



## "Sua dor é de zero a quanto?": narrativa, sofrimento e resistência em uma unidade de atendimento de saúde suplementar [

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text (article)

Analítica

Based on a research interview that discusses a health care service that took place in a supplementary healthcare unit, this study investigates how the interviewee's narratives suggest the transformation of his experiences in means of resistance to certain types of oppression that routinely constitute clinical and management practices in this context. Grounded on an interactional sociolinguistic approach to discourse analysis, we aim at answering the following questions: how does the interviewee structure his narratives regarding both its organization and enunciation of experiences? and which expansions of this experience are discursively constructed as modes of resistance? It is assumed that discourse analysis of personal experiences' narratives can contribute to discussions about the health system's vulnerability both in the public and private spheres, in searching for balanced, efficient, humanized and quality services in view of institutional and market forces they subscribe to

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