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Factsheet for case PT-2020-14/547

Psychological counselling line - SNS 24

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Country	Portugal, applies nationwide
Time period	Open ended, started on 01 April 2020
Type	Legislation or other statutory regulation
Category	Protection of workers at the workplace – Well-being of workers
Case created	13 April 2020 (updated 20 April 2020)

Background information

The National Health Service (Serviço Nacional de Saúde - SNS) includes a phonenumber (808 24 24 24) and a digital service - SNS 24. It was created to support citizens in their health-related issues and provides for several services that allow solving problems with no need to displacement to the primary health care center or to the hospital.

Over the Covid-19 pandemic, the SNS 24 has been acting as the main referral system for suspect and confirmed cases of infection.

The launching of the Psychological counselling line - SNS 24 allows the SNS 24 to reinforce one of its missions, ensuring better access to health and greater efficiency in the use of resources, giving support to citizens, notably in what regards dealing with isolation and the related mental health problems, in this critical moment.

Content of measure

The Psychological counselling line - SNS 24 was launched through a partnership between the Shared Services of the Minister of Health (Serviços Partilhados do Ministério da Saúde), the Calouste Gulbenkian Foundation and the Portuguese Psychologists Order (Ordem dos Psicólogos Portugueses), considering the priority assigned over this period to the citizen's mental health.

This Line counts with 63 new psychologists that provide for counselling either to health professionals, civil protection and security forces, or to the general population.

This new service has the following purposes:

- To support a better management of emotions such as stress, distress, anxiety, fear.
- To promote psychological resilience.
- To reinforce the safety feeling of the population and of the carers, making the referral to emergent support organisations whenever needed.

In its initial stage of operation, this project will be monitored by a committee that will optimize the integration and articulation with the mental health services network.

The Calouste Gulbenkian Foundation, within the scope of the COVID-19 Emergency Fund, contributed with an amount of 300 thousand euros.

The Portuguese Psychologists Order gave its contribution in the conception and design of the line, the training of the professionals and the clinical supervision of the service.

Use of measure

Not available.

Actors, target groups and funding

Actors	Target groups	Funding
National government Other social actors (e.g. NGOs)	Particular professions Other workers & citizens	National funds Other

Social partners

Role of social partners	Not applicable
Form of involvement	Not applicable

Not available.

Sectors and occupations

This case is not sector-specific.

This case is not occupation-specific.

Sources

- 01 April 2020: Linha de aconselhamento psicológico - SNS 24 (www.sns.gov.pt)