

## PROFILE AND MAIN COMPLAINTS OF CHILDREN AND ADOLESCENTS SEEKING CARE AT NEAPSI - CENTER FOR STUDIES AND PSYCHOLOGICAL CARE AT CENTRO UNIVERSITÁRIO DO NORTE PAULISTA - UNORP

<sup>1</sup>Andreza Cristina da Silva Gareti, <sup>1</sup>Ivande Pereira de Carvalho Guimarães,  
<sup>1</sup>Milene Cristiane Barboni Gonçalves, <sup>1</sup>Priscila Alves Lopes, <sup>2</sup>Idiberto Jose Zotarelli Filho,  
<sup>1</sup>Maria José C. Oger Affonso and <sup>1</sup>Priscila Belintani

<sup>1</sup>Unorp - University Center North Paulista - São José do Rio Preto – SP, Brazil

<sup>2</sup>Unipos - Post graduate and continuing education, Street Ipiranga, 3460, São José do Rio Preto SP, Brazil 15020-040

### ARTICLE INFO

#### Article History:

Received 25<sup>th</sup> April, 2017  
Received in revised form  
14<sup>th</sup> May, 2017  
Accepted 06<sup>th</sup> June, 2017  
Published online 22<sup>nd</sup> July, 2017

#### Key Words:

School-clinic; psychological complaints;  
Clients characterization;  
Psychological service.

### ABSTRACT

There is a growing concern of mental health services related to clinical - school and educational institutions in the pursuit of the characterization of their clientele, to better direct their care arrangements. This article presents a study in NEAPSI - Study and Psychological Service of the University Center North Paulista - UNORP, featuring the clientele who sought psychological treatment in clinical- school in 2009-2014 through retrospective documentary methodology, query the hospital records and clinical screening. 823 records between active (still in service) and archive were analyzed until the date of July 18 of this year. In this way, it will be possible to continuously improve intervention strategies in the school clinic. This research had as objective the survey about the complaints that the clients in the clinical-school in the NEAPSI - Nucleus of Studies and Psychological Attention of the University Center of the North Paulista - UNORP present when seeking care, as well as the sociodemographic data, referral and resolution of the cases. This article presents and discusses the results collected on children and adolescents up to 17 years of age. The work allowed to identify the most frequent complaints in the search for the psychological assistance in NEAPSI. The main demand identified in the case of patients up to 17 years old was behavioral and learning. It can be inferred that the majority of the studied population suffers from problems related to bad behavior, agitation, excessive nervousness, learning problems and rebelliousness.

#### \*Corresponding author:

Copyright ©2017, Andreza Cristina da Silva Gareti et al. This is an open access article distributed under the Creative Commons Attribution License, which permits unrestricted use, distribution, and reproduction in any medium, provided the original work is properly cited.

Citation: Andreza Cristina da Silva Gareti, Ivande Pereira de Carvalho Guimarães, Milene Cristiane Barboni Gonçalves, Priscila Alves Lopes, Idiberto Jose Zotarelli Filho, Maria José C. Oger Affonso and Priscila Belintani, 2017. "Profile and main complaints of children and adolescents seeking care at neapsi - center for studies and psychological care at centro universitário do norte paulista – unorp", *International Journal of Development Research*, 7, (07), 13749-13752.

## INTRODUCTION

The services provided in the school clinics seek primarily student learning that can practice clinical practice with the supervision and guidance of a teacher of their institution and also contribute to the social development of the population by offering the community free psychological care, benefiting the population of low income (Bortolini, 2011; Campezzato, 2007 and Carvalho, 2015).

In addition to the need for information about the population that seeks psychological care in a school-based clinic, it is important to understand and correlate the complexity of the various complaints that generate the demand and the socio-cultural and historical context in which they occur (Bortolini, 2014 and Melo, 2013). Of equal importance to the trainees' learning is the need to characterize the clientele to better match the needs presented with the treatment offered. Was mention that the first step in school clinics should be to characterize the

clientele and then formulate strategies in order to offer adequate services to the population that seeks care (Miranda, 2008). In this way, it will be possible to continuously improve intervention strategies in the school clinic. This research had as objective the survey about the complaints that the clients in the clinical-school in the NEAPSI - Nucleus of Studies and Psychological Attention of the University Center of the North Paulista - UNORP present when seeking care, as well as the sociodemographic data, referral and resolution of the cases. This article presents and discusses the results collected on children and adolescents up to 17 years of age.

**MATERIALS AND METHODS**

In the theoretical foundation were used books and articles related to the theme. The search for articles on the Internet was carried out through the research portal of the Virtual Health Library - BIREME with access to search sites such as SciELO, LILACS and MEDLINE, using the keywords: psychological complaints, clinic school; psychological support. We selected the most articles related to the topic in research, available in full, without date restriction. A quantitative descriptive research was performed through a retrospective documentary survey using the NEAPSI care records. Access to medical records was authorized by the course coordinator. The data collected and analyzed in this article were: sex, age, psychiatric treatment, medication use and type of medication, spontaneous or directed search, beginning, end and duration of care, discharge or withdrawal and the reason for this complaint. The collection was non-sample, all records of 2009 until the date of July 18, 2014 were analyzed, totaling 823 records among active (in attendance), dropouts and population that was discharged from psychotherapy among which, 290 were in the age group Up to 17 years and were later analyzed for this article.

**RESULTS AND DISCUSSION**

The initial analysis showed a heterogeneity in the filling of the medical records, many without relevant data annotations of the screening or care itself, necessary for the adequate continuation of the case from one academic year to another year. Other medical records presented rigor and in-depth information. It is suggested, to remedy this discrepancy, the implementation of a standardized initial service record, which facilitates the sorting and maintenance of a database and follow-up of the treatment. Of the 823 records, 290 are aged up to 17 years (35.0%) and 533 from 18 years (65.0%). Regarding the gender, 56.0% of the clientele up to the age of 17 is male and 44.0% female. When compared to the age group above 18 years and total, the public is mostly female (Figure 1). Distributing the gender by age group becomes even clearer the male predominance, mainly between 6, 8 and 13 years (Figure 2). Within this distribution it is possible to note the correlation with the complaints. Below is the demonstration of all complaints among children and adolescents (Figure 3). Overlapping is the fact that of the 392 complaints (one patient may have more than one complaint), 122 are related to problems of inappropriate behavior and 79 to learning problems. Thus, as in the studies of Carvalho *et al.* [3] Where there is a male predominance in school problems, it is possible to note the male predominance among the NEAPSI patients with complaints related to behavior / behavior and learning. In the work of Campezzatto and Nunes (Campezzatto,

2007), it is emphasized that when the studied population deals with the child, the prevalent complaints are characteristic of the learning problems and when the population deals with adults, the characteristic complaints are related to affective problems Functional order. It can be observed in the NEAPSI research, so that the complaints related to behavior, behavior and learning are more prevalent in children and emotional and affective correspond to adults.

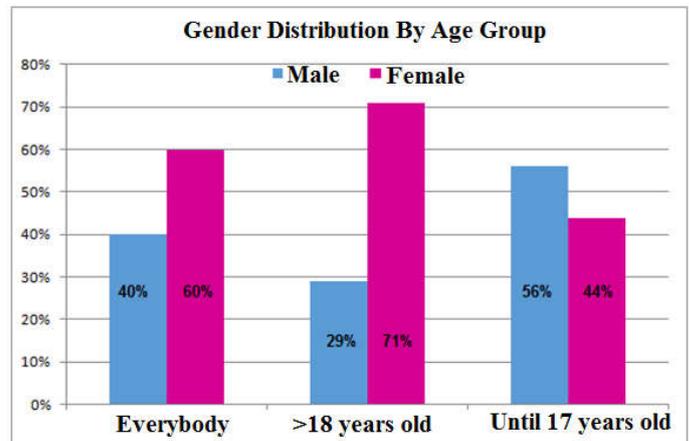


Figure 1. Graph showing the gender distribution of patients from clinic (a), up to 17 years (b) and from 18 years (c) attended at NEAPSI from 2009 to 2014

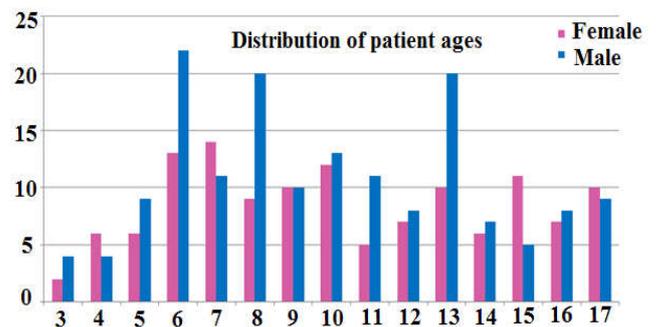


Figure 2. Graph showing the distribution of male and female patients by age group

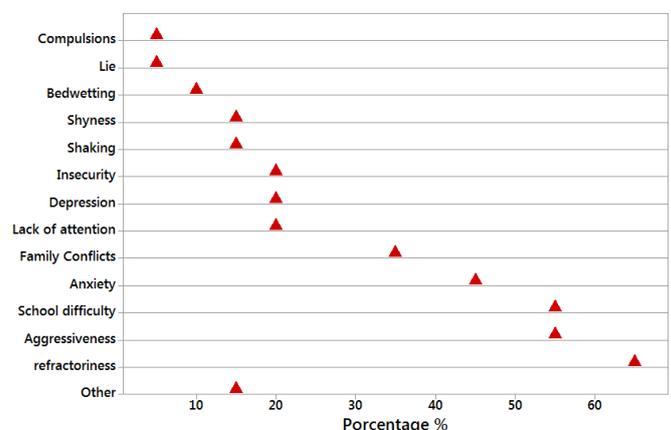
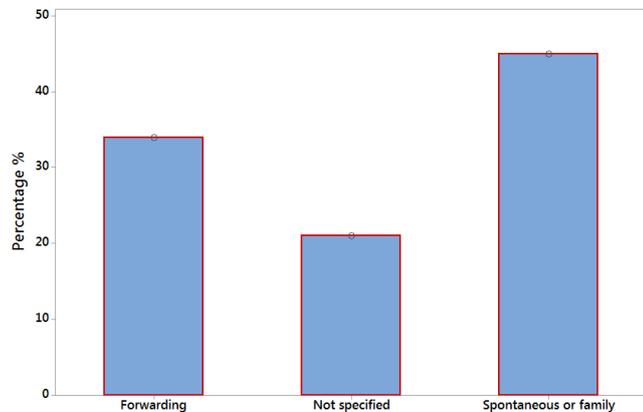


Figure 3. Chart with symptoms and signs resulting in complaints of patients up to 17 years of age at NEAPSI between 2009 and 2014

This male predominance may be related to several factors (Carvalho, 2015 and Ferreira, 2002). Male metabolism is more accelerated than female, which could then lead us to the realization that boys are more agitated than girls by metabolic

differences, initially. For cultural reasons, it is still possible to observe that there is more dialogue between parents and their daughters regarding their children, which would lead girls to a more well-developed and oriented behavioral development than boys. With regard to learning, it is known that agitation does not allow good concentration, which leads to learning problems (Freitas, 2014).



**Figure 4. Search for care among children and adolescents of NEAPSI between 2009 and 2014**

Still in the gender discussion the results show a greater discrepancy between the ages of 6, 8 and 13 years. In this way it is possible to correlate this result with the development stages of Jean Piaget (Lopez, 2014). In the preoperative period (from 2 to 7 years), the child's thinking is centered on itself, being this phase known as that of egocentrism, the child sees itself as the center of everything, which would justify many complaints related to bad behaviors School conflicts, family conflicts and even lies (Macedo, 2011). In the Concrete Operative period (7 to 11 years) the child can use logic to arrive at solutions to most problems, however, still remains egocentric. The last phase, Formal Operative (11 to 15 years) is known as the phase of transitions and changes, again showing the difficulties of adaptation of the children, in this case, the patient (Macedo, 2011 and Maraviesk, 2014). The ages with great discrepancy also draw attention because they are very close to the transition of the phases, showing once again the possible difficulty with the changes of the phases. All these settings are possibilities, are possible causes of the results of the survey made from this sampling, subject to new studies (Maraviesk, 2014). With regard to the search for psychological care, we found that the majority were spontaneous (45.0%) followed by referral (34.0%) by the school or health system (Figure 4).

It is possible to perceive the lack of information on demand among 21.0% of the clientele. In the paper by Maravieski and Serralta (Maraviesk, 2014), the lack of some data in the medical records presented by them as "omissions" or "inconsistencies", also observed by the authors in the search / referral category, among others, is highlighted. This fact resulted in the lack of information for a complete sampling. In surveys conducted at school clinics such as Campezzatto and Nunes (Freitas, 2014), the number of clients who sought care spontaneously was lower (12.43%) and the number of referrals was higher (64.39%). Regarding medication, most of the analyzed population (49.0%) did not present this information, suggesting that the use does not occur without confirmation of this. Then, positive information appears that 35.0% did not use psychiatric medication while 16.00% used medication. Within

the users of medication there was preponderance in males (64.0%). From the data presented above, one situation stands out, the fact that 39.00% of the medication used by the patients is Ritalin. Graph 10 shows this discrepancy between the other medications reported in comparison to Ritalin. According to this study, Ortega *et al* (Ortega, 2015). investigated published studies regarding Ritalin (methylphenidate) where it can be observed that this drug is the most used stimulant in the world with its production in 2006 reaching almost 38 tons, and that its use is directly related to the diagnosis of ADHD. The fact that more than a third of the analyzed population makes use of this medication is worrisome, which suggests minimally a more detailed study of the subject, with direction to the possible diagnoses received by these patients.

Regarding the resolution or discontinuation of NEAPSI treatment, only 9% were discharged, 40.0% gave up for unknown reasons, 13.0% were patients who gave up themselves, 5.0% for absences, 24.0% due to the end of the school year, 7.0% For unknown reasons and 2.0% because they sought care elsewhere. These results show similarity with the Lopez study (Lopez, 2014), which found 56.9% dropouts. These results show that it is extremely important to deepen the subject to a better understanding of the reason for such high rates of abandonment of psychological treatments in school clinics. The search for the reasons may lead to the elaboration of new strategies for coping with this problem that is very common in this type of care. The reasons can be different when compared to different regions, so each region should know its problem and rely on it to draw up its own strategies (Reppold, 2014 and Santo, 1990).

## Conclusion

The work allowed to identify the most frequent complaints in the search for the psychological assistance in NEAPSI. The main demand identified in the case of patients up to 17 years old was behavioral and learning. It can be inferred that the majority of the studied population suffers from problems related to bad behavior, agitation, excessive nervousness, learning problems and rebelliousness. With male dominance when correlated to children and adolescents. Of these, almost half sought referral care, whether school, medical or other institutions, but did not stay in treatment until their discharge, ended up giving up for various reasons. Still, the authors suggest that this survey is only the beginning of a consistent and systematic work.

## Acknowledgements

The work was financially supported by Unorp - University Center North Paulista - São José do Rio Preto – SP, Brazil. We also thank all the patients who agreed to participate in interviews, and to all who contributed to the development and publication of results.

## Disclosure of Potential Conflicts of Interest

The authors declare that they have no conflicts of interests.

## REFERENCES

Bortolini M. *et al*. Perfil de pacientes atendidos através da terapia cognitivo-comportamental em uma clínica-escola. Jul./dez. 2011. Disponível em: < <http://www.revistas>.

- unisinos.br/index.php/contextosclinicos/article/view/4506/>. Acesso em: 01 nov. 2014
- Campezzatto PM., Nunes, MLT. Caracterização da clientela das clínicas-escola de cursos de Psicologia da região metropolitana de Porto Alegre. *Psicol. Reflex. Crit.* [online]. 2007, vol.20, n.3 [cited 2011-09-27], pp. 376-388. Disponível em: [http://www.scielo.br/scielo.php?script=sci\\_arttext&pid=S0102-79722007000300005&lng=en&nrm=iso.ISSN 0102-7972](http://www.scielo.br/scielo.php?script=sci_arttext&pid=S0102-79722007000300005&lng=en&nrm=iso.ISSN%20102-7972). Acesso em 27 de set. de 2011.
- Carvalho, M. P. Mau aluno, boa aluna? Como as professoras avaliam meninos e meninas. 2001. Disponível em: <<http://www.scielo.br/pdf/ref/v9n2/8640>>. Acesso em : 02 nov. 2015
- Ferreira, T. H. S. et al. Perfil e Principais Queixas dos Clientes Encaminhados ao Centro de Atendimento e Apoio Psicológico ao Adolescente (CAAA) – UNIFESP/EPM. Jul./dez. 2002. Disponível em: <<http://www.scielo.br/pdf/pe/v7n2/v7n2a09.pdf>>. Acesso em: 01 nov. 2014
- Freitas, FA.; Noronha, APP. Clínica-Escola: Levantamento de Instrumentos Utilizados no Processo Psicodiagnóstico. 2005. Disponível em: <<http://www.scielo.br/pdf/pee/v9n1/9n1a08.pdf>>. Acesso em: 01 nov. 2014
- Lopez, MA. Considerações sobre atendimento fornecido por clínicas-escola de psicologia. Abr./jun. 1983. Disponível em: <<http://www.bibliotecadigital.fgv.br/ojs/index.php/abp/article/viewFile/18922/17664>>. Acesso em: 01 nov. 2014
- Macedo, MMK. et al. Motivo de busca de atendimento psicológicos por adolescentes em uma clínica-escola. 2011. Disponível em: <[http://www.pepsic.bvsalud.org/scielo.php?pid=S1516-36872011000200005&script=sci\\_arttext](http://www.pepsic.bvsalud.org/scielo.php?pid=S1516-36872011000200005&script=sci_arttext)>. Acesso em: 01 nov. 2014
- Maraviesk, S.; Serralta, F. Características clínicas e sociodemográficas da clientela atendida em uma clínica-escola de psicologia. Dez./ 2011. Disponível em: <[http://www.pepsic.bvsalud.org/scielo.php?pid=S1413-389X2011000200011&script=sci\\_arttext](http://www.pepsic.bvsalud.org/scielo.php?pid=S1413-389X2011000200011&script=sci_arttext)>. Acesso em: 01 nov. 2014
- Melo, SA.; Perfeito, HCCF. Característica da população infantil atendida em triagem no período de 2000 a 2002 numa clínica-escola. jul./set. 2006. Disponível em: <[http://www.scielo.br/scielo.php?script=sci\\_arttext&pid=S0103-166X2006000300003&lng=es&nrm=iso&tlng=pt](http://www.scielo.br/scielo.php?script=sci_arttext&pid=S0103-166X2006000300003&lng=es&nrm=iso&tlng=pt)> . Acesso em: 01 nov. 2014
- Miranda, CA.; TARASCONI, CV., SCORTEGAGNA, SA. Estudo epidêmico dos transtornos mentais. *Aval. psicol.* [online]. 2008, vol.7, n.2, pp. 249-257. ISSN 2175-3431. Disponível em: [http://pepsic.bvsalud.org/scielo.php?script=sci\\_pdf&pid=S1677-04712008000200015&lng=pt&nrm=iso&tlng=pt](http://pepsic.bvsalud.org/scielo.php?script=sci_pdf&pid=S1677-04712008000200015&lng=pt&nrm=iso&tlng=pt). Acesso em 05 nov. 20014.
- Ortega et al. A ritalina no Brasil: produções, discursos e práticas. Jul./set 2010. Disponível em <http://www.scielo.br/pdf/icse/v14n34/aop1510.pdf>. Acesso em 02 nov. 2015.
- Reppold, CT.; Hutz, CS. Investigação psicodiagnóstica de adolescentes: Encaminhamentos, queixas e instrumentos utilizados em clínicas-escolas. Abril. 2008. Disponível em: <[http://www.pepsic.bvsalud.org/scielo.php?script=sci\\_arttext&pid=S1677-04712008000100011](http://www.pepsic.bvsalud.org/scielo.php?script=sci_arttext&pid=S1677-04712008000100011)>. Acesso em: 01 nov. 2014
- Santos, MA. Caracterização da clientela de uma clínica psicológica da Prefeitura de São Paulo. Mar./maio 1990. Disponível em: <<http://www.bibliotecadigital.fgv.br/ojs/index.php/abp/article/viewFile/21751/20504>>. Acesso em: 01 nov. 2014

\*\*\*\*\*