

## PS2.058

### **The primary health care response capacity: an experience of a department of family and community medicine teaching - care unit, Paysandú, Uruguay, 2014**

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**Background:** The primary care (PC) problem-solving capacity is an important attribute of health systems, because it affects service performance of other levels of health care. Uruguay, a small South American country, has insisted on the need of a resolving PC due to patient load experienced by the secondary care (SC) and the Emergency services, attributed to, inter alia, the low solving capacity of the PC (Peiró, Sempere & Oterino de la Fuente, 1999; Torné et al, 2003; Aranaz et al, 2004 y 2006; Loría, Flores Márquez & Valladares, 2010). Reviews of international and national literature show few scientific studies analyzing the issue, on a health system in general and / or in a particular provider (Rodriguez et al, 2005; Pérez et al, 2007; Silbermann et al, 2007; Fuentes & López, 2008; Franquelo et al, 2008; Alcántara et al, 2014; Antunez et al, 2014; Contreras et al, 2015). Aim: evaluating medical consultations by requiring referrals to Emergency Services and SC specialists for the Department of Family and Community Medicine teaching - care unit, in Paysandú (Uruguay), during 2014.

**Method:** observational, descriptive and cutting study, conducted in five Paysandu's PC services using specific recording instruments.

**Results:** a total of 8265 consultations held, 75 required referral to Emergency Services (0.9%), predominantly in young adults, in June and September, mainly due to respiratory diseases, and requiring ambulance by 49%. 5% (n = 415) were referred to SC, predominantly in adults over 45 years old and due to Eye and annexes, Circulatory and Locomotive diseases.

**Conclusion:** Paysandu's Department of Family and Community Medicine teaching - care unit response capacity is high, the skills on this discipline are particularly appreciated on this regard, and it can be improved by providing greater material resources to PC (eg: ophthalmoscope).