

Claims	2007	2008	%
Request Clinical Reports	5.398	6.068	12,41
Disagree with Personnel Service	1.364	1.450	6,30
Surgery Wait List	444	277	-37,61
Delay in Performing Tests	1.015	1.317	29,75
Delay/Cancellation of Consultations	1.039	891	-14,24
2nd Medical Opinion	360	427	18,61
Catering	127	160	25,98
Administration	734	1.202	63,76
	10.481	11.792	12,51
Social Assistance	2007	2008	%
Transfers	701	550	-21,54
Social Demand	949	1.019	7,38
Social assistance area of treatment	2007	2008	%
Internal-External Hospital Coordination	154	159	3,25
Chronic Patients	329	369	12,16
Senior Citizens	162	167	3,09
Families	98	58	-40,82
Terminal Patients	52	53	1,92
Administrative Bureaucracy / Econ.-Labour	11	41	272,73
Minors	75	122	62,67
Handicapped individuals	26	16	-38,46
Mental health	66	86	30,30
Social exclusion	26	24	-7,69