

VITALITY HEALTH & FAMILY CARE

Internal Regulation

Article 1º

1. The Vitality Health & Family Care clinic is run by Amigos dos Pequeninos, a private social solidarity institution (IPSS) located at Largo 1º de Maio, 8300-116, Silves, registered with the Health Regulatory Authority on October 17, 2022, under registration number E163541, and is governed by the following rules:

Article 2º

Composition and Purpose

1. The Vitality Health & Family Care clinic consists of a multidisciplinary team comprising Diagnostic and Therapeutic Technicians in the areas of Physiotherapy, Speech Therapy, and Occupational Therapy, as well as Psychology, Social Services, and Doctors in the areas of Pediatrics, Child Psychiatry, General and Family Medicine, and Neuropediatrics, among others;
2. Vitality Health & Family Care clinic is a response that aims at prevention and intervention in the various areas of activity that make up its team, with the goal of enhancing the health and functionality of its users and the community in general.

Article 3º

Admission of Patients to the Vitality Health & Family Care Clinic

1. After being contacted by the patient via email or phone, the specialist in the requested area must respond within 5 business days to schedule the first assessment session, subject to availability;
2. If there are no appointments available, the user will be placed on a waiting list and will be called as soon as there is an opening for the requested specialty.

Article 4º

Opening Hours

1. Appointments at the Vitality Health & Family Care Clinic are carried out at the Amigos dos Pequeninos institution, at a time previously agreed with the specialist within the institution's operating hours and/or at our facilities located at Aldeamento de Porches 15, Store 1, 8400-498 Porches;
2. Delays of more than 15 minutes by the patient are considered unexcused absences. In this case, the specialist at the Vitality clinic may attend to another patient during that time;
3. In the case of three unexcused absences or five excused absences (without prior discussion or agreement with the specialist), the clinic reserves the right to reassign the reserved time slot to another patient. This action will be communicated in writing to the patient or their guardian (in the case of minors or patients with a legal guardian).

Article 5º

Frequency and Duration of Therapeutic Sessions

1. Respecting the specificities of each area of intervention, the frequency of sessions will be determined based on the technical assessment conducted and duly agreed upon between the specialist and the patient. The duration of the sessions will range from 45 to 60 minutes, except in cases with particular requirements.

Article 6º

Procedures During Therapeutic Assessment

1. An interview session with the caregivers/adults may be necessary to collect data for the anamnesis and information related to the patient's life history. The remaining assessment will involve identifying the patient's needs through the use of structured and/or unstructured assessment tools.
2. The assessment may last up to 4 sessions, depending on the patient's age, the aspects to be evaluated, the therapeutic tools used, and the level of cooperation from the patient;
3. At the end of the assessment, a session will be held with the family or with the patient to deliver the assessment results. During this session, it will be determined whether therapeutic intervention is necessary;
4. If therapeutic intervention is deemed necessary, the goals and structure of the intervention plan will be outlined in collaboration with the family or the patient;
5. Therapeutic reassessment may take place whenever the team (caregivers/patient or therapists) deems it necessary. However, in the case of structured assessment tools, their application should not occur at intervals shorter than 6 months.

Article 7º

Procedures During Therapeutic Intervention

1. Therapeutic follow-up includes:
 - a. Direct intervention sessions, individual or group, held at the Vitality & Family Care clinic facilities;
 - b. Sessions/meetings with the family and/or the support team (doctor, educator, intervention specialists, teacher, or others) whenever the specialist deems them relevant to the intervention;
2. Meetings/sessions with the family or support team may be requested by the family or the educational and/or therapeutic team accompanying the patient. These will be scheduled according to everyone's availability and may take place in person, by phone, or via video conference;
3. In the month in which the meeting/session with the family or support team takes place, it will be counted as a direct intervention session;

4. Unless specific circumstances apply, and whenever it is considered beneficial to the intervention process, caregivers should participate in the sessions;
5. Meetings to be held outside the clinic's facilities must be discussed in advance to assess the associated costs and requirements. The costs will be calculated and sent to the patient by email and must be paid before the appointment takes place.

Article 8º

Session Cancellation

1. In cases where the family or the therapist is unable to attend the session on the scheduled date, it may be rescheduled under the following conditions:
 - a. In cases where the absence is not justified (e.g., due to accident or illness, with supporting documentation), only one session per month may be rescheduled;
 - b. In the case of justified absences, for Therapeutic Package 1, rescheduling may be done in person; for Packages 2, 3, and 4, sessions may be rescheduled either in person or online;
2. Session rescheduling requests must be made at least 24 hours in advance;
3. Unjustified absences or cancellations made less than 24 hours in advance will not be compensated (except in cases where the patient becomes suddenly ill or is involved in an accident, with supporting documentation);
4. In the case of an absence from group sessions, it will not be compensated if the session takes place with the remaining participants. If all group members are absent, an attempt will be made to reschedule or replace the session with other forms of intervention adapted to each case;
5. In case of the therapist's absence, the in-person session will be rescheduled or, if not possible, deducted from the following month's payment;
6. The patient's holidays will not be charged, but they must be communicated at least 15 days in advance so that the therapist can make the time slot available to another patient;
7. For patient holidays longer than one month, the time slot will only be reserved upon payment of half the monthly feed;
8. The therapist's holidays will not be charged.
9. In case of cancellation of medical specialty appointments, the amount already paid will not be refundable (except in special cases with a valid justification). This policy aims to ensure better management of our schedule and to guarantee the availability of our services to our valued patients.

Article 9º

Pilates Modality

1. Clinical Pilates classes will be held twice a week in the gym located at the Amigos dos Pequeninos facilities;
2. All participants must bring appropriate attire for physical exercise and their own exercise mat;

3. Classes will start at the scheduled time, and in cases of late arrival, participants must join the class with minimal disruption;
4. A minimum of 5 monthly registrations is required for the Pilates classes to take place;
5. Patient absences will not be compensated;
6. The therapist's holidays will not be charged.
7. Clinical Pilates included in a therapy package may be transferred to one legal guardian or direct tutor, who must be identified by email (full name, relationship to the patient, and citizen card number).

Article 10º

Payments – Vitality Health & Family Care

1. There are two payment options: therapeutic packages (monthly) or payment for individual sessions.
2. The following price list 1 (table I of the annexes) defines the prices for individual speech therapy, occupational therapy, physiotherapy and psychology sessions, whether in person or online;
3. Price list 2 (table II of the annexes) defines the prices for packages in the therapeutic areas of speech therapy, occupational therapy, physical therapy, and psychology, whether in person or online. **This package does not include assessments.**
4. Price list 3 (table III of the annexes) defines the cost of clinical Pilates. This price applies only to users who do not have a therapeutic package where the service is already included.
5. Price list 4 (table IV of the annexes) defines the cost of hydrotherapy packages. This price applies only to users who do not have a therapeutic package in which the service is already included.
6. Price list 5 (table V of the annexes) defines the prices for individual consultations with medical specialists.
7. Payments can be made at the physical premises of the chosen service units or by bank transfer, requested in advance from the entity for this purpose. Please note that at Amigos dos Pequeninos, in Silves, the office is only open from the 1st to the 10th of each month between 9 a.m. and 5 p.m. from the 11th inclusive until the end of each month, you must make an appointment for any type of service—including payments—by emailing secretaria@amigosdospequeninos.com or calling 282 440 120.
8. Individual assessment or therapy sessions (see Table I in the annexes) in the areas of intervention of the Vitality Health & Family Care clinic (occupational therapy, speech therapy, psychology, and physical therapy, among others) are charged before they take place. After the session has taken place, a penalty of 5% will be applied to the defined amount.
9. Therapeutic packages (see Tables II and IV in the annexes) include additional sessions and services and are paid monthly (12 monthly installments), settled by the 8th day of each month. After the 8th day, a 5% penalty will be added to the monthly installment;
10. Payment for Clinical Pilates (see Table II) must be made by the 8th day of each month. After the 8th, a 5% penalty will be added to the monthly fee. Individual sessions are

charged before they take place. After the session, a 5% penalty will be applied to the defined amount.

11. Consultations with medical specialists (see Table V in the annexes) require a prepayment of 50% of the amount by bank transfer, with the remainder charged at the time of the consultation.
12. Users who are members of the IPSS Amigos dos Pequeninos benefit from special conditions (see price lists in the annexes), provided they are up to date with their membership fees;

Article 11º

Contacts

1. Email communication will be conducted to and from the following addresses: clinic@vitality-care.org ;
2. Telephone contact can be made via the following numbers: 922 298 839 or 961 262 860 (national mobile network) or 282 242 592 (national landline call).

Table I – Price List for Individual Sessions (rates per session)

Type of session	Price per session
Assessment Session / 1st Therapy Session	63 €
Assessment Session – Institution Members	58 €
Therapeutic Session	51 €
Therapeutic Session - Institution Members	46 €
Therapeutic Report (1 session)	51 €
Therapeutic Report (1 session) – Institution Members	46 €
Consultation	48 €
Consultation – Institution Members	42 €
Hydrotherapy Session	63 €
Hydrotherapy Session– Institution Members	55 €

Table II – Price List for Therapy Packages (monthly rates)

Description	Therapy Package 1	Therapy Package 2	Therapy Package 3 ¹	Therapy Package 4 ²
No. of In-Person/Online Sessions	1/week	1/week	2/week	2/week
Multidisciplinary Group Session	0	1	0	1
Parental Support Consultation	No	Yes	Yes	Yes
Guidance by Social Work Technician	Yes	Yes	Yes	Yes
Free Participation in Workshops	No	Yes	No	Yes
Clinical Pilates	No	Yes	No	Yes
Price (base)	158 €	205 €	314 €	362 €
Price- Institution Members	146 €	184 €	283 €	320 €

¹ Two areas of intervention may be combined.

² Two areas of intervention may be combined

Table III – Pricing for Clinical Pilates

Type of session	Price per session
Clinical Pilates (twice a week)	40€
Clinical Pilates (twice a week) – Institution Members	38€
Single Lesson	6€

Table IV – Therapy Packages with Hydrotherapy

Description	Water Package	Land and Water Package
No. Of Therapy Sessions	1/week	2/week
Parental Support Consultation	No	Yes
Guidance by Social Work Technician	No	Yes
Free Participation in Workshops	No	Yes
No. of Hydrotherapy sessions	4	4
Price (base)	247€	446€
Price – Institution Members	216€	404€

Table V – Pricing for medical specialities

Type of consultation	Price per consultation
Child and Adolescent Psychiatry – First Consultation	126€
Child and Adolescent Psychiatry –Follow-Up Consultation	103€
Psychiatry – First Consultation	105€
Psychiatry –Follow-Up Consultation	84€
Paediatrics	84€
Osteopathy – First Consultation	63€
Osteopathy –Follow-Up Consultation	58€
Pediatric Neurodevelopment– First Consultation	126€
Pediatric Neurodevelopment–Follow-Up Consultation	105€
General and Family Medicine	32€
Nutritionist - First Consultation	52€
Nutritionist –Follow-Up Consultation	42€

