

### BRAZIL

#### Quality of Care

Brazil offers some of the most advanced medical care found anywhere in the world. It is an established international referral center for the Latin American region and the care provided at some facilities in major cities equates to the highest international standards. It is a world-leading center for medical innovation. However, as in many countries, standards of medical care and hospitality services are not consistent across all facilities. In smaller cities and remote areas, medical care may be limited, characterized by uncomfortable hospital accommodation, a lack of up-to-date equipment, shortages of medical supplies, inconsistent training of the health care professionals, and sometimes lack of staff. Avoid these and you will find excellent care and facilities.

The shortage of healthcare workers was highlighted by the 2013 agreement between the Brazilian government and Cuba to hire thousands of Cuban physicians to participate in the program "More Doctors" ("Mais Médicos"). This is an initiative designed to bring doctors to more remote regions of the country where fewer Brazilian physicians choose to live. The Brazilian Federal Council of Medicine has opposed the program. There has been concern that the deployment of physicians to locations that lack basic medical infrastructure is not a viable solution.

#### UnitedHealthcare Global Assistance Contacts

##### From Brazil, dial, fax or email:

- Phone: 00-XX-1-410-453-6330 ("XX" is a two-digit operator code that is required for long distance calls - Can be called collect)
- Toll Free: 0800.891.2734
- Fax: 00.1.763.367.4063
- Email: [assistance@uhcglobal.com](mailto:assistance@uhcglobal.com)

Overall Medical Risk	
Disease Risks	
Quality Of Care Risks	
Remoteness Risks	
Cultural Challenge Risks	

#### Emergency Services

##### Emergency Numbers to be dialed locally:

Ambulance & Medical emergency services: 192  
Fire: 193  
Police: 190

The French model of emergency medical transport service, SAMU ("Serviço de Atendimento Móvel de Urgência"/Mobile Emergency Care Services) has been implemented in Brazil and now covers close to 1,000 municipalities. SAMU, called by dialing 192 locally, offers emergency and pre-hospital care 24 hours a day and is staffed by medically trained professionals. Ambulances are usually staffed with a physician and a nurse. Once a call is placed and location confirmed, a physician will determine the nature of the emergency and dispatch a Basic (BLS) or Advanced Life Support (ALS) unit and in some instances a helicopter. Travelers should be aware that English-language dispatch services may not be available. In large cities such as São Paulo, the SAMU response time can be delayed by the traffic congestion.

The SAMU will transport patients to the closest public hospital. It's important to let the SAMU know that you have private health insurance.

Private medical facilities, including UnitedHealthcare Global Recommended Hospitals, offer ambulance services by calling the hospital directly, but they are not allowed to attend to patients who are in a public area, such as a highway car accident. They can be called for onward transport to a private facility after initial transport to a public hospital.

#### Emergency treatment

In an emergency, the private areas of the public hospitals offer comprehensive, complex and acute trauma care because they receive all patients coming from the Emergency Medical System. Outside of the main cities, the public hospitals are often better equipped to manage true medical emergencies, having an Emergency Room staffed 24/7 by a range of specialists such as cardiologists and trauma surgeons. By contrast, most private facilities, with the exception of the leading institutions in the major cities, are used to receiving less serious medical emergencies and work with specialists who are on call 24/7.

The University Hospitals in particular are well-equipped for emergency care and stabilization but there is potential for overcrowding. Overseas visitors should present themselves as private patients, even if they have international medical insurance coverage. While an overseas visitor may be brought to a public facility to attend to immediate emergency needs, it is recommended that they then transfer to a local private hospital or evacuate to another city, after life-saving procedures have been completed. SUS (Sistema Único de Saúde/Single Healthcare System) facilities are not equipped to manage overseas visitors for extended care.

Hospitals often have specific areas of medical care; most hospitals will not have a Maternity, NICU or Pediatric department and will focus on areas like cardiac care, neurology or oncology. It is important to identify the hospitals that are best suited for a specific medical condition.

**In the case of an emergency, go IMMEDIATELY to the nearest physician or hospital without delay, and then notify UnitedHealthcare Global Assistance as soon as possible of your situation.**

### Hospitals in Paraty

#### **Hospital Municipal UPA Sibel dos Santos Barros (Santa Casa de Paraty)**

São Pedro de Alcântara, 1

Pontal

Paraty

Rio de Janeiro

Brazil

Postal Code: 23.970-000

International Phone: +55 24 3371 2954

Local Phone: 3371 2954

Website: N/A

Comments: This is the only hospital in the city of Paraty. This is a public municipally run facility recommended for emergency and stabilization only. The Emergency Room is available 24/7 with care by General Practitioner; the only other specialties are Orthopedics, Obstetrics and Pediatrics. No outpatient care available. This hospital is located approximately 600Meters/656Yards from Pousada da Condessa.

#### **Hospital de Praia Brava**

Rua Oito, S/N

Praia Brava

Angra dos Reis

Rio de Janeiro

Brazil

Postal Code: 23.903-000

International Phone: +55 24 3362 1272

Local Phone: 3362 1272

Website: N/A

Comments: Nearest private hospital to Paraty, located in the city of Angra dos Reis which is approximately 53Km/33Miles from Paraty. The emergency room is available 24/7; this hospital also offers outpatient care in many medical specialties like orthopedics, obstetrician & gynecology, dermatology, ENT, psychiatry and psychology.

### Mental Health Care in Paraty

There is no mental health care available in Paraty. Outpatient/Ambulatory needs should be addressed in Angra dos Reis or Rio de Janeiro.

### Hospital de Praia Brava

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Praia Brava

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### Pharmacy in Paraty

#### CityFarma

Rua Manoel Ferreira dos Santos Padua, s/n

Parque Imperial

Paraty

Rio de Janeiro

Brazil

Postal Code: 23.970-000

International Phone: +55 24 3371 1022

Local Phone: 3371 1022

Website: [www.cityfarma.com.br](http://www.cityfarma.com.br)

Comments: This Pharmacy is open daily from 8:00Am to 10:00Pm; they offer a good variety of over the counter and prescription medication. Beauty products are also available. They are located 650Meters/710Yards from Pousada da Condessa.

### General Practitioner Care in Paraty

#### Dr. Thiago Julio Bonfado

Shopping Avenida

Avenida Roberto Silveira, n/a - Suite 26

Paraty

Rio de Janeiro

Brazil

Postal Code: Not available

International Phone: +55 24 99822 0953 (this is his cellphone)

Local Phone: 99822 0953

Comments: Dr. Bonfado is a general practitioner able to assist with minor medical needs.

### **Hospital de Praia Brava**

Rua Oito, S/N

Praia Brava

Angra dos Reis

Rio de Janeiro

Brazil

Postal Code: 23.903-000

International Phone: +55 24 3362 1272

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### **Hospitals in Rio de Janeiro**

#### **Hospital Pro Cardiaco Botafogo | AMIL - UHCG**

Rua General Polidoro, 192

Botafogo

Rio de Janeiro

Rio de Janeiro

Brazil

Postal Code: 22.280-000

International Phone: +55 21 2131 1400

Local Phone: 2131 1400

Website: [www.hospitalprocardiaco.com.br](http://www.hospitalprocardiaco.com.br)

Comments: This private multi-specialty facility is an International Center of Excellence. It specializes in cardiac care but also offers a wide range of medical specialties supported by advanced diagnostics, such as PET scan and MRI. This hospital is in Botafogo area and close to Copacabana area, approximately 2.7Km/1.7miles from Centro Cultural Ibeu.

Emergency room services are available 24/7.

#### **Hospital Pro Cardiaco Ipanema (TotalCor) | AMIL - UHCG**

Rua Farme de Amoedo, 86

Ipanema

Rio de Janeiro

Rio de Janeiro

Brazil

Postal Code: 22.420-020

International Phone: +55 21 2525 1900 / 02 / 03

Local Phone: 2525 1900 / 02 / 03

Website: [www.hospitalprocardiaco.com.br](http://www.hospitalprocardiaco.com.br)

Comments: Private multispecialty hospital specialized in cardiovascular, ICU and high complexity surgeries. No Emergency room services available now, ER will be available after July 4th.

## Mental Health Care in Rio de Janeiro

### **Pro-Cardiaco Medical Center (Centro Médico Pró-Cardiaco) | AMIL - UHCG**

Rua Mena Barreto, 29

Botafogo

Rio de Janeiro

Rio de Janeiro

Brazil

International Phone: +55 21 2131 1494

Local Phone: 2131 1494

Comments: Clinical Psychiatric and Psychological services available by appointment. Clinic hours are from 8:00Am to 8:00Pm specialist availability may vary.

### **Centro de Neuropsicologia Aplicada (CNA)**

#### **Dr. Rafael Martins Coelho - Psychiatrist**

Rua Diniz Cordeiro, 30

2nd. Floor

Botafogo

Rio de Janeiro

Rio de Janeiro

Brazil

Postal Code: 22.281-100

International Phone: +55 21 2295 3796

Local Phone: 2295 3796

Psychiatrist Emergency Cellphone: +55 21 99232 7961

Website: [www.neuropsicologia.net](http://www.neuropsicologia.net)

Comments: The clinic offers a wide range of mental health services to include neuro-psychiatry, psychiatric evaluation, diagnostics and managements, day and night clinics, psychological therapies and substance abuse treatment and care. Dr. Rafael Martins Coelho is available for after-hours assistance to include house call emergency visit. Located approximately 2.7Km/1.7Miles from Centro Cultural Ibeu.

### **Espaco Clif (Espaço Clif)**

Rua das Palmeiras, 46

Botafogo

Rio de Janeiro

Rio de Janeiro

Brazil

Postal Code: 22.270-070

International Phone: +55 21 3439 7751 – 24/7 line

Local Phone: 3439 7751

Website: [www.espacoclif.com.br](http://www.espacoclif.com.br)

Comments: Inpatient and Outpatient Mental Health clinic with Ground Ambulance services available. Wide variety of mental health services like group therapies, family therapies, individual counseling, substance abuse admission and psychotic/nervous breakdown admissions. The facility also offers a pool, gym and lounging area with games and activities. Outpatient care should be scheduled in advance. This center is located about 3Km/1.9Miles from Centro Cultural Ibeu.

### Pharmacy in Rio de Janeiro

#### **Drogarias Pacheco**

Avenida Nossa Sra. de Copacabana, 698

Loja A (Store A)

Copacabana

Rio de Janeiro

Rio de Janeiro

Brazil

Postal Code: 22.050-001

International Phone: +55 21 2235 1665

Local Phone: 2235 1665

Website: [www.drogariaspacheco.com.br](http://www.drogariaspacheco.com.br)

Comments: One of the many pharmacies from major pharmacy chain in Brazil. Open 24/7 offering wide selection of over the counter as well as prescription medications. This pharmacy is located adjacent to Centro Cultural Ibeu.

### General Practitioner Care in Rio de Janeiro

#### **Pro-Cardiaco Medical Center (Centro Médico Pró-Cardiaco) | AMIL - UHCG**

Rua Mena Barreto, 29

Botafogo

Rio de Janeiro

Rio de Janeiro

Brazil

International Phone: +55 21 2131 1494

Local Phone: 2131 1494

Comments: This medical center is affiliated with Hospital Pro-Cardiaco Botafogo. A variety of medical specialties are available to include General Practitioners, Gynecologist, Dermatologist, ENT, Cardiologist, Neurologist and Hematologist among others. Consultations hours are from Monday through Friday from 8:00Am to 8:00Pm. It is located approximately 2.8Km/1.7Miles from Centro Cultural Ibeu. Clinical Psychiatric and Psychology care also available