

THE WELCOMING GUIDE FOR **MIGRANTS, REFUGEES AND STATELESS PEOPLE**

AT THE HEALTHCARE SERVICES
OF THE FEDERAL DISTRICT



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ACRONYMS

APS	Primary Health Care (Atenção Primária de Saúde)
CAPS	Psychosocial Care Centers (Centros de Atenção Psicossocial)
CEPAV	Specialised Center of Support for People Facing Sexual, Family or Domestic Violence (Centro de Especialidade para Atenção à Pessoas em situação de Violência sexual,familiar e doméstica)
CERPIS	Reference Center on Integrative Health Practices (Centro de Referência em Práticas Integrativas em Saúde)
CRAS	Social Assistance Reference Center (Centro de Referência de Assistência Social)
CREAS	Specialized Reference Center for Social Assistance (Centro de Referência Especializado de Assistência Social)
CNS	National Health Card (Cartão Nacional do SUS)
DIU	intrauterine device
E-multi	Multidisciplinary Primary Health Care Teams
HIV	Human immunodeficiency virus
HPV	Human papillomavirus
IST	Sexually Transmitted Infections
OMS	World Health Organization
RNE	National Foreign Registry (Registro Nacional de Estrangeiros)
SAMU	Mobile Emergency Care Service
SISMIGRA	National Migration Registration System (Sistema de Registro Nacional Migratório)
SUS	Unified Health System (Sistema Único de Saúde)
UBS	Basic Healthcare Unit
UBSP	Basic Penitentiary Healthcare Units
UPA	Emergency Care Unit

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PRESENTATION

This guide was developed for migrants, refugees and stateless people living or visiting within Brazilian territory, in order to present, direct and guide them to health services under the scope of the Unified Health System (SUS) of the Federal District.

According to the Migration Law, the entitlement to access public health and assistance services is guaranteed equally between Brazilians and foreigners, in accordance with the law, without discrimination based on nationality or migratory status.

According to the National Migration Registration System - SISMIGRA data (2023), there are 1,676,185 migrants registered in Brazil, among which 24,590 migrants are registered in the Federal District, among 149 different nationalities.

UNIFIED HEALTH SYSTEM (SUS)

The Unified Health System - SUS guarantees access to health services for everyone (regardless of their nationality) through social and economic policies. It aims to reduce the risk of diseases and other health problems and to guarantee universal and equal access to actions and services for the promotion, protection and recovery of health.

For identification purposes in public health units (Basic Healthcare Units - UBS; specialized outpatient services; hospitals and emergency care units - UPAS 24/7) the following documents may be used: passport, National Foreign Registry (RNE) and official identification documents issued by the country of origin.

Migrants have the right to access SUS services, even if they are not in possession of identification documents at the moment.

2. HEALTH CARE

Maintenance of healthy habits

- Promotion of Integrative Health Practices: SUS provides Integrative Practices – PIS and Public Health Gyms – <https://www.saude.df.gov.br/praticas-integrativas-em-saude>;
- Treated water consumption: Consumption of treated water is one of the main ways to prevent water-transmitted diseases (toxoplasmosis, diarrhea and vomiting, hepatitis A, etc). When there is no guarantee of adequate water treatment for consumption and cleaning food, using filters or boiling water for 5 minutes is recommended as an additional treatment, especially in situations of disease outbreaks;
- Cleaning water tanks: it is important to clean periodically reservoirs and water tanks for the maintenance of water potability, and to keep water tanks well-sealed to minimize the risks of contamination and the spread of mosquitoes that are vectors of diseases, such as dengue;
- Medical follow-up (consultations and examinations): look for the Basic Healthcare Unit (UBS) for regular follow-up care.

Precautions against the spread of diseases that are very common in Brazil, especially Dengue, Zika and Chikungunya

- Use of mosquito nets on beds;
- Use of mosquito nets on doors and windows;
- Wearing long-sleeved shirts and trousers to protect exposed areas from mosquitoes;

- Keep reservoirs and any other place that can accumulate water covered;
- Do not leave water (mainly rainwater) accumulated in plant pots, tires and other containers;
- Collect and pack trash from the yard outdoors;
- Cover drains and close toilet lids;
- Use insect repellent.

3. FEDERAL DISTRICT'S (DF) HEALTH FACILITIES

In the Federal District these are the health facilities that can be accessed according to your need for care and mainly according to your location or home address:

- Basic Healthcare Units - UBS;
- Reference Center on Integrative Health Practices - CERPIS;
- Specialised Center of Support for People Facing Sexual, Family or Domestic Violence - CEPAV;
- Polyclinics;
- Emergency Care Units - UPA 24/7;
- Hospitals

3.1 - BASIC HEALTHCARE UNIT (UBS)

Everyone in need of health care should, preferably, seek a UBS near their residence. In UBSs there are medical staff of Family Health (eSF), Dental Health (eSB), Multidisciplinary (e-Multi), and Street Office (eCR), which cares for individuals without stable housing. The eSF, eCR and eSB offer medical, nursing and dental consultations to help solve more urgent health problems and provide follow-up care (for example, prenatal). These teams perform individual care, group activities (example: groups for smoking cessation), home visits, etc.

In UBSs, the following services are provided: laboratory tests, delivery of drugs at pharmacies with a prescription, vaccination, pregnancy tests, covid tests, rapid tests for Sexually Transmitted Infections - STIs (HIV, syphilis etc), bandages, stitches removal, injection of prescription medication, and others.

Multiprofessional teams (e-Multi) consist of: occupational therapist, physiotherapist, social worker, nutritionist, speech therapist, pharmacist, sanitarian, psychologist, and others.

Learn more: <https://www.saude.df.gov.br/unidades-basicas>

Urgent cases with greater severity may be sent by Mobile Emergency Care Service (SAMU) to an Emergency Care Unit (UPA) or to a Regional Hospital.

3.2 - REFERENCE CENTERS ON INTEGRATIVE HEALTH PRACTICES - CERPIS

Integrative health practices in the Federal District are regulated under the District Policy on Integrative Health Practices (PDPIS) and they are available in most health units, at all levels of care. To access them look for the nearest health unit to your residence or work on the website below (Learn more).

The Reference Center on Integrative Health Practices (CERPIS) are a set of services in integrative health consisting of a UBS-PIS, which offers Integrative Health Practices (PIS) individually, such as: Acupuncture, Auriculotherapy, Reiki; and collectively, such as: Massage, Tai Chi Chuan, Lian Gong, Meditation, Yoga, and more; a Live Pharmacy, a Agroforestry Medicinal Biodynamic Garden (HAMB) and an Public Health Gyms. In the Federal District there are two CERPIS:

CERPIS Norte: Setor Hospitalar - Planaltina;

CERPIS Sul: Unidade Básica de Saúde nº 10, DVO/Santa Maria (em composição).

3.3 - SPECIALISED CENTER OF SUPPORT FOR PEOPLE FACING SEXUAL, FAMILY OR DOMESTIC VIOLENCE (CEPAV)

Cepav is a specialised center of support for people facing sexual, family or domestic violence and the access to these units can occur both by referral from other units or directly at it.

Each Health Care Region has at least one CEPV, which are identified by flower names:

Região Central (Plano Piloto): CEPV Margarida, Jardim, Jasmim, Calíandra and Alecrim;

Região Oeste (Ceilândia): CEPV Flor de Lótus;

Região Centro Sul (Guará and Santa Maria) : CEPV Primavera and Alfazema;

Região Sudoeste (Taguatinga, Samambaia, Recanto das Emas and Vicente Pires): CEPV Orquídea and Azaléia;

Região Norte (Sobradinho, Fercal and Planaltina): CEPV Flor de Lis and Sempre Viva;

Região Sul (Gama and Santa Maria): CEPV Flor do Cerrado and Gardênia

Região Leste (Paranoá, Itapoã and São Sebastião): CEPAV Girassol and Tulipa

- If you have experienced sexual, domestic or family violence, look for the CEPAV in your region;
- In cases of pregnancy resulting from sexual violence, you can benefit from the reception and care of the Planned Abortion Guaranteed by Law Program (PIGL), located at the Maternal-Child Hospital of Brasília (HMIB - Hospital Materno Infantil de Brasília). The team consists of social workers, nurses, doctors and psychologists. You do not need to have filed a police report to access the PIGL.

3.4 - POLYCLINICS AND SPECIALTIES CENTER

Polyclinics and Specialties Centers provide medical and dental specialties to the entire population. However, to access them, you must be referred by the Basic Healthcare Unit team. These services include medical and non-medical specialties, including: dentistry, cardiology, dermatology, endocrinology, geriatrics, nutrition, physiotherapy, occupational therapy and more.

Learn more: <https://www.saude.df.gov.br/carta-de-servicos-policlinicas>

3.5 - EMERGENCY CARE UNITS (UPA)

The UPAs respond to urgent and emergency cases, referring them to other hospital services in the DF when necessary. For example: cardiorespiratory arrest, chest pain/heart pain, shortness of breath/difficulty breathing, seizures, changes in blood pressure, suicide attempt, severe allergy, etc.

Learn more: <https://www.saude.df.gov.br/upa-24h>

3.6 - HOSPITALS

Hospitals are units that provide emergency care for patients referred by Basic Healthcare Units (UBSs), UPAs or for individuals brought by SAMU ambulances, for example: serious traffic accidents, stroke, surgeries, COVID-19 complications and more.

It is highly recommended that people carry their follow-up care through Family Healthcare Strategy teams in the Basic Healthcare Units. But, when feeling ill, one should look for UPAs prepared to provide urgent assistance (situations that require immediate assistance as soon as possible, to avoid complications and suffering) and emergency assistance (when there is an imminent threat to life, severe suffering or permanent injury risks, and immediate medical treatment is required).

Learn more: <https://www.saude.df.gov.br/infos-hospitais>

3.7 - MOBILE EMERGENCY CARE SERVICE (SAMU)

All individuals can, when facing urgent and emergency situations, contact SAMU to request transportation of a sick person to a UPA or hospital. SAMU is available 24/7, by phone, from anywhere, through the number 192.

3.8 - BASIC PENITENTIARY HEALTHCARE UNITS (UBSP)

UBSPs are designated for people deprived of liberty and are located inside the penal institutions, containing multiprofessional teams of primary health care and complementary team with psychosocial assistance.

4. NATIONAL HEALTH CARD (CNS)

The SUS National Health Card (CNS) serves as an identification number for users of Brazil's national healthcare system, providing access to services across the country. You can apply for the card, free of charge, at your closest Basic Health Units (UBS).



Benefits of having the CNS

- Quick user identification;
- Access to medical records through the card number;
- Connecting healthcare professional, user, health facility, and services provided;
- Record of services rendered;
- Record of appointment scheduling and completion of consultations and exams;
- Medication dispensing;
- Updating personal information.

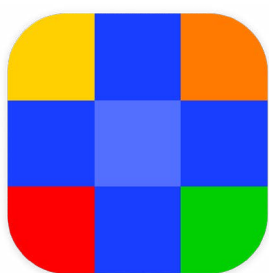
5. MEU SUS DIGITAL

Meu SUS Digital is an innovative digital health platform aimed at improving access to health information and ensuring secure, transparent data handling. It provides a centralized place to view your health records and those of your family.

Available on both web and mobile apps (iOS and Android), Meu SUS Digital lets users monitor their clinical history, vaccinations, lab results, medications, transplant queue position, and other essential health services. The app guarantees safe and auditable exchange of health information.

Meu SUS Digital offers the following documents:

- Digital Immunization Record;
- National Covid-19 Vaccine Certificate;
- International Certificate of Vaccination or Prophylaxis (ICVP);
- Authorization to receive menstrual hygiene products (Menstrual Dignity Program by the Ministry of Health);



Meu
SUS
Digital

6. MEDICATIONS

The Brazilian Unified Health System (SUS) provides **free access to several medications and adult diapers**. Pharmacies at UBS carry medications for common conditions like diabetes, hypertension, pain, asthma, and birth control.

Some UBS locations also offer herbal medicines or phytotherapeutics, which are plant-based treatments. To find a pharmacy offering phytotherapeutic medications, click here: [Phytotherapeutic medication dispensing units \(saude.df.gov.br\)](https://saude.df.gov.br/Phytotherapeutic%20medication%20dispensing%20units).

To access free medications at UBS, you'll need to present:

- The original and the copy of your prescription, with the appropriate validity for the prescribed medication.
- Your National Health Card or SES/DF identification.

If the prescribed medication isn't available at your UBS, you can access medications for free or at a discounted price through programs

like the Brazilian Popular Pharmacy Program (PFPB), which supports the distribution of essential medications in Primary Health Care.



You can also obtain medications, diapers (for elderly people or those with disabilities), and sanitary pads through the PFPB. To pick up medications, visit a pharmacy displaying the PFPB logo (check the logo above) and present:

- An official ID with a photo and Brazilian Individual Taxpayer Registry (CPF) number, or an ID containing the CPF number;
- A valid prescription from either SUS or private healthcare;
- For sanitary pads: An Authorization from the Menstrual Dignity Program, in digital or printed form, generated via the Meu SUS Digital platform, valid for 180 days.

At Ambulatory Pharmacies, which provide services in Polyclinics and Psychosocial Care Centers (CAPS), you can access specific medications that are not available at Basic Healthcare Units (UBS). To receive medications for Secondary Care, you must present:

- A valid, legible prescription in two copies;
- A government-issued photo ID;
- Your National Health Card or SES/DF identification.

Important: Prescriptions must be issued in the Federal District by registered healthcare providers (public or private) and signed by a licensed professional. Medications can be prescribed with a validity of up to 180 days.

You can check the list of pharmacies that offer these medications here: <https://www.saude.df.gov.br/farmacias-atencao-secundaria>

Additionally, there are High-Cost Pharmacies that supply more complex medications to individuals with specific medical conditions who are eligible to receive them.

To request medications from the High-Cost program, you need to provide:

- Medical Report for Request, Evaluation, and Authorization of Specialized Medications (Laudo para Solicitação, Avaliação e Autorização de Medicamentos do Componente Especializado da Assistência Farmacêutica - LME) – Issued by the prescribing doctor;
- Authorization Statement – Issued by the prescribing doctor;
- Proof of Residency;
- Additional documentation may be required for certain medications.

Once you have the required documents, you'll need to complete the registration process, which can be done either in person or remotely (via email and phone).

Learn more here: <https://www.saude.df.gov.br/componente-especializado/>

7. REPRODUCTIVE LIFE PLANNING

In Brazil, the right to Reproductive Life Planning is guaranteed, allowing individuals to decide whether to have children and to choose contraceptive methods. The SUS provides free birth control options at UBS, including male and female condoms, IUDs (Intrauterine Devices), oral and injectable contraceptives, and more.

Condoms are the most effective method for preventing Sexually Transmitted Infections (STIs) like syphilis, HIV/AIDS, and HPV (Human Papillomavirus).

Learn more: [Contraceptive Methods - Health Department of the Federal District \(saude.df.gov.br\)](https://www.saude.df.gov.br/contraceptivos/)

8. VACCINATION

Vaccination is a right for everyone and one of the most effective ways to prevent diseases. Basic Healthcare Units (UBS) offer all vaccines listed in the National Immunization Schedule Routine. Vaccinations are available at more than 120 public health centers across the seven Health Regions, including both fixed vaccination sites and mobile services for rural areas or locations without the necessary infrastructure for permanent clinics.

SUS also provides rabies vaccinations for cats and dogs.

Learn more: [Vaccination Calendar — Ministry of Health \(www.gov.br\)](https://www.saude.df.gov.br/calendario-vacinas/)

[Find Vaccination Locations - Health Department of the Federal District \(saude.df.gov.br\)](https://www.saude.df.gov.br/locais-vacinas/)



9. OTHER INTERSECTORAL PUBLIC SERVICES

9.1 - SOCIAL ASSISTANCE

In Brazil, the Unified Social Assistance System (Sistema Único de Assistência Social - SUAS) provides a range of services to support the population. Two important services to note are:

Social Assistance Reference Center (Centro de Referência de Assistência Social – CRAS)

This public service center supports families and individuals in vulnerable situations, such as poverty, lack of income, or challenges accessing public services. The Federal District has 29 CRAS locations, organized by address and service areas. Find the closest center to your location.

Who can be served at CRAS?

Families or individuals within the CRAS service area who experience insecurity, poverty, or difficulty accessing services.

CRAS is the primary entry point for accessing basic social protection and other public policies.

Learn more: Appendix 1: CRAS



Saiba mais: <https://www.sedes.df.gov.br/cras/>

Specialized Reference Center for Social Assistance (Centro de Referência Especializado de Assistência Social - CREAS)

CREAS is a public service center that provides assistance to people and families (children, teens, adults, seniors, and women) dealing with situations of violence or rights violations. The Federal District has 11 CREAS locations organized by region, including CREAS Diversidade, which specifically supports those facing discrimination based on sexual orientation, gender identity, race, ethnicity, or religion. There is also a dedicated CREAS for migrants, refugees, and stateless people.

The migrant CREAS helps individuals experiencing violence or rights violations, offering reception, support, information on rights, and access to various services, benefits, and social assistance programs.



Saiba mais: www.sedes.df.gov.br/protecao-e-atendimento-especializado/

9.2 - JUSTICE AND HUMAN RIGHTS

Individuals who cannot afford legal aid should contact the Public Defender's Office, which ensures legal advice and protects the rights of citizens with proven low income.

Primary healthcare for individuals detained following a custody hearing is provided by the Basic Penitentiary Healthcare Unit 01 (Unidade Básica de Saúde Prisional - UBSP), part of the Prisoner Control and Custody Division (Divisão de Controle e Custódia de Presos - DCCP), located at the Federal District Civil Police Complex.

In the Federal District's prison health system, the collaboration between the State Secretariat for Penitentiary Administration of the Federal District (Secretaria de Administração Penitenciária do DF - SEAPE/DF) with the Federal Public Defenders' Office (Defensoria Pública da União - DPU) or the Federal District Defenders' Office (Defensoria Pública do Distrito Federal - DPDF) is available when necessary to help with documents, family communication, and similar issues. If this collaboration is not possible, consular assistance from embassies or international organizations supporting migrants, refugees, and stateless individuals is another option.

For individuals re-entering society after incarceration, the Egress Social Office, under the Foundation for the Support of Imprisoned Workers (Fundação de Amparo ao Trabalhador Preso do DF - FUNAP/DF) and linked to SEJUS, provides reception, support, and follow-up services. This office assists individuals in conflict with the law who are either in the process of leaving or have left the prison system, facilitating a network of healthcare and social protection services for inclusion.

9.3 - SECURITY

Migrants, refugees, and stateless persons are safeguarded by the same institutions responsible for protecting all Brazilian citizens.

Migrants can also file an online Police Report (Boletim de Ocorrência - B.O.) through the digital platforms of the local state police where they reside. Brazil's Anti-Racism Law (Law No. 7,716/1989) defines discrimination or prejudice based on race, ethnicity, religion, or national origin as a crime. Migrants who have been victims or witnesses of these violations are encouraged to file a complaint at the nearest police station.

Emergency numbers:

- 193, 190, 199 Civil Defense (Defesa Civil)
- 192 Mobile Emergency Care Service (Serviço de Atendimento Móvel de Urgência - SAMU)
- 112, 911 Military Police (Polícia Militar) - These two emergency numbers can be dialed by foreigners from Europe and the United States, respectively, while in the Federal District if calling from their mobile phones.

9.4 - EDUCATION

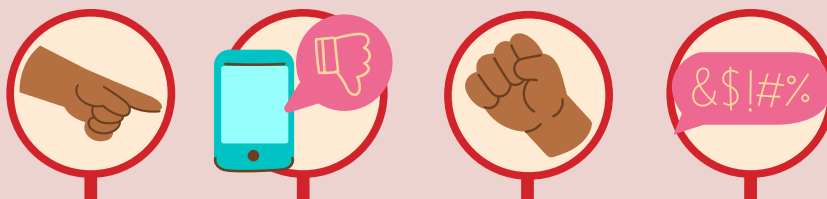
The provision of public education is a right for all residents of the country, including migrants. This right is guaranteed by the Federal Constitution (Article 208).

9.5 - EMPLOYMENT AND INCOME

The State Department of Economic Development, Employment, and Income of the Federal District (Secretaria de Estado de Desenvolvimento Econômico, Trabalho e Renda do Distrito Federal) works on the following areas:

- I – Labor, employment, entrepreneurship, and job creation for Federal District residents;
- II – Public employment services;
- III – Professional training, education, and career advancement;
- IV – Financial support for small urban and rural businesses;
- V – Assistance for micro and small businesses, whether independently or through cooperatives and associations;
- VI – Support action for the solidarity economy to drive job creation and income generation;
- VII – Regular analysis of the labor market in the Federal District;
- VIII – Economic development;
- IX – Industry, commerce, and service sectors
- X – Economic development zones and business parks;
- XI – Incentive programs;
- XII – Policies to encourage economic development;

10. IMPORTANT INFORMATION



ANY FORM OF VIOLENCE IS A CRIME

Where to report and seek help:

Call 180: Women's Assistance Hotline (Central de Atendimento à Mulher) – A free service that provides support and guidance to women who are victims of violence. Operating hours: 24/7.

Call 190: Military police.

Specialized Police Station for Women's Assistance (Delegacia Especial de Atendimento à Mulher – DEAM I) Address: Asa Sul EQS 204/205 Phone number: (61) 32076172 **DEAM II** Address: t M QNM 2 Phone number:(61) 32077391, Operating hours: 24/7.

Child and Adolescent Protection Police Station (Delegacia de Proteção à criança e ao adolescente): Phone number: 3207-4523 Address: SPO, Lote 23, Conjunto D - Ed. do DPE - Complexo da PCDF - Brasília/DF - Postal Code (CEP): 70610-907

Brazilian Women's Center (Casa da Mulher Brasileira): is a specialized public center that offers integrated services to women who are victims of violence. Address: CNM 1 Bloco 1 Lote 3 Ceilândia Phone number: (61) 33737864 , (61) 33731120, Operating hours: 24/7. Learn more: Appendix 3

Specialised Center of Support for People Facing Sexual, Family or Domestic Violence (Centros de Especialidades para a Atenção às Pessoas em Situação de Violência sexual, Familiar e Doméstica - CEPAV) Specialized care for victims, families, and perpetrators of violence – This includes support for cases of sexual, physical, psychological violence, as well as neglect and abandonment.. Learn more at:<https://www.saude.df.gov.br/carta-servicos-violencia>

Legal Gestational Interruption Program (Programa de Interrupção Gestacional prevista em lei - PIGL): Evaluation of cases involving sexual violence that meet the legal criteria for pregnancy termination. Learn more: <https://www.saude.df.gov.br/programa-de-interruptcao-gestacional-prevista-em-lei-pigl>

Child Protective Services (Conselho Tutelar): This service may be contacted in cases of rights violations, as its role is to ensure the protection and fulfillment of the rights of children and adolescents. Find out where to get help: <https://conselhotutelar.sejus.df.gov.br/contatos/>

Call 197 for online reporting: Violence against the elderly - Civil Police of the Federal District (PCDF)

DECRIN - Police Station for Crimes of Racial, Religious, Sexual Orientation Discrimination, and Crimes against the Elderly or Persons with Disabilities (Delegacia Especial de Repressão aos crimes por discriminação racial, religiosa ou por orientação sexual ou contra a pessoa idosa ou com deficiência). Phone number: (61)3207-5244

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Secretaria
de Saúde

