

VITALITY HEALTH & FAMILY CARE

Internal Regulation

Article 1º

1. The Vitality Health & Family Care clinic is managed by Amigos dos Pequenos, a Private Institution of Social Solidarity (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 is composed of a multidisciplinary team that includes Diagnostic and Therapeutic Technicians in the areas of Physiotherapy, Speech Therapy, and Occupational Therapy, as well as professionals in Psychology, Social Work, among others;
2. The Vitality Health & Family Care clinic is a service aimed at prevention and intervention in the various fields covered by its team, with the objective of enhancing the health and functionality of its users and the wider community.

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 the specialist is not available, the patient will be placed on a waiting list (which will be communicated via email) and will be contacted as soon as a slot becomes available for the requested specialty.

Article 4º

Opening Hours

1. Appointments at the Vitality Health & Family Care Clinic are carried out at the Amigos dos Pequenos 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 fee;
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 Pequenos 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 2 payment options: monthly therapy packages or individual session payments.
2. Individual sessions (see Table I in the annex) for assessment or therapy in the areas covered by the Vitality Health & Family Care clinic (occupational therapy, speech therapy, psychology, physiotherapy, among others) are charged at the time of service;
3. Medical specialty consultations (see Table V in the annex) require a 50% prepayment via bank transfer, with the remaining amount charged at the time of the appointment.
4. Therapy packages (see Table II in the annex) include sessions and additional services and are paid monthly (12 installments), to be settled by the 8th of each month, either at the institution's front desk or via bank transfer previously requested from the clinic. After the 8th, a 5% penalty will be added to the monthly fee;
5. Patients who are members of the IPSS Amigos dos Pequenos benefit from special conditions (see price tables in the annex), provided their membership fees are up to date;
6. Price list 1 (Table I in the annex) defines the fees for individual sessions in speech therapy, occupational therapy, physiotherapy, and psychology, either in-person or online;
7. Price list 2 (Table II in the annex) defines the fees for therapy packages in the areas of speech therapy, occupational therapy, physiotherapy, and psychology, either in-person or online. **This package does not include assessments.**
8. Price list 3 (Table III in the annex) defines the fee for Clinical Pilates. This price applies only to patients who do not have a therapy package that already includes this service.
9. Price list 4 (Table IV in the annex) defines the fees for Hydrotherapy packages. This price applies only to patients who do not have a therapy package that already includes this service.
10. Price list 5 (Table V in the annex) defines the fees for individual medical specialty consultations.

Article 11º

Contacts

1. Email communications will be conducted via the following addresses: centroterapeutico@amigosdospequenos.com or 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	60 €
Assessment Session – Institution Members	55 €
Therapeutic Session	48 €
Therapeutic Session - Institution Members	44 €
Therapeutic Report (1 session)	48 €
Therapeutic Report (1 session) – Institution Members	44 €
Consultation	45 €
Consultation – Institution Members	40 €
Hydrotherapy Session	60 €
Hydrotherapy Session– Institution Members	52 €

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)	150 €	195 €	299 €	345 €
Price- Institution Members	140 €	175 €	269 €	305 €

¹ Two areas of intervention may be combined.

² Two areas of intervention may be combined



Table III – Price Clinical Pilates

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

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)	235€	425€
Price – Institution Members	205€	385€

Table V – Pricing for medical specialities

Type of consultation	Price per consultation
Child and Adolescent Psychiatry – First Consultation	120€
Child and Adolescent Psychiatry –Follow-Up Consultation	98€
Psychiatry – First Consultation	100€
Psychiatry –Follow-Up Consultation	80€
Paediatrics	80€
Osteopathy – First Consultation	60€
Osteopathy –Follow-Up Consultation	55€
Osteopathy - Paediatrics	40€
Pediatric Neurodevelopment– First Consultation	120€
Pediatric Neurodevelopment–Follow-Up Consultation	100€
General and Family Medicine	30€
Nutritionist - First Consultation	49€
Nutritionist –Follow-Up Consultation	40€