Abstract

Light technologies in health approximate professionals and users and serve as important tools in the work of Community Health Agents to know the families’ difficulties and develop strategies. In this study, the aim was to get to know the concepts of welcoming and bonding of Community Health Agents in a city in the Northwest of Rio Grande do Sul and their use in care actions. This qualitative study involved 11 participants. Semistructured interviews were chosen for the data collection and thematic content analysis for data analysis. The study revealed welcoming as receptive acts and words and bonding as a relation of friendship, trust and commitment. These technologies were mainly used during home visits, when they exercise active listening and provide orientations. The need to equip the Community Health Agents and the health team is evidenced with a view to enhancing the understanding of the light technologies and acknowledging their relevance in health care.

Keywords

Family health, Community health workers, User embracement.