priority wristbands)
- › Healthcare for minors residing in Portugal (Law–Decree no. 67/2004)
- › Maternal and child health and reproductive healthcare, including family planning, abortion, pregnancy monitoring and surveillance, childbirth and postpartum, and newborn care
- › Vaccination: all people have the right to receive the vaccines included in the National Vaccination Program free of charge, regardless of age, migratory status, or the length of time they stay in Portugal
- › Treatment of infectious diseases that pose a risk to public health (e.g., AIDS or tuberculosis)
- › Immigrants in a situation of family reunification, provided that a member of the household proves Social Security contributions
- › Immigrants in a situation of social exclusion or in a situation of economic need proven by Social Security

There is also a guarantee of NNU attribution and access to health, on a regular basis, for foreign citizens who have an ongoing regularization process.

Order No. 10944/2020

## 12 GUIDE TO SUPPORT THE INTEGRATION OF MIGRANTS THE NATIONAL HEALTH SERVICE (SNS)

For the purpose of requesting the National User Number for foreign citizens who meet these criteria, they must send an email to the primary healthcare unit in the area of residence, requesting the assignment of the NNU, attaching a copy of the following documents:

- > Passport
- > Proof of appointment at AIMA
- > Proof of address
- > Proof of Tax Identification Number
- > Proof of Social Security Identification Number (if any)
- > Phone number
- > Email address



### Refugees and Asylum Seekers

Refugees and asylum seekers must present a valid declaration proving the submission of an application for international protection, or a provisional residency permit document, to benefit from the same conditions as other citizens.



CAP.

.2

# Types of Healthcare

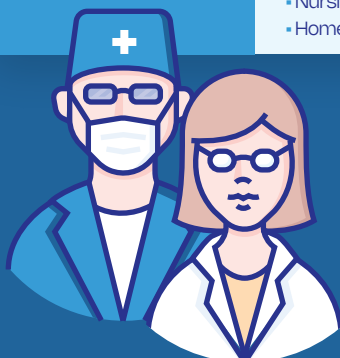
In Portugal, there are **Primary Healthcare** and **Hospital Healthcare**. To ensure you receive the appropriate service and that you contribute to the efficiency of the SNS, it is essential to understand the distinctions and know where to go in each situation.



**14 GUIDE TO SUPPORT THE INTEGRATION OF MIGRANTS**  
**TYPES OF HEALTHCARE**



|                                   | PRIMARY HEALTHCARE   | HOSPITAL HEALTHCARE  |
|-----------------------------------|--|--|
| Where are they typically provided | Family Health Units (USF)  | Hospitals  |
| What are their roles              | First point of contact. When necessary, refer to Hospital Care   | More serious or complex situations that cannot be solved in Primary Care   |
| Type of care                      | <ul style="list-style-type: none"> <li>• Health surveillance</li> <li>• Disease prevention</li> <li>• General and family medicine</li> <li>• Nutrition</li> <li>• Psychology</li> <li>• Dentistry</li> <li>• Vaccination</li> <li>• Family planning</li> <li>• Pregnancy surveillance</li> <li>• Maternal and child health</li> <li>• School health</li> <li>• Nursing treatments</li> <li>• Home health care</li> </ul> | <ul style="list-style-type: none"> <li>• Specialist consultations (after referral by primary health care)</li> <li>• Care in urgent/emergencies</li> <li>• Hospitalisation</li> <li>• Surgeries</li> <li>• Other specialized therapeutic treatments</li> </ul> |



## .2

**.1 SNS SERVICES IN PORTO**

The SNS is organized into **Local Health Units (ULS)** to ensure that people receive healthcare in an efficient and accessible way. Each ULS is composed of structures that integrate primary and hospital healthcare within the same organization.

**In the municipality of Porto, there are two ULS:** the **ULS of Santo António** and the **ULS of São João**, which provide healthcare in the geographic areas where they are located.

The main objective of the ULS is to provide healthcare to all citizens. Serving not only SNS users, but also non-resident foreign citizens, as well as external entities that contract health services.



Each ULS is responsible for ensuring the continuous monitoring of patients, from prevention and health improvement to diagnosis, treatment, and rehabilitation.

## 16 GUIDE TO SUPPORT THE INTEGRATION OF MIGRANTS TYPES OF HEALTHCARE



### ULS of Santo António

1. University Hospital Centre of Santo António
2. Magalhães Lemos Hospital
3. Albino Aroso Northern Maternal and Child Health Centre
4. Genetics and Pathology Clinic – Jacinto Magalhães Medical Genetics Centre
5. Primary Health consists of:
  - Family Health Units (**USF**) – Aldoar, Aníbal Cunha, Bom Porto, Carvalhido, Cedofeita, Espaço Saúde, Garcia de Orta, Homem do Leme, Lordelo do Ouro, Porto Douro, Prelada, Rainha D. Amélia, Ramalde, São João do Porto and Serpa Pinto
  - Community Care Units (**UCC**) – Baixa do Porto, Boavista, Cuidar and Foz do Douro
  - Shared Assistance Resources Unit (**URAP**)
  - Public Health Unit (**USP**) of Porto Ocidental
  - Pulmonological Diagnostic Centre (**CDP**)
  - Integrated Centre for Sexual Health

5  
USF  
Homem  
do Leme

ULS OF  
SANTO ANTÓNIO



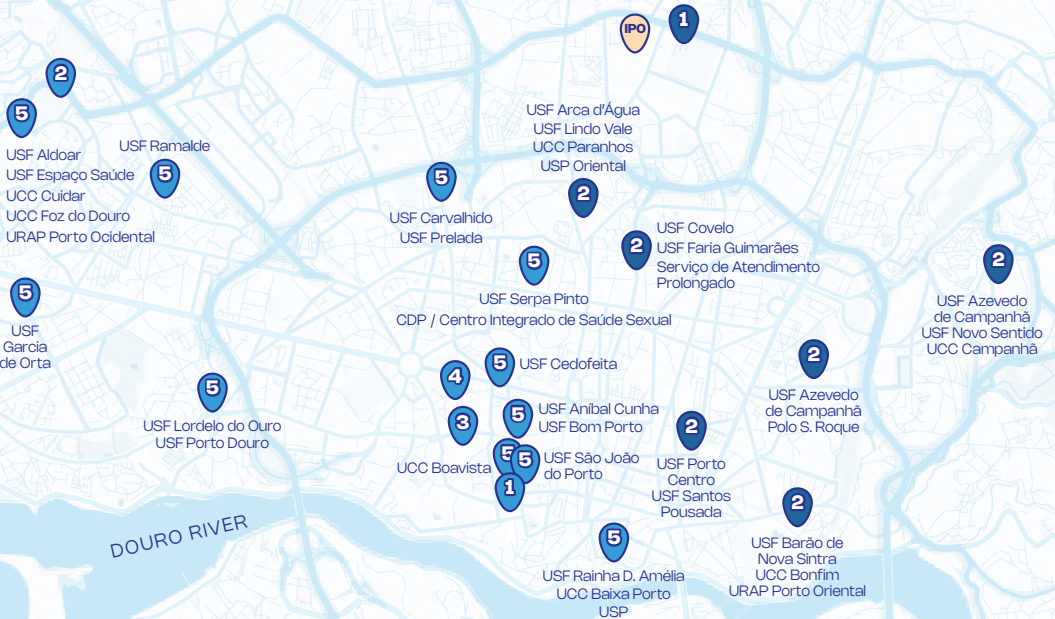
### ULS of São João

1. University Hospital Center of São João
2. Primary Health Care consisting of:
  - Family Health Units (**USF**) – Arca d'Água, Azevedo de Campanhã, Barão de Nova Sintra, Covelo, Faria Guimarães, Lindo Vale, Novo Sentido, Porto Centro and Santos Pousada
  - Personalized Health Care Unit (**UCSP**) – São Roque da Lameira
  - Community Care Units (**UCC**) – Bonfim, Campanhã e Paranhos
  - Shared Assistance Resources Unit (**URAP**) Porto Oriental

ULS OF  
SÃO JOÃO



# PORTO



In Porto, there is also the **Portuguese Institute of Oncology of Porto Francisco Gentil (IPO)**, which provides services and healthcare in the field of oncological diseases. IPO is not integrated into ULS.



## 2

### .2 IN WHICH HEALTH UNIT SHOULD YOU REGISTER

People should preferably go to the primary healthcare units **in their area of residence**. They should also check the opening hours, available services, reference hospitals, and diagnostic methods available at that health unit.

#### IMPORTANT:

Whenever you visit an SNS health unit, you must bring the **identification form** with your user number.



### .3 EMERGENCY SITUATIONS



# 112

In a very serious situation (life-threatening, serious accident, heart attack, stroke, etc.), you should immediately contact INEM by dialling **112** – the emergency number in Portugal. Depending on the situation, an ambulance, fire brigade, or police are sent to the scene of the emergency.

## . 4 NON-URGENT SITUATIONS

In less severe cases that still require prompt medical attention, it is advisable to call **SNS 24 (808 24 24 24)**.



### Calling SNS 24 – Step by Step:



1

Call the number  
**808 24 24 24**  
or access the **SNS 24 website/app**



2

You will speak with a **nurse or other health professional**, who will ask about your symptoms, their duration and severity, and your medical history

The goal is to determine whether the situation is

**urgent**



Requiring an immediate hospital visit

**non-urgent**



If the situation is non-urgent, the service will direct the patient to consult their health centre or family doctor



4

#### Call logging

information from the call is recorded in the SNS system, and can be used for future consultations or to schedule exams



5

#### Follow-up (when necessary)

in some cases, SNS 24 contacts the patient again to monitor symptom progression or confirm the appointment

## 20 GUIDE TO SUPPORT THE INTEGRATION OF MIGRANTS TYPES OF HEALTHCARE

SNS 24 serves as a filter and guide, ensuring that non-urgent cases are handled without overloading hospitals. Additionally, calling SNS 24 is important because if you go directly to an emergency department with a minor issue, **you may have to pay the emergency user fee.**

### ATTENTION

If you don't have a residence permit, and are in an irregular situation, you will have to bear the full costs of the clinical treatments. However, if you made the phone call and SNS 24 recommends going to the hospital centre, the fee exemption is usually applied, even in an irregular situation.



## .2

### .5 REMOTE SNS SERVICES

#### SNS 24 Calls

When calling SNS 24, you can select the option to be answered in English at the start of the call. In triage, the health professional records your symptoms and provides guidance, using an interpreter or online translation system if necessary.

### Teleconsulta

After being connected to the SNS 24 line, the patient can be referred for a teleconsultation – a video call.

**Access to teleconsultation is provided through the SNS 24 portal.**

#### **Accessibility of teleconsultations**

- › Deaf people can use a video call with an interpreter in Portuguese Sign Language.
- › Patients who do not speak Portuguese can use webchat or teleconsultations available in English or Spanish.



### Registration and follow-up

As with face-to-face service, the SNS 24 system registers the call or web chat. The patient receives written or digital information about consultations and treatments, available in Portuguese or English.

2

## 6 IN CASE OF REFUSAL, HARASSMENT, DISCRIMINATION, INTIMIDATION, OR COERCION

Anyone has the right to file a complaint if they experience a situation of non-compliance with the law. For instance:

- > In cases of unjustified refusal to provide care
- > Harassment, discrimination, intimidation, or psychological pressure

To report these cases, you can contact the following entities, whose contacts can be found in the "Contacts" section at the end of this Guide:

- > **Citizen's Office of Local Health Units**
- > **Health Regulatory Authority** (through the appropriate form available on the website)



## CAP. 3 USER FEES

Access to public health services is universal and generally free of charge. Most foreigners residing in Portugal can use health services under the same conditions as the Portuguese population.



People with regularized status, a residence permit and NNU



Nationals of European Union countries, with the European Health Insurance Card



Nationals of countries with medical and medication assistance agreements with Portugal, with the respective supporting document

User fees are amounts charged to SNS users for the provision of certain healthcare services.



## 24 GUIDE TO SUPPORT THE INTEGRATION OF MIGRANTS

### USER FEES

They apply when a person goes directly to the hospital emergency service, without receiving prior indication by a healthcare professional.

#### User fees do not apply to

- > Consultations in primary healthcare
- > Referenced specialist consultations
- > Prescribed tests and hospital admissions

In addition to these exceptions, certain people may be **exempt**

#### from payment

- > People with limited income
- > Pregnant women
- > People younger than 18 years old
- > People with chronic diseases
- > Applicants for international protection and refugees (must provide proof of a valid asylum application or provisional residence permit)



## .3

## .1 PAYMENT OF USER FEES BY IMMIGRANTS WITHOUT A RESIDENCY PERMIT

People who are in an irregular situation will receive an NNU each time they need healthcare and use SNS services.

In these cases, they must pay in full for the healthcare received. And if medication is prescribed, it will also not be reimbursed.



Situations of public health as defined in [Order No. 25360/2001](#) and in Informative Circular No. 12/DQS/DMD, of 7 May 2009 of the Directorate-General for Health (DGS), are exempt from paying user fees. In these cases, there is guaranteed **access to primary and hospital healthcare**, regardless of migratory status, as mentioned in [Immigrants in irregular situations p.9](#).

CAP.

.4

## Specific situations



### .1 CHILDREN AND YOUNG PEOPLE

Both legal and irregular immigrants are entitled, under the same conditions as Portuguese citizens, to maternal and child healthcare.

Children and young people up to the age of 18 have access to free healthcare in SNS units and are not required to pay user fees.

#### Child and Youth Health Bulletin

Birth registration is mandatory for all children born in Portugal, regardless of the parents' nationality.

After birth, parents receive the Child and Youth Health Bulletin free of charge at the maternity hospital. This document serves to record the primary data related to the child's health and must accompany the child at all times when the child uses SNS services. In addition to clinical records, the bulletin includes practical guidelines for health promotion, supporting parents in caring for their children, and encouraging young people to adopt healthy habits as they grow.

### Child and Youth Health Consultation

This consultation is designed to monitor, maintain, and promote the health of children and young people from birth through the end of adolescence (up to 18 years old).

During the consultation, health professionals conduct clinical examinations to track growth and development. They also provide guidance on diet, prevention of infectious diseases, accident prevention, vaccination, sports and recreational activities, sexual health, and other aspects that support the overall health and well-being of children and young people.

The first consultation should be scheduled as soon as possible, **preferably within the first week after the mother's discharge.**

## 28 GUIDE TO SUPPORT THE INTEGRATION OF MIGRANTS SPECIFIC SITUATIONS

In the first year, consultations are more frequent, as shown in the table below:

| AGE                | FREQUENCY OF CONSULTATIONS   | OBJECTIVE OF CONSULTATION   |
|--------------------|--|---|
| <b>First year</b>  | 1st week of life<br>1, 2, 4, 6, and 9 months                         |   |
| <b>1-3 years</b>   | 12, 15, and 18 months<br>2 and 3 years                               | Health surveillance, maintenance, and promotion                               |
| <b>4-9 years</b>   | 4 years  |   |
|                    | 5 years  | Comprehensive Health Check, Assessment of Skills for Early Learning           |
|                    | 6 or 7 years old (when the child finishes the 1st year of schooling) | Detection of specific learning difficulties                                   |
|                    | 8 years  | Health surveillance, maintenance, and promotion                               |
| <b>10-18 years</b> | 10 years (when the 2nd cycle of basic education)                     | Preparation for the onset of puberty and entry into the 5th year of schooling |
|                    | 12 or 13 years old   | Global Health Check   |
|                    | Between 15 and 18 years old  | Health surveillance, maintenance, and promotion                               |



## .4

## .2 DENTAL CARE AND DENTAL VOUCHER

Immigrants with legal status have the right to oral healthcare within the SNS.

To access dental consultations in primary healthcare, you must schedule an appointment with your family doctor or attending physician and request a referral to dentistry.



Additionally, dental vouchers offer free access to oral healthcare at clinics participating in the National Program for the Promotion of Oral Health. These consultations include preventive treatments, restorations, root canals, extractions, scaling, and root planing.



### 30 GUIDE TO SUPPORT THE INTEGRATION OF MIGRANTS SPECIFIC SITUATIONS

Dental vouchers are provided to population groups considered a priority:

- > **Children from 2 to 6 years old:** the family doctor requests the voucher.
- > **Children aged 7, 10, and 13:** receive the voucher at school.
- > **Children aged 16 and 18:** the health centre's administrative assistant handles the voucher.
- > **Pregnant women:** the voucher is requested from the family doctor, with the right to up to 3 checks per pregnancy.
- > **Elderly beneficiaries of the Solidarity Supplement:** the request is made to the family doctor, with the right to up to 2 vouchers per year.
- > **People with HIV:** the request is made to the family doctor, with the right to up to 6 vouchers, with possible renewal every 2 years.
- > **People at risk of cancer:** the request is made to the family doctor, and they can benefit from up to 2 checks for diagnosis and 2 for biopsy, per year.



## .4

**.3 FAMILY PLANNING CONSULTATIONS**

Regardless of their administrative status, all immigrants have the right to family-planning consultations under the same conditions as Portuguese citizens.

These consultations provide guidance and support to individuals or couples, helping them plan pregnancy and childbirth under the best possible conditions. The consultations also provide access to information and monitoring for the prevention and diagnosis of sexually transmitted infections (STIs).



Family planning appointments can be scheduled without NNU. To do this, it is necessary to:

1. Preferably, go to the primary health care units in their area of residence
2. To present a valid identification document and certificate of residence issued by the parish council (junta de freguesia, in Portuguese) of your area of residence, proving that you have been resident in Portugal for more than 90 days



# 4

## . 4 ASSISTANCE IN PREGNANCY AND CHILDBIRTH

All pregnant women who have lived in Portugal **for more than 90 days, or with a residency permit**, are entitled to free pregnancy follow-up consultations, as well as up to 60 days after childbirth.

This right also applies to women in an irregular situation, as long as they can prove residence in Portugal for more than three months.

To access this monitoring, simply:

1. Go to a health unit
2. Inform that you are pregnant
3. Request a follow-up with a family doctor

Childbirth, as well as any pregnancy-related hospitalization, carried out in an SNS hospital or maternity hospital, is free. **This right cannot be denied**, even if the pregnant woman does not have a valid residency permit.



## .5 VOLUNTARY TERMINATION OF PREGNANCY (IVG)

Voluntary termination of pregnancy (IVG) is legal in Portugal and is regulated by [Law No. 16/2007, of 17 April](#). It can be performed up to 10 weeks into pregnancy, measured from the first day of the last menstruation, and confirmed by ultrasound.

All women have the right to access IVG through the SNS, **regardless of their administrative situation**, that is, even if they do not have a valid residency or stay permit.

To start the process, the woman must go to a health unit and request an appointment for the termination of pregnancy. It is also possible to obtain information about the services available through the **SNS 24 line – 808 24 24 24**.



This procedure can only be requested by the woman herself. In the case of minors under 16 years of age or incapacitated women, the request must be made by the legal representative.

# 4

## .6 SEXUALLY TRANSMITTED INFECTIONS (STIS)

Access to consultations and treatment for irregular immigrants with an infectious or contagious disease (such as syphilis, HIV, tuberculosis, viral hepatitis, gonorrhoea, chlamydia, and others) is **exempt from user fees**, as these diseases pose a risk to public health. This also includes access to and treatment for pre-exposure prophylaxis (PrEP) and post-exposure prophylaxis (PEP).

To receive care, simply go to a health unit or hospital emergency department and inform them that, although you are in an irregular situation, you require urgent and essential care due to a notifiable disease.

Additionally, **if in doubt**, non-governmental organizations can assist with access to healthcare and provide rapid STI tests in Porto on an anonymous, confidential, and free-of-charge basis.:

- > **ABRAÇO** – Association for the Support of People with HIV/AIDS
- > **APF** – Association for Family Planning
- > **Integrated Sexual Health Center**
- > Portuguese Foundation **"The Community Against AIDS"**
- > **Doctors of the World**
- > **Norte Vida** – Association for Health Promotion



## .7 NATIONAL VACCINATION PROGRAM

The National Vaccination Program is a free program accessible to all immigrants in Portugal.

**For vaccination**, you should go to a primary healthcare unit close to your place of residence, or to the one where you are registered, if applicable. Depending on the type of vaccine and the vaccination campaign, you can also get vaccinated at community pharmacies.

You should provide your vaccination history, and if you do not have it, the primary healthcare unit will support you in finding a solution adapted to your situation.



# Contacts

Some contacts that may be useful.



**ABRAÇO – Association for the Support  
of People with HIV/AIDS**

delegacao.norte@abraco.pt  
+351 223 756 655 / 6

**AIMA – Agency for Integration, Migration  
and Asylum**

<https://aima.gov.pt>  
+351 218 106 191 (weekdays, customer  
service in multiple languages)

**APF – Association for Family Planning**

apfnorte@apt.pt  
+351 222 085 869

**Citizen's Office of ULS Santo António**

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+351 222 077 500 Ext.1074 and 1075

**Citizen's Office of the ULS São João**

gab.cidadao@ulssjoao.min-saude.pt  
+351 225 512 100 Ext. 1506

**Doctors of the World**

mdm.porto@medicosdomundo.pt  
+351 229 039 064

**HEALTH 24 (SNS24)**

808 24 24 24

**Health Regulatory Authority**

apoioutente@ers.pt  
+351 222 092 350

**INEM – National Institute of  
Medical Emergency  
112**

**Integrated Sexual Health Center**

cissporto@ulssa.min-saude.pt  
+351 220 412 250 / 1 / 2

**National Support Center for the  
Integration of Immigrants  
(CNAIM)**

cnaim.norte@acm.gov.pt

**Norte Vida – Association  
for Health Promotion**

administrativo@nortevida.org  
+351 222 071 298

**Portuguese Foundation "The  
Community Against AIDS"**

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+351 222 088 646 // 800 213 140



# Glossary

**Citizen and Foreigner** – A person who is not a national of a given state.

**Exemption** – Release from a payment obligation (such as fees, taxes, or user charges) subject to compliance with specific legal criteria.

**Holder** – A person officially recognized as having a right, responsibility, or ownership over a good, service, or document.

**INEM** – Public body responsible for coordinating and providing medical emergency services, from on-site response to transport to health units. Contact is made by calling 112.

**Immigrant** – A person who moves from their country of origin to another country to settle there for a specific period or indefinitely.

**Irregular Immigrant** – A person who, due to illegal entry or an expired visa, has no legal status in the host country.

**Legally Staying Immigrant** – A person legally admitted (documented) in a host country and allowed to settle there, including those admitted for family reunification.

**Local Health Unit (ULS)** – An entity of the SNS that integrates primary care units and hospital units in a given geographical area.

**National User Number (NNU)** – A unique numerical identifier in the National Health Service.

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### GLOSSARY

**Refugee** – A foreign or stateless person forced to move to another country due to activities in their home state in support of democracy, social or national liberation, peace, freedom, or human rights, or because of their race, religion, nationality, political opinions, or membership in a particular social group.

**Reimbursed Prescription** – A medical prescription in which the State covers part of the cost, so the patient pays only the portion not financed by the SNS.

**Residency Permit** – A document that allows foreigners to stay in a country for a specific period or indefinitely.

**Sexually Transmitted Infections (STIs)** – Infections transmitted from one person to another through sexual contact (vaginal, anal, or oral), caused by viruses, bacteria, or parasites.

**SNS Beneficiary** – A person registered in the RNU (National Registry of Users) with an NNU (National User Number).

**"Status" of Registration in the National Registry of Users (RNU)** – Indicates whether the user's data is complete. If up to date, the user has full access to health services, can register with a family doctor, and SNS usually covers costs. If ongoing or incomplete, access may be limited, enrolment in primary care may not be immediate, and some costs may be the user's responsibility.

**User Fees** – Amounts that patients of the National Health Service in Portugal must pay to access specific healthcare services, such as consultations, exams, emergencies, or hospitalizations. Their purpose is to regulate the use of public health services and ensure SNS resources are used efficiently.

**Voluntary Interruption of Pregnancy (IVG)** – A medical procedure in which a pregnancy is terminated by the decision of the woman, within the terms and conditions established by law. Regulated by Law No. 16/2007 of 17 April, which amended Article 142 of the Criminal Code.

The logo for Porto City Council, featuring the word "Porto." in white text inside a white rectangular border.

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