



NURSING CONSULTATION IN PRIMARY HEALTH CARE: PERCEPTION OF TEENAGERS

CONSULTA DE ENFERMAGEM NA ATENÇÃO PRIMÁRIA: PERCEPÇÃO DOS ADOLESCENTES CONSULTA DE ENFERMERÍA EN LA ATENCIÓN PRIMARIA: PERCEPCIÓN DE LOS ADOLESCENTES

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ABSTRACT

Objective: to investigate the perception adolescents about the nursing consultation. Method: descriptive, qualitative study, developed in a family health Center of Fortaleza (CE), Brazil, in reference to the teenager. Attended nine adolescents assisted in adolescents with collecting data from June to July 2010, through individualized and semi-structured interviews, which occurred after the nursing consultation. For data analysis, was developed a coding scheme with respect to the main topics investigated. After reading the information analysis categories were defined: Reason of health service demand; Issues in nursing consultation adolescents; Importance of nursing consultation for adolescents; Subjects discussed with the nurse; Nursing actions for solution of the grievances of the adolescent; Resolution of the nursing consultation and positive aspects and limitations of the nursing consultation. This study was the research project approved by the ethics and Research Committee of the Universidade Federal do Ceará, under Protocol No. 131/10. Results: it was found that the reasons that led the teenager to attend the nursing consultation and the questions presented were mainly related to the problems of health, family planning, sexuality, nutrition and family relationships. The teen-ager realizes the nursing consultation as a space for promoting adolescent health. In addition, there was the perception of the importance of the clarification offered by nurse, since respondents reported having understood the guidance received. Conclusion: it appears that these findings may direct the nurse to meet the real needs of young people during the nursing consultation in primary care. Key words: nursing; adolescent health; primary health care.

RESUMO

Objetivo: averiguar a percepção do adolescente acerca da consulta de enfermagem. **Método:** estudo descritivo, qualitativo, desenvolvido em um Centro de Saúde da Família de Fortaleza (CE), Brasil, referência em atendimento ao adolescente. Participaram nove adolescentes atendidos no programa de adolescentes com a coleta de dados de junho a julho de 2010, por meio de entrevistas individualizadas e semiestruturadas, que ocorreram após a consulta de enfermagem. Para a análise dos dados, foi elaborado um esquema de codificação com relação aos principais tópicos investigados. Após leitura das informações foram definidas as categorias de análise: *Motivo de procura do serviço de saúde; Assuntos abordados na consulta de enfermagem ao adolescente; Importância da consulta de enfermagem para os adolescentes; Assuntos abordados com a enfermeira; Ações de enfermagem para solução das queixas do adolescente; Resolubilidade da consulta de enfermagem e Aspectos positivos e limitações da consulta de enfermagem.* Este estudo teve o projeto de pesquisa aprovado pelo Comitê de Ética e Pesquisa da Universidade Federal do Ceará, sob protocolo n.º 131/10. **Resultados:** constatou-se que os motivos que levaram o adolescente a comparecer à consulta de enfermagem e as dúvidas apresentadas estavam principalmente relacionadas aos problemas de saúde, ao planejamento familiar, à sexualidade, à alimentação e ao relacionamento familiar. O adolescente percebe a consulta de enfermagem como um espaço para promoção da saúde do adolescente. Além disso, houve a percepção da importância dos esclarecimentos oferecidos pela enfermeira, visto que os entrevistados relataram terem compreendido as orientações recebidas. **Conclusão:** constata-se que esses achados poderão direcionar o enfermeiro ao atendimento das reais necessidades dos jovens durante a consulta de enfermagem na atenção primária. **Descritores:** cuidados de enfermagem; saúde do adolescente; atenção primária à saúde.

RESUMEN

Objetivo: evaluar la percepción de los adolescentes acerca de la consulta de enfermería. **Método:** un método cualitativo descriptivo realizado en un Centro de Salud Familiar en Fortaleza (CE), Brasil, en referencia a la atención a los adolescentes. Nueve adolescentes participaron en el programa para los adolescentes con la recopilación de datos, de junio a julio de 2010, a través de entrevistas semi-estructuradas y personalizadas, que se produjo después de la consulta de enfermería. Para el análisis de datos, hemos diseñado un esquema de codificación para los temas principales investigados. Después de leer la información fueron determinadas categorías de análisis: Razón para la búsqueda de servicios de salud; temas tratados en la consulta de enfermería a los adolescentes; importancia de la consulta de enfermería para los adolescentes; asuntos dirigidas a la enfermera, Enfermería acciones para la resolución de quejas adolescentes, problemas de solvencia de consulta de enfermería y Fortaleza y limitaciones de la consulta de enfermería. Este estudio fue el proyecto de investigación aprobado por el Comité de Ética e Investigación de la Universidad Federal de Ceará, el protocolo no. 131/10. **Resultados:** se encontró que las razones que llevaron a la adolescente a participar en la consulta de enfermería y las preguntas presentadas estaban relacionadas principalmente con cuestiones de salud, la planificación familiar, la sexualidad, la nutrición y las relaciones familiares. El adolescente se da cuenta de la consulta de enfermería como una oportunidad para promover la salud de los adolescentes. Además, había la percepción de la importancia de la aclaración ofrecida por la enfermera, ya que los encuestados informó haber entendido las directrices recibidas. **Conclusión:** parece que estos hallazgos pueden dirigir a la enfermera para satisfacer las necesidades reales de los jóvenes en la consulta de enfermería en la atención primaria. **Descriptor:** atención de enfermería; salud de los adolescentes, la atención primaria de salud.

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INTRODUCTION

The nursing consultation is included as an activity of the private nurse of professional practice in the law n. 7.498/86, in its article 11, section I, paragraph i, and is being carried out in practice by nurses who believe in it.

Comprises a series of actions performed in an orderly sequence, from receipt of the customer to the general evaluation of any treatment because the nurse gathers information, observes, examines to know, understand and explain the health situation before deciding on the diagnosis nursing and therapy nurse.

The consultation should be undertaken with the backing Care System Nursing (ASN). Following the Resolution 358/2009 in the Federal Nursing Council (COFEN), the nursing process should be performed in all settings where nursing care occurs, whether public or private, deliberately and systematically.

The SAE can be defined as the process used for the purpose of providing assistance and qualified individual. To do so, the professional must follow the five steps of the nursing process, which are: research, nursing diagnosis, nursing care planning, implementation and evaluation of nursing. These different steps are dynamic and interrelate involving a continuous process of reasoning and clinical judgment that directs nursing actions.

Adolescence is a social and cultural category, built since the dawn of civilization from multiple criteria covering both the biopsychological dimension, as the chronological and social. It is a phase in which the individual experiences changes at all levels, being essentially a moment of discovery. This age group has marked its importance from the 80's, when various political and social measures aimed at young people were created and implemented worldwide and therefore national.

In this context, adolescence, which will, according to the World Health Organization, 10 to 19 years and, after the manner of Children and Adolescents in Brazil, from 12 to 18 years is fraught with choices that will influence into adulthood, while the teenager goes through physical changes, biological and psychological.

The adolescent service must be performed in a manner fundamentally multidisciplinary and interdisciplinary, because this phase is one of the most decisive moments of transition that the individual experiences, acquiring its own identity at this time.

Therefore, this age group is the need to ensure a good accompaniment for a healthy development

The service represents a challenge to adolescent qualities and professional skills, requiring the addition of technical and scientific knowledge, availability, flexibility, interaction, recognition of limits and ethical positions that ensure the confidentiality and security, which are essential for success in the relationship adolescent.9 nurses and other professionals who work with adolescents have the role to include in their discussions the topics proposed by SUS: youth participation, gender, sexuality and reproductive rights, project life, culture of peace, ethics and citizenship, racial and ethnic equality, to ensure the integral care.

In 1988, the Federal Constitution in Brazil, as effective duty of the State and Civil Society, ensuring the health care needs of children and adolescents. Thus, the Adolescent Health Program (PROSAD) aims to promote, integrate, support and encourage practices in places where the deployment will be done and where these activities already being developed. In addition, the program should interact with other sectors aimed at promoting health, the identification of risk groups, early detection of diseases, appropriate treatment and rehabilitation of individuals in this age group, always in full, multisectoral and interdisciplinary.

We found 96 existing public policies in Brazil aimed at teenagers, 62 and 34 at the state and national levels. Among national policies, there is the policy of Comprehensive Health Care of Adolescents and Youth, the National Youth Policy, created together with the Secretariat and the National Youth Council and Projovem. Among the state, 20 states had their own policies, especially Ceará and São Paulo, both with nine, followed by Minas Gerais, with seven, allowing recognize that there is the challenge of advancing the formulation and implementation of policies that consider adolescents as individuals social needs and rights.

The Nursing Consultation covers all stages of human development, from infancy through senescence. Thus, while the teenager inserted in this context, there was significant research on how the query occurs in nursing care for that particular group. Considering that the rights and situations experienced by adolescents result possibly of socioeconomic conditions and the advantages and disadvantages associated with social class, gender and ethnicity, it may decrease the

accessibility of adolescent services, making them more vulnerable.

Thus, it is necessary for the nurse to perform nursing consultation for teenagers, with a view to identifying the needs of adolescents in full and resolute. It is hoped that this study will guide the nurse about the aspects that need to be addressed and / or improved during nursing consultation, seeking to meet the real needs of adolescents in primary care.

OBJECTIVE

- Investigate the adolescents' perceptions about nursing consultation.

METHODOLOGY

A descriptive, qualitative development in a health center, the *conveniando* Health System / SUS, in reference to the adolescent care, located in an upscale neighborhood of the city of Fortaleza, CE. Demand is free, being served an average of eight teens a day, whose returns are scheduled for the coming first. The actions of the adolescent has as parameter the status of Children and Adolescents, and the age range of 12 to 18 years.

The research subjects were nine adolescents enrolled in the program for teenagers during the data collection, on Wednesday at 14:00 to 17:00 hours or days to Fridays, 8:00 am at 12:00. Data collection was conducted in June and July 2010, through semi-structured interviews and individualized that occurred after the Nursing Consultation.

As Inquiry please kindly refer to, is performed in a room, alone or in the presence of parents, depending on the will of a teenager, and are addressed topics such as nutrition, sexuality, relationships with parents and friends, and physical complaints. For this, we used a script containing the data identification and data about the nursing consultation as issues addressed, the reason for seeking consultation, positives and negatives, the importance of consultation, nursing actions, among other topics relevant to the scope the proposed objective.

It was developed a coding scheme for the main topics investigated. After reading all the information obtained was defined categories of analysis: Reason for seeking health service, Subjects covered in nursing consultation to adolescents, Importance of nursing consultation for teenagers, issues discussed with the nurse, nursing actions for solution complaints teenager, solvability of nursing

consultation and positive aspects and limitations of nursing consultation.

Thus, adolescents who agreed to participate voluntarily in the study, signed a consent form, along with the signature of a parent. Were guaranteed anonymity adolescents in the dissemination of information and the freedom to participate in the study, without any loss in their monitoring in the institution. To maintain anonymity, the teenagers were identified by the letter A, then a teenager Arabic numeral, ie A1 through A9.

The study was conducted in accordance with Resolution 196/96, the National Commission on health.¹³ Therefore, the project was referred to the Ethics Committee and the Federal University of Ceará, which gave its assent to its development under protocol. ° 131/2010.

RESULTS

Among the nine teenagers interviewed seven were female, all singles, whose ages ranged from 12 to 18 years and studied at least eight years.

Regarding the perception of adolescents, the categories were determined as described below:

- Reason for seeking health service

There were many reasons that led the teens to the health service, as can be seen in the following statements:

Go to the dermatologist (A5)

I came to the dentist and knew the program (A2)

My mother brought me to participate in the program Adolescents (A9)

Due to weight gain (A6)

Questions about family planning (A1)

Among the main reasons why adolescents to seek health services, we noticed a high search referrals for the following professionals: dentist, dermatologist, psychologist, nutritionist and gynecologist. There was also interest in knowing of respondents Adolescent Program. In addition, low self-esteem related to body image in adolescence was found in complaints regarding acne and overweight.

- Subjects covered in nursing consultation to adolescents

During the consultation, several topics were covered, which shows the concern of Nursing to address the adolescent in its complexity and biopsychosocial and cultural

dimensions, such as shown in the following statements:

He talked about everything: food, quality of life, as is my body (A2)

Body Care, feeding, STD, AIDS, my family (A7)

About how I eat better, how to avoid pregnancy and know like me more (A1)

How to take better care of myself, hygiene, nutrition and how to improve the relationship with my family (A3)

About what I eat, how I should take care of my body, sexuality (A6)

Before the testimony, it is clear that the issues addressed in more nursing consultation were eating, sexuality, self-care, self-esteem and family. The guidance provided by nurses condisseram with those themes.

• Importance of nursing consultation for teens

For teenagers, the query is relevant by providing a space for interaction and dialogue where they can (re) learn new knowledge about the dynamics experienced during this phase, besides clarifying doubts and socialize, beliefs and fears relating to specific diseases or on their life in general. Moreover, the query is space promoter of health, as it allows the teen empower themselves and reflect on their behaviors and attitudes. This can be seen in the following reports:

It's a listening space where we can talk a lot (A1)

I learned to take better care of me after I had the conversation with the nurse (A9)

To learn new knowledge and prevention. It's interesting because when the doctor meets, does not explain much and nursing consultation, yes (A4)

The interviews show that teens understand the importance of educational activities during the consultation which articulated the concept of the reality of health context they live, foster new attitudes which generate changes.

• Nursing actions for the solution (s) need (s) of teen

Positive aspects	Limitations
Nurse attention	A lot of question
Easy query markup	Long query
Query is complete	Little query offer
Information easy to understand	(once per week)
Know how to listen	
Clarification on health	

Figure 1. Strengths and limitations of nursing consultation to adolescents.

In the adolescent program participants refer nurses for care along with other members of the multidisciplinary team, and for that, dialogue and prepare young people for the future with specialty care participants. It shows what the following statement:

She explained to me everything he had to avoid pregnancy and asked me to thinking. The other day, I went to the appointment with a gynecologist. I was more prepared (A1)

She scored consultation with a psychologist and scheduled me for further consultation with her in 30 days (A3)

She listened to my problems and clarified my doubts and scheduled the appointment for Nursing here for a few days (A7)

• Solvability of nursing consultation

The adolescents were asked about solving their problems during the EC, who reported that their problems were solved, showing the importance and effectiveness of nursing consultation, as set out in the statements below:

Now I know more how to prevent pregnancy and STDs (A1)

Yes, because I had advice on caring for the body and teeth (A2)

Yes, it was resolved. I managed to get my ID and guarantee my right to consultation (A3)

Besides the guidelines, was referred to the dermatologist (A7)

Strengths and limitations of nursing consultation

With the deepening of the analysis of the interview, we found that adolescents reported positive aspects and limitations as well as during nursing consultation as described in Figure 1.

Despite the barriers, there is a predominance of positive aspects during the service. Some of these limitations are due to the duration of the consultation, which often occurs due to excessive questions and dialogue that is stimulated by the nurse in order to encourage interaction.

DISCUSSION

On the demand side of the health service in this study, there was a search not only for solving problems already established, but for prevention and especially from the perspective of health promotion. This reality differs from previous studies as to the demand of health services by this age group, whereas the second study, adolescents seek a service specific, especially in case of illness pre-established, and in a few cases for the promotion of reproductive health in the case of family planning.

In a study that evaluated the coverage and utilization pattern of Adolescent Health Service in Para, also showed low percentage (3.3%) of the adolescents attending health services for monitoring and guidance, and most consulted for reasons of diseases, seeking curative actions. However, it is noteworthy that in the studies cited, these were not exclusively for this population, unlike the scenario that is being studied in the reference area.

We can say that the service specific to this population favors the role of the adolescent, especially when subsidized by the nursing process, which leads to several benefits for the adolescent, family, and community. For adolescents, their families and peers, enable active participation in care, continuity of individualized care, but they can be collective, the quality and direction of this to the identified needs.

In this study, nursing actions aimed at teenagers refer to educational practices, rather than the cure and rehabilitation. With that, the nurse must continue to promote their assistance in models of health education and care that meet the peculiarities of adolescents and their families, considering the situational context, addressing themes that ignorance increases the vulnerability of young people and their families.

Nevertheless, we must mention that nurses should participate in public policy, and develop integrated projects according to the needs, capabilities and peculiarities identified. Promoting comprehensive care for adolescents as a family member, propose actions that include content on the affective

and achievement of rights of citizenship, should be the concerns of the professional who is willing to work with the teen perspective on the Unique System of Health

Regarding the importance of consultation for adolescents, a study of methodological basis for nursing consultation focused on the sexual health of adults and adolescents confirms the findings, to infer that the basis of the relationship between patient-professional dialogue must be permeated by free listening preconceptions, attention to different forms of expression and in the protection of what is expressed.

Other authors emphasize that sharing knowledge and actions must be one of the main foundations of the act of caring, which is a favorable attitude to the autonomy of the subject. Conduct to suit even the care for adolescents, because besides being with him is that nurses need to encourage them to share their prior knowledge, seeking to build a care directed the real needs of the adolescent.

Thus, nurses can be considered a health educator, to the extent that you use the query as a path integrator of care, providing a space for reflection-action, basing on technical scientific knowledge, that are significant to the democratic exercise can bring about change and individual skills to work in the family and community.

The implementation of the EC assumes the domain nurses communication skills, observation and techniques that have just propedêuticas¹⁷ providing the professional skills to recognize the urgency of a careful set. So we can say that the first stage of data collection during the consultation with the teen should be based on dialogue and not purely in a dull conversation, which is intended to extracting information without providing a connection between the teen and nurse .

Despite this need, the adolescents indicate that the query is slow and eventually becomes monotonous. This fact is related to the scope of instruments and materials used during the data collection, which permeates all basic human needs, in addition to the completion of a detailed physical examination. Moreover, a study conducted on the nursing consultation states that shortly consultation is limiting communication between professional-client.

To prevent the query becomes unattractive for adolescents is important for nurses to review the physical space where he will receive the teenager, review the instrumental work of adapting to the reality

experienced, beyond good use of the existing structure in each unit to create or adapt environments, according to each situation how to put videos, games, bulletin boards, message boards, news and information, music, posters, magazines, books, and others so that adolescents and young people can feel at ease. The consulting service should provide the necessary privacy and the impossibility of local group meetings should be established partnerships with local social community.

One can not help noting that this role should be developed under a multidisciplinary look because there is no way to approach adolescence, across bipsicosociocultural and political dimension, without developing an interdisciplinary care. Despite the difficulties presented in the study setting, this partnership even if veiled among professionals, provides safety and strengthens the teenager to coping with problems and overcoming daily challenges.

On the issue of solvability of nursing consultation, we can infer from the reports that nursing is present in many aspects of life, proving his versatility as a science of care. A study conducted in Juiz de Fora, showed that comprehensive care characteristic of EC helps produce better resolution, solving individual's own aspirations and problems that encompass the entire community.

The attention of the nurse as favorable aspect to the query is revealed important when it states that the act of listening well requires attention during the conversation, because, often, the caller nurse is not clear in his speech, necessitating the introduction of pedagogical skills and communication to facilitate the expression of their thoughts and necessidades.¹⁸ Corroborating aspects punctuated, it is observed that the consultation promotes a positive space for the care of adolescents, since the interaction between teenagers and nurses will promote the user, an understanding discussed the issue and enable learning on the subject questioned.

FINAL THOUGHTS

Through the study, we could know the perception of adolescents about the nursing consultation in primary care. Because not knowing the Adolescent Program, respondents showed a lack of knowledge related to the program since it failed to understand the particularities of the same, no difference, so the care provided to those who had already been receiving since childhood.

The reasons that led the teenager to attend the EC and the questions presented were generally similar, which were mainly related to health issues, family planning, sexuality, nutrition and family relationships. This range of subjects in the EC may be due to nurses provide a listening space and a comfortable environment for discussion and clarification of doubts, making teens feel more welcomed in the office and more comfortable talking and questioning, which led them to emphasize the positives of nursing consultation.

That way, they could observe the aspects included in order to extend them and / or improve them during nursing consultations aimed at adolescents, based on their statements. This will enable nurses to meet the real needs of young people in primary care, making health care to that audience with a broader focus.

This study is important for nursing practice, because, in general, it was observed that the time of consultation was invaluable with regard to the guidance provided, the result of a case of going to the health service and the number of relevant positive aspects of the consultation, which can help nurses to guide their actions, increasing the effectiveness of care for adolescents.

One obstacle to discussion of labor shortages was developed and published work in this area, showing few findings of publications about nursing consultation to contemplate the views of teenagers on the said topic. In the vast majority of articles were found that addressed themes sexuality and teenage pregnancy, which ends up showing the restricted approach to this target audience, demonstrating the lack of action and provided guidelines for health promotion and disease prevention. Also found were articles that contemplated nursing consultation in primary care, but without relating to the peculiarities of EC to adolescents.

Thus, one should seek to complement the information provided in the EC and encourage teens to practice activities aimed at improving the quality of life and health, including through the expansion of extramural activities with families integrated with schools, projects, work and community in general.

Thus, the study presented is a further step in understanding the complexity of nurse-adolescent relationship, and gives rise to other research questions that enable the improvement of consultation aimed at young

people. Note the great importance of the study as a form of holistic nursing and it is hoped that this peculiar example seen in this health center, in reference to the adolescent care, can serve as a model for nurse consultation.

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