

# SERVICE CHARTER

## YESTERDAY

### **The History...**

The Ospedale Maggiore of Milan was founded in 1456 by Duke Francesco Sforza. Two years later, Pope Pius II ratified the decision and established a particular indulgence, the “*Festa del Perdono*” or Feast of Forgiveness (which is still celebrated today every other year) to confirm the papal support of the hospital’s construction, an expression of collaboration between civil and clerical authorities for the good of the needy. The new institution incorporated dozens of operating welfare realities at least until the X century and thus became the main reference point for assisting sick people from any social background.

The hospital building, called “*Ca’ Granda*”, was designed by the architect Antonio Averlino, known as *Filarete*, and hosted the Ospedale Maggiore up to the Second World War’s air raids.

During the course of the 1900s they built the Policlinico’s pavilions, many of which still today, conveniently renovated, make up the modern Foundation. In 1939 the Ospedale Maggiore built and administered the Ospedale di Niguarda and, after the Second World War, the Ospedale Città di Sesto San Giovanni (1961) and the Ospedale San Carlo (1967), which then became autonomous in 1976.

Between the end of the 1800s and the beginning of the 1900s, as a remedy for ever increasing problems of space, the Hospital started to build some pavilions beyond the canal. The buildings were dedicated to the benefactors of the Foundation: the first was dedicated to Alfonso Litta in 1895. In 1906 they inaugurated the Luigi Mangiagalli Obstetrics-Gynaecological Institute, to whom they delegated the management of the entire Maternity-Gynaecological department. Next to this, in 1906 they activated the “Regina Elena nursery school for legitimate poor mothers” (in 1968 it became the Regina Elena Maternity-Gynaecological and Paediatric Institute), whose roots lie in the “Emergency Maternity Unit”, created in 1887 in via Unione. Later, in 1915, the Paediatric Clinic was also inaugurated, named after Giuditta and Demetrio De Marchi, the parents of Adelina, a financier of the initiative. The first brick the Industrial Clinic, named Luigi Devoto, was laid on the 11<sup>th</sup> December 1907 and the building was opened in 1910.

### **... and the cultural heritage**

The Hospital boasts a relevant cultural heritage: the historical Archive has been storing documents for the hospital’s administration since the XI century, for a total of 15,000 files; the historical Medical Library has about 100,000 volumes, between antique books published between the XV and XX century, specialized pamphlets and periodicals; the Photo Library hosts pictures dating from 1865. The clinical files testify the evolution of medicine and pharmaceuticals from the 1600s to the 1900s. A focal point of the art collections is the portrait gallery of all the benefactors, created in the XVII as a sign of thanks. To date there are over 920 portraits.

The cultural heritage also includes art collections attained through the benefactors’ estate. Among these, we must mention the Litta collections with “*La preghiera del Mattino*”, a masterpiece by the sculptor Vincenzo Vela.

## TOMORROW

### **The new hospital**

The project of the new Policlinico will give to the Milanese, and not only, an even more ample and hospitable Ca’ Grande, a new conception of modern structure which harmonizes the efficiency of organization with aesthetics, the high level of services and the highest care of treatment. No longer an archipelago of pavilions but a united body, deeply integrated with the other parts of the Policlinico and with the surrounding urban fabric.

The truly hospital-related activities will be concentrated in few structures, among which a Central Building that will host the Medical/Surgical and Maternity/Infant poles and the new Emergency Medical Service pavilion. The complimentary functions will take place in the Torre Sforza, a new building situated at the entrance of the hospital area that looks over via Francesco Sforza. There are also plans for a service structure, overlooking Piazza Umanitaria, which will contain the entire Mortuary Service, the Autopsic Rooms and logistic functions.

All these structures will be interconnected thanks to two parallel routes, an underground one (which will include an ample parking area), and an above-ground one. Further protected pedestrian pathways will be present on the surface, next to the access points to emergency vehicles.

## **PRESENTATION**

The IRCCS (Institute for Treatment and Research) Ca' Granda Ospedale Maggiore Policlinico Foundation was officially founded on 24<sup>th</sup> January 2005, from the transformation of the IRCCS Ospedale Maggiore Policlinico, with the Ministry of Health, Regione Lombardia, the Municipality and Archdiocese of Milan as its founders.

The Ca' Granda includes the original structures belonging to the Ospedale Maggiore of Milan and the Mangiagalli and Regina Elena Clinics, the Luigi Devoto Occupational Health Clinic and the Giuditta and Demetrio De Marchi Paediatric Clinic. The Università degli Studi of Milan also operates within the Foundation, thanks to a specific convention.

The main objectives of the Foundation are healthcare, in multiple medical and surgical disciplines and fields; biomedical research, particularly clinical and translational (i.e. finalized to transfer its own results to diagnosis and therapy); teaching activities, in collaboration with the University for the Degree courses and in those schools with medicine and surgery specializations, and in the Medicine and Surgery Specialization Schools and the Degree courses in Nursing, Midwifery and Clinical technology.

For some years now the area in Francesco Sforza, via Commenda e via Pace has been undergoing radical changes: the building of the Padiglione Monteggia, hosting the Neuro-sciences Department, finished in 2009; the in-depth restructuring of the Accident and Emergency Ward, started in 2010, and the building of the new hospital, with the opening of a large building site between the Zonda, Litta and Sacco Pavilions.

Despite the inevitable inconveniences, all of the staff guarantees the highest quality standards in respect of the needs and requirements of its patients.

## **BASIC PRINCIPLES**

The Foundation commits to and carries out its activities respecting the following principles:

**Equality.** Each person has the right to receive the most appropriate medical assistance and care, without discrimination of age, gender, race, language, religion or political beliefs.

**Impartiality.** The behaviour of all operators towards patients must be inspired by the criteria of objectivity, justice and impartiality.

**Continuity.** The Foundation has the obligation to insure the continuity and regularity of medical treatments. In case of irregular operations or of an interruption of service, it must adopt measures aiming at causing the least possible discomfort to the patients.

**Right to Choose.** Wherever it is permitted by law, the patients have the right to choose, between the persons who could care for them, the one/s better suiting their needs.

**Participation.** The Foundation must guarantee each patient:

- the participation to the service by means of correct, clear and complete information;
- the possibility to express his/her own evaluation of service quality and to file complaints or suggestions to further better the service;
- the cooperation with Associations of Volunteering, research and protection of human rights.

**Efficiency and effectiveness:** All public services must be supplied so as to guarantee an excellent relation between the resources involved, the completed activities and the obtained results.

## **ETHICAL-BEHAVIOURAL CODE**

In accordance with the aforementioned principles, with the legal provisions on the subject, and according to Lombardia's Regional guidelines, throughout the Foundation we have adopted an Ethical-Behavioural Code which represents the combination of values, principles and behavioural guidelines to whom the Foundation must adhere.

## **PROCESS QUALITY**

All of the Foundation's wards/services have been given the ISO 9001:2008 Certification regarding the admittance and treatment process in both emergency and scheduled regimes, the clinical process, and the scientific research activities and as suppliers of formative activities.

## **ETHICS COMMITTEE**

The Ethics Committee is an independent technical and multidisciplinary body which operates in the biomedical research and healthcare fields. It has an advisory nature and pursues the following goals:

- the evaluation of clinical trials protocols submitted by pharmaceutical companies, companies who produce medical instruments/devices, hospital researchers and university students employed by the Foundation, according to legal guidelines;
- the evaluation of ethical-deontological matters with the consequent editing of opinions, with the aim to support the choices of healthcare personnel;
- the promotion of formative-informative meetings with particular reference to bioethics.

The members are renown personalities in the world of research, law, social life, also from outside the Foundation.

## **“BOLLINI ROSA” (pink stamps)**

The National Observatory on Women's Health (*Osservatorio Nazionale sulla salute della Donna - O.N.Da*) has awarded the Foundation the three Pink Stamps (highest recognition) also for the biennial 2014/2015 for the particular focus on services aimed at prevention, diagnosis and care of the main women's pathologies.

## **BIOMEDICAL RESEARCH**

The Foundation pursues, as its main goals, clinical research with concrete effects on patient care, providing highly specialized hospitalisation and care and high level training activities.

The scientific nature of the Foundation is reflected in the two main sectors:

- Urgency-emergency medicine for adults and children (emergency medicine);
- Cells, organs and tissue repair and replacement (regenerative medicine).

## **ASSISTANCE**

The Foundation's staff work is aimed at guaranteeing diagnosis, treatment and assistance to citizens and, in particular, to the patients admitted to the structure. The Hospital is organized in departmental areas:

- Inner Medicine and Medical Specializations Department
- Neurosciences and Mental Health Department
- Surgery Department
- Multispecialty Units and Transplants Department
- Woman, Child and New-born Department
- Anaesthesia, Intensive Care and Accident and Emergency Department
- Services Department
- Preventive Medicine Department

## **ONLY WITH US**

Within the Foundation, all integrated activities for assistance and/or research, which are unique at a national level or are present in very few other Italian Centres apart from ours, are:

- Screening in Neonatology
- Occupational Health Clinic illness prevention
- Rare, hereditary, haemolytic, and difficult-to-diagnose anaemias
- Organ transplant
- Women with rare diseases seeking pregnancy
- Pre-conception consulting
- Analgesia during labour
- Diagnosis and treatment of oesophageal tract pathologies
- Neuroendocrine tumours of the gastro-enteropancreatic tract
- Hepatic and gastric ultrasounds
- Diagnostic-therapeutic courses for intestinal tract pathologies
- Augmentative and Alternative Communication (AAC)
- Paediatric Infectious diseases and immunoprophylaxis
- Diagnosis and non-invasive staging of lung tumours
- Coagulation screening
- Skin Conditions Therapy: dermatological phototherapy and radiotherapy
- Programme for the precocious training/qualification for daily management of children with incurable complex neuromuscular pathologies
- Pathologies of the upper respiratory tract in paediatric age
- Paediatric lung clinic
- Paediatric genetics and metabolic diseases
- Diagnosis and Treatment of Idiopathic Retroperitoneal Fibrosis
- Clinic dedicated to chronic kidney insufficiencies and related cardiovascular complications
- Dyslipidaemia and cardiovascular prevention
- Diagnosis and Treatment of primitive skin lymphomas and hystiocytosis
- Diagnosis and treatment of classic and iatrogenic Kaposi Sarcoma
- Research centre for Balance disorders
- Environmental Epigenetics
- Computational Blood and Fluid Dynamics (CFD) Models on TC 4D imaging in aneurisms of the abdominal aorta pre and post endovascular treatment
- Voice pathologies: multidimensional diagnosis and treatment.

## **PAINLESS HOSPITAL**

The Foundation's "Hospital without Pain" Committee, composed by physicians, nurses, pharmacists and volunteers, has the following goals:

- to spread and apply the guidelines provided by the Ministry of Health and the Lombardy Region for pain treatment;
- to detect and analyse the problem following clinical standards and train staff to optimize the response to the needs expressed by the patient;
- to use the pain symptom treatment protocols in all operating units.

The Committee is currently in a redefinition phase.

## **A UNIFORM FOR EACH PROFESSION**

The healthcare staff is easily recognizable by the colour of their uniform: Physician: green, Generic Nurse: blue, Midwife: lilac, Socio-sanitary Operator: grey, Healthcare Technician: burgundy, Assistants: orange, Paediatric Nurse: yellow, Nurse: light blue.

## **LIFE IN THE HOSPITAL**

In this section we will describe the modalities with which the citizen comes into contact with the hospital: the accident and emergency admittance and the hospitalisation admittance.

### **EMERGENCY MEDICINE**

In case of critical conditions or urgent need of medical assistance, the request for medical assistance is placed dialling from any telephone the free-of-charge numbers 118 or 112.

The call will be answered by a specialized operator who will ask a series of questions to understand the seriousness of the episode. The operating centre, when necessary, will send an ambulance and the required assistance from the nearest point.

### **GENERAL ACCIDENT AND EMERGENCY**

The Accident and Emergency is a public institution to which every citizen may turn to for urgent health matters. *No admittance deemed urgent will be refused. Were particular needs to prefer or impose it, the patient will be sent to another hospital.*

The access to the visiting room is regulated by an internationally recognized system, known as *triage*. Via codified methods (a brief interview of the patient, information from the 118, information from family members or companions) they will identify the patient's main problem. Then they establish, based on the urgency conditions, their level of seriousness and priority to access the visiting rooms with the appointment of a colour code which fits the various degrees of urgency:

**Red: Emergency.** Immediate life threat. Absolute priority.

**Yellow: Urgency.** Serious injuries. Maximum commitment to reduce the patient's waiting period.

**Green: Minor Urgency.** No apparent life threat. "Deferrable" treatment. Treatment given after the more serious cases.

**White: No urgency.** Apparently not serious, could be solved by the family doctor or a specialist in the clinic. Treatment given when possible, compatibly with the all the other urgencies. Access after Code Green. (\*)

(\*) *These services are subject to a €25 ticket payment for the specialized visit, including any other eventual diagnostic-therapeutic services. Those exempt from tickets are: minors under the age of 14, citizens over the age of 65, all exemption categories foreseen by the clinic's services.*

**Via F. Sforza, 33 – Emergency Medical Care-Admittance Pavilion**

**☎ 02 5503.6686**

### **PAEDIATRIC ACCIDENT AND EMERGENCY**

The Paediatric Accident and Emergency Ward is called if the child's health conditions are considered symptoms of an acute illness, or if urgent medical assistance is needed, or in case of life-threatening conditions.

The child is seen by specialised staff who assesses the urgency according to the four priority codes (triage) used in the General A&E Ward and described above, and provides the necessary care.

The paediatric accident and emergency is equipped with beds for brief and intensive observation.. These beds can be used to host a child requiring assessment tests and clinical stabilization.

Once a stable condition is reached, the child, based on the clinical evaluation can be discharged or transferred to ordinary hospitalization wards in the De Marchi Paediatric Hospital or in the same Accident and Emergency hospitalization sector.

**Via Commenda, 9 - De Marchi Hospital**

**☎02 5503.2694**

## **MATERNITY-GYNAECOLOGICAL ACCIDENT AND EMERGENCY**

The Maternity-Gynaecological Accident and Emergency admits and evaluates 24/7 all urgent health request of a maternity-gynaecological nature.

**Via Commenda, 12 – Mangiagalli Clinic**

**☎02 5503.2252 – 02 5503.2268**

## **EMERGENCY DENTAL CLINIC**

The Emergency Dental Clinic is a public service all citizens with urgent dental problems may turn to. All services administered there are subject to a ticket payment, with the exception of those citizens living in the Lombardy Region with special clinical or socio-economic conditions for which they have the right to exoneration from ticket payment. (DGR. n. VIII/3111 dated 1/08/2006 and DGR. n. 5875 dated 21/11/2007).

• **Via Commenda, 10 – Dental Clinic, adjacent to the Alfieri Pavilion**

🕒 **From Monday to Friday, from 8.00 to 20.00 (last admittance at 19.30)**

• **Via F. Sforza, 35 – Monteggia Pavilion**

🕒 **Saturday, Sunday and Holidays, from 11.00 to 13.00**

☎ **02 5503.2514**

☎ **02 5503.2815**

## **SEXUAL AND DOMESTIC VIOLENCE AID (SVSeD)**

Those who are subjected to sexual violence or abuse or inter-family ill-treatment have the opportunity to receive adequate care and help based on the perceived problems. The service offers healthcare and medical-legal assistance 24/7, 365 days a year. The psycho-social operators are also available for all medical staff of the Policlinico Foundation's Accident and Emergency and for law enforcement, in case of emergency, 24/7, 365 days a year.

From Monday to Friday, from 9.00 to 17.00, there are gynaecologists, nurses, social workers and psychologists who offer healthcare and assistance, listening, and telephone advice, acceptance and support, and guidance to using the services present on the territory. Legal, civil and penal council is also foreseen by the lawyers of the "SVSeD" non-profit Association.

**Via Commenda, 12 – Mangiagalli Clinic**

☎ **02 5503.8585**

☎ **02 5503.2489**

☎ **02 5503.2490**

@ **svsed@policlinico.mi.it**

🕒 **Monday-Friday, from 9.00 to 17.00**

## **ADMITTANCE MODALITIES**

Admittance to the hospital occurs as follows:

- Urgent Hospitalization: direct access to the Accident and Emergency or by referral of the attending physician
- Ordinary Hospitalization: access by referral of the attending physician or the hospital's specialized doctor
- Admittance to day hospital: single day hospitalization, or cycles of hospitalization, planned by the Department's specialist doctor.

## ***Necessary documents for admittance***

When being admitted to the hospital the patient must show:

- the electronic Regional Service Card or, alternatively, the paper regional health insurance;
- a valid identity document.

### ***Pre-admittance***

For surgical hospitalization, all pre-surgery tests are usually carried out in a pre-surgery regime and are completely free, except for those cases where the patient renounces to the operation. The documents listed in the chapter above must also be shown before pre-surgery exams.

### ***Foreign Citizens***

Foreign citizens are guaranteed all healthcare foreseen by our legal system. Hospitalization for foreign citizens is free of charge in the following cases:

- Foreign citizens are in possession of a health insurance card of the Italian National Healthcare Service.
- Citizens belonging to the European Union who present the European Health Insurance Card (EHIC) or a substitute certificate, for urgent hospitalizations. For planned treatments (including childbirth) the S2 form must be shown.
- Citizens of Countries with bi-lateral agreements who show a form issued by their own Assistance Body.
- Extra-Community citizens, without stay permit, are assigned the code STP (Foreigner temporarily present) will be treated for urgent and essential care.

In all other cases the appropriate fee according to the type of hospitalization is charged. A foreign citizen who wishes to undergo medical treatment in Italy paying the appropriate charges must ask for a visa and the relative Permit of Stay according to the competent diplomatic or consular representation as well as to the Italian Police. A transfer to Italy for medical care is also allowed within the framework of humanitarian programmes, with previous authorization of the Ministry of Health, in agreement with the Ministry for Foreign Affairs.

### ***Handling of Personal Information***

When entering the ward, the patient is given a form to fill and sign regarding their personal information. In accordance with Law 31/12/1996, n. 675 and its updates (l. 196/2003) “Tutela delle persone e di altri soggetti rispetto al trattamento dei dati personali” ( “Privacy Law, safeguarding the person and other entities as regards the treatment of personal data”), the data supplied by the patient or acquired within the medical care are treated by the Foundation or by third parties according to the abovementioned Law. All of the patient’s personal information is collected, registered, elaborated and filed in the hospital’s institutional activities. Should the patient’s information be needed for reasons of scientific or statistical research, it will be transmitted in a strictly anonymous manner.

### ***Informed Consent***

Each patient has the right to know, and must be informed by his Physician on his state of health, the characteristics of the illness, the advised treatments (medication, exams, surgery), the mode of treatment, results and possible consequences, as well as any possible alternative treatment. This allows the patient to accept or refuse the physician’s proposal expressing their own opinion on the advised treatment with the subscription to the “Informed Consent” form.

### ***Smoking***

The Foundation is a smoke free hospital. By law smoking is absolutely forbidden in all areas.

### ***Emergencies, fire safety and accident prevention***

The Foundation has implemented an emergency plan, with specific operational procedures. The Foundation’s staff has been trained to intervene in the event of fire and to guarantee the safety of all those present.

The Foundation’s emergency plan is focused mainly to:

- reduce to the minimum all dangers that the persons present might encounter due to catastrophic events (fires, earthquakes, etc.)
- bring assistance to the affected people
- delimit and control the event so as to reduce damage.

If you were to find yourselves inside the Foundation it's possible, in case of emergency, to call this number from landlines or mobile phones: ☎ **02 5503 5577**

### ***Use of mobile phones***

Sometimes the use of mobile phones in the hospital may impair the correct functioning of the machinery. It is important to respect the forbidden areas. The use of mobile phones is permitted in respect of the other patients during daytime hours and with a low volume ringtone.

## **CLINIC ACTIVITIES**

### ***Clinics locations***

The clinics of the Foundation are situated at:

- the Lamarmora health clinic in via Lamarmora, 5
- the pavilions of the Foundation in the following streets:
  - Via Francesco Sforza, 35
  - Via Pace, 9
  - Via Commenda, 9, 12, 15, 16, 19
  - Via Manfredo Fanti, 6
  - Via San Barnaba, 8

### ***Clinics timetables***

The clinics are normally open to the public from Monday to Friday. From the month of October 2014 some clinics will remain open on Wednesday and Thursday evenings, from 18.00 to 22.00, and Saturday mornings from 8.00 to 12.00 (urology, radiology, maternity, gynaecology, digestive endoscopy, ecocolordoppler, electromyography, cardiology). It is necessary to book as appropriate.

### ***Necessary documents for booking appointments***

To book services credited to the National Healthcare Service one must present:

- the request of the General Practitioner
- the Electronic Regional Service Card or alternatively the paper regional healthcare card or tax code
- any documentation certifying the right to ticket payment exemption.

### ***Booking modalities***

One can book exams and specialist visits:

#### ***In person:***

- Via Lamarmora, 5 at the Lamarmora  
⌚ **Monday-Thursday, from 8.00 to 17.30 - Friday, from 8.00 to 15.30**
- Via Pace, 9  
⌚ **Monday-Thursday, from 8.00 to 17.30 - Friday, from 8.00 to 15.30**
- Via Commenda, 12 at the Mangiagalli Clinic  
⌚ **Monday-Friday, from 8.00 to 18.00 -**
- Via Commenda, 10 at the Odontological Clinic  
⌚ **Monday-Friday, from 8.00 to 15.15**
- Via Manfredo Fanti, 6 at the Regina Elena Clinic (paediatric counter)

**🕒 Monday-Friday, from 8.00 to 15.15**

- Via Francesco Sforza, 35 at:
  - the Radiology counters of the Sacco pavilion
- 🕒 **Monday-Friday, from 8.00 to 16.00**
  - the Monteggia pavilion counters
- 🕒 **Monday-Friday, from 8.00 to 18.30**

The counter service's schedule may vary during festivities and the summer period.

**By telephone:**

Regional Call Centre - Regione Lombardia:

☎ **800.638.638**

🕒 **Monday-Saturday, from 8.00 to 20.00, excluding holidays**

**Via web:**

[www.crs.regione.lombardia.it](http://www.crs.regione.lombardia.it)

***Ticket payment***

The payment of tickets can be made:

- to the staff at the ticket counter in the aforementioned timetables
- at the Yellow Points (automatic counters) situated on the ground floor of the following pavilions:
  - Lamarmora Pavilion, Via Lamarmora, 5
  - Monteggia Pavilion, Via F. Sforza, 35
  - Mangiagalli Clinic, Via Commenda, 12
  - Regina Elena Clinic, Via Manfredo Fanti, 6
  - Odontological Clinic - Via Commenda, 10

We must remind you that to pay tickets at the Yellow Points one must present the appointment booking code.

*Specialists and Out-patients appointments can also be booked in some Pharmacies of the city of Milan presenting the Electronic Regional Service Card and the request by the General Practitioner. This service is at present being tested and is currently available only for some Hospitals (the Foundation is one of them) and only for some treatments.*

*Free of charge number 800.638.638 (also from mobile phone) – Monday-Saturday, from 8.00 to 20.00.*

***Samples Collection Unit***

**Adult Samples Collection Unit**

**Via San Barnaba, 8 – Devoto Pavilion**

The patient must present themselves for registration and ticket payment at the appointed desk with the request by the General Practitioner and the Regional Health Insurance Card. Direct access: no booking necessary.

Sample Collection

🕒 **Monday-Friday, from 7.30 to 11.00**

☎ **02 5503.3405**

Sample delivery

🕒 **Monday-Friday, from 8.00 to 16.00**

### **Paediatric Sample Collection Unit**

**via Manfredo Fanti, 6 - Regina Elena Clinic**

Sample Collection

🕒 **Monday-Friday, from 8.00 to 12.30**

☎ **02 5503.4377**

Sample delivery

🕒 **Monday-Friday, from 8.00 to 16.00**

**Devoto Pavilion**

### ***Booking services in a “urgent delayable” regime***

The “urgent delayable” (“urgenti differibili”) treatments/visits are those considered by the prescribing doctor of an urgent nature, but not in emergency mode, i.e. they do not involve a need to access the treatment via the Accident and Emergency Ward. The General Practitioner and the Specialist have the option of using a “green dot”/priority treatment request which can be applied on the prescription if they feel that the treatment/visit request is urgent, but not in emergency. The treatment/visit will be scheduled within the time frame set by the current Laws.

### ***Waiting times***

The Foundation commits to respecting the waiting times of all services as established by Regione Lombardia.

### ***Foreign citizens***

All foreign citizens are guaranteed the clinical healthcare foreseen by law. Those foreign citizens who have registered at the Italian National Healthcare Service (NHS) have equal rights and obligations in regards to the contributory obligations to healthcare in Italy (ticket payment).

Those foreign citizens regularly living in Italy, who have not registered at the Italian NHS are expected insure themselves against illness, injury and maternity risks via the appropriate insurance policies valid on national territory, i.e. via the facultative registration to the NHS.

Urgent and essential care is ensured to Foreign Citizens belonging to the European Union temporarily living in Italy, who present the European Health Insurance Card (EHIC) (“Tessera Europea di Assicurazione Malattia” – TEAM) or a substitute certificate, to Citizens of Countries with bi-lateral agreements who show a form issued by their own Assistance Body, and to Extra-Community Citizens with a Regional Code STP (“Foreigner Temporarily Present” - Straniero Temporaneamente Presente). These citizens are bound to pay the same ticket, if due, as Italian Citizens. In case a Health Care document is not shown (Italian NHS health card, TEAM or substitute certificate, form of Country with bi-lateral agreements, regional code STP) they are due to pay the entire amount of the health care treatment or visit.

### ***Freelancing***

Freelancing allows the citizen, by paying, to choose the physician and/or a team of healthcare personnel to carry out the required service. This involves, within the specialities offered by the Foundation, specialists visits, instrumental diagnosis tests, surgery (for surgical hospitalization) and medical care (for medical hospitalization) The outpatient clinics’ freelancing activity is carried out in the Outpatient visiting areas of the Foundation and in the authorized external private outpatient doctors’ studies.

Freelancing within the hospitalization regime is available in the Departments for paying patients of Santa Caterina and Polispecialistico: here it is possible to have a double room, or a single room for exclusive use.

The list of doctors who perform freelance activities is published on the Foundation's website at the following address: [www.policlinico.mi.it](http://www.policlinico.mi.it) at the tab *Prenotazioni* and then *Prenotazioni in Libera Professione*.

You can book services in person, at our booking office, situated in the Alfieri Pavilion:

**Via Commenda, 10**

Or by telephone:

**☎02 5503.4422**

**🕒Monday-Friday, from 10.00 to 20.00 - Saturday, from 9.00 to 12.00**

### ***Freelance professional activities performed during a treatment regime in paying wards***

Those who can be admitted to the Santa Caterina ward, situated on the 2<sup>nd</sup> floor of the Mangiagalli Clinic are:

- those patients admitted after a surgical operation performed by a Freelance Professional (separate ward)
- those patients admitted with freelance medical assistance
- pregnant women or women who have just given birth, who chose to stay in the paying ward with only the paid
- pregnant women who chose to give birth assisted by a trusted team (gynaecologist, anaesthesiologist, obstetrician) in a freelance regime and to stay in the paying ward in a paid room.

### **PATIENTS ADMITTED AFTER A SURGICAL OPERATION PERFORMED BY A FREELANCE PROFESSIONAL**

Booking the room normally occurs after having made arrangements with the head physician and the ward's secretary.

### **ROOMS IN THE PAYING WARD**

The women who give birth at Mangiagalli can chose to have a paid room, for exclusive use (one bed per woman and one for the accompanying person) or a double (two women sharing the same room) in the Santa Caterina ward.

The choice must be communicated to the secretary of the paying ward at the time of admittance to the hospital. Room assignment occurs after the birth (spontaneous or caesarean section). Should there be several requests, the order of room assignments will be based on the time when the birth took place.

The patients who chose recovery with paying a single room in the paying ward have the right to the exclusive use of the room only if there is the effective availability in response to the requests. In case of unavailability, the rooms are assigned with a non-exclusive use (two beds for two patients).

### **CHOOSING THE MEDICAL TEAM AND PAID ROOMS**

At the moment of birth in Mangiagalli it is possible to be assisted by a team of Freelance specialists of the patient's own choosing (gynaecologist, anaesthesiologist, midwife).

The specialist must be exclusively trained doctors of the Foundation who perform intramoenia activities. The list of these professionals is available at the Freelance Administration Office.

The woman who gives birth assisted by the team of her choosing can request a room, private or double, in the Santa Caterina ward. Accessing the room occurs on admittance to the hospital. In case of planned caesarean section, it's possible to book a room in advance.

For information regarding the costs and modalities of access:

**☎02 5503.2064 - 2015 - 8268**

**🕒From Monday to Friday, from 8.30 to 16.00**

## Mangiagalli Clinic, ground floor

### USEFUL TELEPHONE NUMBERS AND EMAIL ADDRESSES

SWITCHBOARD: ☎ 02 5503.1

GENERAL MANAGER: [dirgen@policlinico.mi.it](mailto:dirgen@policlinico.mi.it)

FINANCE AND ADMINISTRATION: [diramm@policlinico.mi.it](mailto:diramm@policlinico.mi.it)

HEALTH DIRECTOR: [dirtsan@policlinico.mi.it](mailto:dirtsan@policlinico.mi.it)

SCIENTIFIC DIRECTOR: [dirscien@policlinico.mi.it](mailto:dirscien@policlinico.mi.it)

GENERAL ACCIDENT AND EMERGENCY ☎ 02 5503.6686

PAEDIATRIC ACCIDENT AND EMERGENCY ☎ 02 5503.2694

MATERNITY-GYNAECOLOGIC ACCIDENT AND EMERGENCY ☎ 02 5503.2252 - 2268

SEXUAL AND HOME VIOLENCE AID - SVSeD ☎ 02 5503.2489 - 8585

PUBLIC RELATIONS' OFFICE - PRO ☎ 02 5503.3103 – 2213

### *Booking of Outpatients visits and treatments*

- National Healthcare Service: Call Centre Regione Lombardia ☎ 800.638.638

- Private - Freelance: ☎ 02 5503.4422

### *Medical Files Release Office*

☎ 02 5503.2455

☎ 02 5503.3651

### **OPERATING UNITS**

COU Allergology and Immunology

COU Anatomy Pathology

COU Anaesthesia

COU Audiology

COU Broncopneumology (Lung Center)

COU Transfusion Centre

COU Hepato-Bilio-Pancreatic Surgery

COU General and Emergency Surgery

COU Maxillofacial surgery and Odontostomatology

COU Paediatric Surgery

COU Thoracic Surgery

COU Vascular Surgery

COU Transplant Coordination

COU Dermatology

COU Paediatric Dermatology

COU Non Tumour Haematology and Coagulopathies

COU Endocrinology and Metabolic Diseases

COU Epidemiology

COU Paediatric Cystic Fibroses

SDOU Medical Physics

COU Gastroenterology and Endoscopy

COU Gastroenterology and Hepatology

SDOU Medical Genetics

COU Geriatrics

COU Gynaecology

COU Central Laboratory

SDOU Haematology Laboratory

COU Cardiovascular Diseases  
SDOU Neurodegenerative Diseases  
SDOU Neuromuscular Diseases  
COU Internal Medicine  
COU High Complexity Internal Medicine  
COU Metabolic Internal Medicine  
COU Nuclear Medicine  
COU Work-related Medicine  
COU Nephrology and Dialysis  
COU Paediatric Nephrology and Dialysis  
COU Neonatology and Neonatal Intensive Care  
COU Neurosurgery  
COU Neurofisiopathology  
COU Neurology  
COU Paediatric and Adolescent Neuropsychiatrics  
COU Neuroradiology  
COU Ophthalmology  
COU Onco-hematology  
COU Medical Oncology  
COU Maternity  
COU Otorhinolaryngology and Cervical-Facial Pathologies  
COU Medium Intensity Paediatric Care  
SDOU Medically Assisted Procreation  
COU Accident and Emergency  
COU Paediatric Accident and Emergency Outpatients' Clinics and Day Hospital  
COU Maternity and Gynaecological Emergency and Admittance  
COU Workers Health Protection and Promotion  
COU Psychiatrics  
COU Radiology  
COU Intensive Care Unit  
SDOU Cellular and Cryobiology Therapy  
COU Kidney Transplants  
SDOU Emergency Traumatology  
COU Urology  
SDOU Paediatric Urology

\* COU Central Operating Unit

\* SDOU Simple Departmental Operating Unit

*On the website [www.policlinico.mi.it](http://www.policlinico.mi.it) you can find data sheets with the services offered by each Operating Unit.*

## **USEFUL SERVICES**

### ***Health Direction***

The Health Direction is responsible for the organizational management of the Foundation, included the hygienic hospital activities and health construction, as well as the medical-legal activities (included the management of the clinical documents) and the supervision of the Emergency Department. It manages the administrative aspects of all the activities at competence here included those related to the organization of the outpatient activities.

**Via Francesco Sforza, 28**  
**02 5503.3204**  
**02 5776.0158**  
**[@dirsan@policlinico.mi.it](mailto:@dirsan@policlinico.mi.it)**

### ***Health Direction Executive Committee***

**via Francesco Sforza, 35**  
**ex nun dorm- 2nd floor**  
**02 5503.3202-2570-2143-3496**  
**02 5518.5528**  
**[@direzione.presidio@policlinico.mi.it](mailto:@direzione.presidio@policlinico.mi.it)**

### ***Pharmacy Service***

Internal service that ensures sourcing to the wards and the prompt availability of medicines and prepacked medicines as well as oral and injectable galenic preparations for individual patients and medical devices and medical diagnostics in vitro.

### ***Nursing, technical and rehabilitation service (SITRA)***

SITRA ensures a personalized quality assistance to all users with the guarantee of an optimal investment of the available resources, respecting the ethic medical rules. It is equipped with managerial autonomy, managerial ability of organization and coordination of the nursing, obstetric, technical health and rehabilitation staff, of prevention and of the support operators, consistent with the Medical Management of the Foundation.

**Via Francesco Sforza, 35**  
**ex nun dorm – 1st floor**  
**02 5503.3107**  
**[@sitra@policlinico.mi.it](mailto:@sitra@policlinico.mi.it)**  
**Mon-Fri : 7:00 a.m. - 5:00 p.m.**

### ***Administrative Admission Office***

It manages the patient's admission/discharge procedures including the administrative check of the documents.

**via Commenda Street, 12 – Mangiagalli Clinic**  
**02 5503.2021**  
**02 5503.2165**  
**Mon-Fri: 8:00 a.m. - 4:00 p.m.**

### ***Clinical Chart Office***

The office is open to the public for the issue of the health records, (medical charts, reports, X-ray photographs).

**Via Francesco Sforza, 35 (to the back of the porter's lodge/ info point).**  
**Mon-Fri: 8:30 a.m. - 3:30 p.m. (open all day)**

## ***REQUEST METHOD***

The issue of the health records (medical charts, reports) is achieved:

- *In person*

## at the medical charts walk-up window

- *by fax*

**02 5503.3651**

The health records can only be required by:

- an entitled person equipped with an identification card
- a person delegated equipped with its own identification card, a proxy signed by the delegator and a copy of his identification card
- in case of minor or incapable, by the operator of parental responsibility or by guardian (or by delegated persons) equipped with appropriate legal documents and eventual proxy
- in case the entitled person is deceased, the health record is issued only to the legitimate heirs (or to delegated persons) equipped with appropriate legal documents and eventual proxy.

The medical charts for hospitalizations due to voluntary interruption of pregnancy can only be requested and collected by the holder of the medical chart.

The identification cards, the eventual proxy or the legal documents must be enclosed at the moment of the request or be sent by fax.

## ***RATES***

The rates for the issue of a certified copy of a medical chart are:

Up to 100 pages € **15.00**

From 101 to 300 pages € **35.00**

From 301 on € **55.00**

For the medical charts prior to the last 5 years there is an additional charge of € **10.00**

The payment must be made before collection at the ticket desk of the Mangiagalli clinic in via Commenda, or by a form sent at domicile with proof of receipt.

## ***CONSIGNMENT METHOD***

The health record :

- is consigned directly at the Medical Charts walk-up window

***Mon-Fri : 8:30 a.m. - 03:3 p.m. (open all day)***

- can be sent to the domicile specified in the request

The medical record can be consigned solely to:

- entitled person equipped with identification card
- a delegated person equipped with personal identification card, with written mandate and with the applicant's identification card
- in case of minor or incapable, to the operator of parental responsibility, to guardians (or to their delegates) equipped with appropriate legal documents.

In case the person entitled is deceased, the medical record is issued only to the legitimate heirs equipped with appropriate legal documents.

## ***FIRST AID RECORD OR OUTPATIENT REPORT***

For the issue of a single certified copy of first aid record or outpatient report the rates are:

- First Aid record € 3.50

- Outpatient report € 3.50

## **CONTACTS**

For information direct to

**02 5503.2455**

**Mon- Fri : 8:00 a.m. - 3:30 p.m.**

### ***Birth Declaration Office***

**via Commenda, 12- Mangiagalli Clinic- ground floor**

**02 5503.2762**

**02 5503.2165**

**Mon-Fri: 10:00 - 12:00 a.m. / 1:00 – 03:30 p.m. Only by appointment**

### ***Pediatrician option Office***

Residents in Milan can make the option of the general pediatrician at the walk-up window number 9 at the Reservation Centre of the Mangiagalli Clinic (ground floor)

**Mon: 1:30 - 3:00 p.m.**

### ***Social Services***

Responsible for the management of problems related to the social nature of the patients and for the contacts with the equivalent land services.

**via Commenda,16– Pav. Litta – 1st floor**

**02 5503.4297**

**02 5503.3811**

**[@segreteria.serviziosociale@policlinico.mi.it](mailto:@segreteria.serviziosociale@policlinico.mi.it)**

**Mon-Fri : 8:30 - 12:00 a.m. / 1:00 - 3:30 p.m.**

### ***Office for Foreigners***

The office manages the health services supplied to foreign citizens.

**Via Commenda, 12– Mangiagalli Clinic – ground floor**

**02 5503.3137**

**02 5503.8445**

**[@simona.creston@policlinico.mi.it](mailto:@simona.creston@policlinico.mi.it)**

**Mon-Thu: 9:30 - 12:00 a.m. / 2:00 - 4:00 p.m.;**

**Fri 9:30 - 12:00 a.m.**

### ***Morgue***

**via Francesco Sforza,38**

**02 5503.3150**

**Every day : 8:00 a.m. - 7:00 p.m.**

## **USEFUL INFORMATION**

### ***Donate...***

#### ***...BLOOD***

At the Foundation is present the Transfusion and Immunohematology Centre that collects blood /blood elements, clinical and laboratory activity. People aged 18-60, who weigh at least 50kg, and in good health can donate blood. You can access the centre directly or by prior phone booking:

**Mon- Thu, 8:00 a.m. - 4:30 p.m.** ( up to 02:00 p.m. for blood donations, from 02:00 for outpatient medical examinations)

**Fri, 7:45 a.m. - 4:30 p.m.** (up to 02:00 a.m. for blood donations, from 02:00 for outpatient medical examinations)

**Sat. 7.45 a.m. - 2:00 p.m.** (only blood donations)

**02 5503.4132 – 02 5503.4112**

**via Francesco Sforza, 35– Pav. Marangoni**

### **...ORGANS**

The Local Coordination Office of the Organ and Tissue Draw for Transplant aim coordinates the activities regarding the donation and transplant of organ and tissues, at the Foundation or at afferent Area Hospital Units.

For information:

**02 5503.3453**

**02 5503.3202 – 02 5503.3496**

**02 5518.5528**

**[@rossetti@policlinico.mi.it](mailto:@rossetti@policlinico.mi.it)**

### **...UMBILICAL CORD BLOOD**

At the Foundation are provided, based on specific authorized procedures and where suitable conditions subsist, the donation of the umbilical cord blood and its carriage at the placental blood bank Milano Cord Blood Bank, operating at the Foundation since 1993.

The placental blood bank, that collects solidarity cord blood donations from 42 delivery rooms in Lombardy and in Trentino, has an inventory of over 10.000 donations, 538 of them relocated in Italy and abroad from 1994 to 2013 ( data up to Sep 30 2013).

For the exportation to foreign umbilical cord blood banks for a private storage is necessary to fill in specific documents and receive authorization from the Medical Direction of the Hospital Unit.

For information:

**02 5503.4050 – 2570- 3202**

**[@direzione.presidio@policlinico.mi.it](mailto:@direzione.presidio@policlinico.mi.it)**

### **Cell Therapy**

In July 2007 was accredited from the Italian Drug Agency (AIFA) the Cell Factory “Franco Calori”, a laboratory that prepares cell therapy products according to the GMP (Good Manufacturing Practices) rules.

**For information: 02 5503.4053**

### **Rare Diseases**

The Foundation is the main Hospital Unit among the 31 part of the Regional Network for Rare Diseases in Lombardy, established by deliberation n° VII/7328, session of 11 December 2001 of the Lombard Regional Council . At the Foundation are held diagnostic and welfare activities for subjects with rare diseases . The hospital is accredited to look after 265 rare diseases and it has at its disposition over 60 specialists from many Operative Units in the paediatric and adult ambit. Furthermore, at the Foundation has seat the Unit of regional coordination for the coagulation pathologies and the Unit of regional coordination for the Congenital Anaemia. Since 2002 the Operative Unit Neuromuscular Diseases, regional reference centre for the neuromuscular diseases, manages the activities of a “Bank of muscle tissues, pferiferic nerve ,DNA and cellular culture” partner of the European organization Eurordis and of the “Telethon Genetic Biobanks” network.

### **Rare Diseases Walk-in Window**

It is an initiative born from the collaboration among the Forum of Solidarity NonProfit, the Department of the Woman, of the Child and of the Newborn and the Operative Unit of Medical Genetic of the Foundation, the Department ASSI- ASL Milano. The project sets itself as an additional resource for the activation and use of the services already considered by the territorial network, public and/or private, for the rare diseases. Through the analysis of the needs and resources (individual, domestic and social) of the users, are indicated personalized projects of psychological support, social support and healthcare in order to achieve network interventions through a global responsibility take. All the activities of the service, in fact, tend to achieve a combined path of help and support through the personalization of the process of diagnosis and cure. In order to achieve the prederminated aims, a part from the operative support from the territorial entities, the help desk employs professionalism that are different between them but still complementary: Psychologist, Social Assistant, Administratives. Each intervention area considers activities directed to the reception to the backing and easing of the use of the services present within the hospital structure and on the territory. The help desk for the rare diseases is situated at the Mangiagalli Clinic

### **Secretary Help Desk**

**5503.2368**

**9:00 - 12:30 a.m.**

answering machine service is operative.

**02**

**Mon-Fri :**

Out of this time, an

## **HOSPITALITY SERVICES**

### **Refreshment Service**

Mangiagalli Clinic, undergroud floor, there is a bar.

**a.m. - 6:30 p.m.**

**Non-working day 8:00 - 12:00 a.m.**

some pavilions are available drinks and snacks vending machines.

At the

**Mon-Fri 6:30**

**Sat 6:30 a.m. - 2:00 p.m.**

Inside

### **ATM Window**

hospital there are two cash dispenser windows of Banca Popolare Commercio e Industria.

**Francesco Sforza,35 (behind S.t Giuseppe church)**

**Commenda, 12 (at the entrance of the Mangiagalli Clinic on the right)**

Inside the

**-via**

**-via**

### **Telephone**

department are available some calling cards pay phones.

In the

### **Hospitality facilities for the patients' families**

“At home far from home” (web site”[www.acasalontanidacasa.it](http://www.acasalontanidacasa.it)”) is a network in Milan and Lombardy of shelter houses for ill people and their families, managed by four associations nonprofit, that allow to find accomodations with favourable fees for relatives and helpers of hospitalised people in the city of Milan. **Toll free number 800.161.952** is operative for information regarding different kinds of accomodations. In addition to this possibility of query, the Foundation makes available an additional list of facilities for hospitality.

“At home

**Toll**

For info: Social service

**02 5503.4297**

**Fri: 8:30 - 12:00 a.m. /1:00 - 3:30 p.m.**

**Mon-**

### **Web site**

site [www.policlinico.mi.it](http://www.policlinico.mi.it) is an instrument of communication ever updating, that supplies info on the activities of the Foundation. On the web site, in addition to the downloadable version of this document, is available the un-edited version of the Charter of Services that also includes the detailed informational sheets on the entry and outpatient activities offered by the hospital.

The Web

### **Religious Support**

In Foundation are present the following churches:

St. Giuseppe ai Padiglioni – **via Francesco Sforza, 35**

Innocenti - **via Commenda, 12**

Beata Vergine Addolorata - **via Pace, 9**

St.

- Chaplains **02 5503.3663 – 02 5503.2210**  
Giuseppe vestry **02 5503.3683**  
**02 5503.3182**  
[@segreteriaiparrocchiale@policlinico.mi.it](mailto:@segreteriaiparrocchiale@policlinico.mi.it)

- St.  
-Parish Catalogue

### ***Time Religious Celebrations***

#### **.Santi Innocenti Church**

12:30 a.m. Mass celebration  
1.00 – 3:00 p.m. Eucharist Adoration followed by the Rosary and the Blessing  
festivities 7:30 p.m. St. Mass  
11:00 a.m. and 7:30 p.m. St. Mass

Mon- Fri  
Every Thu  
Sat and eve  
Sun and Festivities

#### ***Saint Joseph Church***

3.00 p.m. Rosary and possibility of Confessions  
St. Mass

Every day  
3:30 p.m.

The chaplains and the nuns, spiritual assistants, visit every day the patients in the departments and are available for the administration of the Sacraments (Reconciliation, Eucharist, Extreme Unction) and for conversation with the families. If the patient professes a religion different from the Catholic one, the chaplains will undertake, on request, to contact the respective minister of religion.

### ***Scientific Library***

The scientific library of the institution was established in 1988 with an initial equipment of 350 subscriptions that try to cover all areas affected by the hospital activities. On the web site [www.policlinico.mi.it](http://www.policlinico.mi.it) in the section “Research and University”, is available the list of services and resources offered by the Library, here included the titles of over 14.000 periodicals from which is possible to download the articles thanks to the eBook packages bought by the board and/or supplied by the Region Lombardy through SBBL ( Lombardy Biomedical Library System) and from the Ministry of Health) through Bibliosan (Boards of Research Libraries).

For info:

**02 5503.8395**

## **CENTRES OF EXCELLENCE**

### **ALLERGOLOGY AND IMMUNOLOGY**

- Regional reference centre for systemic and autoimmune diseases
- Regional reference centre for the diagnosis and treatment of allergological diseases
- Regional reference centre for the diagnosis and treatment of allergy to hymenoptera venom

### **AUDIOLOGY**

- Centre infant hearing loss
- Centre balance disorder

### **PULMONOLOGY**

- Regional reference centre for cystic fibrosis in adults

### **CARDIOLOGY**

- Inter university centre of clinical physiology and hypertension

### **SURGERY**

- Centre of bariatric surgery

### **TRANSPLANT SURGERY**

- Centre for pre-clinical surgery researches

- Centre Beatrice Vitiello for the association, assistance, research and training in the field of liver transplant

### **DERMATOLOGY**

- Centre diseases sexually transmitted

### **ENDOCRINOLOGY**

- Reference centre of the Basedow orbitopathy
- Regional reference centre for growth hormone deficiency in the adult and in the child

### **GASTROENTEROLOGY**

- Centre prevention and diagnosis of celiac disease
- Centre A.M. and A. Migliavacca for the study of liver diseases

### **GERIATRY**

- Centre geriatric of atherosclerosis
- Centre for researches in medical bioclimatology, biotechnologies and natural medicines
- Centre for the dyslipidemias

### **OCCUPATIONAL MEDICINE/EPIDEMIOLOGY**

- Centre for research in occupational clinical and environmental epidemiology
- Centre for research in the effects of dust inhalation
- Centre prevention, diagnosis and treatment of tobacco addiction
- Regional reference centre for ergonomics of posture and movement and for environmental and occupational allergology
- Network committee of Lombardy Region for the Ehlers Danlos syndrome

### **INTERNAL MEDICINE**

- Centre for the study and prevention of atherosclerosis
- Centre of the metabolic liver diseases
- Centre of regional coordination for the thalassaemic-hemoglobinopathic syndromes and for the other inborn hemolytic anaemias not hemoglobinopathic
- Regional reference centre Angelo Bianchi Bonomi for the hemorrhagic and thrombosis diseases
- Regional coordination centre for inborn coagulation disorders
- University centre for the study of the metabolic liver diseases

- **NEPHROLOGY/PAEDIATRIC NEPHROLOGY**

- Reference centre of clinic laboratory and research for the examination of urinary sediment
- Centre for the treatment and study of the hemolytic-uremic syndrome
- Regional reference centre for the treatment of the chronic renal reduction and for the histological diagnosis (renal biopsy) of the paediatric nephropaties

### **NEONATOLOGY**

- Centre neonatal nutrition

### **INFANT NEUROPSYCHIATRY**

- Over area centre for augmentative communication
- Reference centre for the medicine therapy of the disorder from attention deficit with hyperactivity disorder
- Service parental untimely qualification
- Unit for complex disability

### **NEUROLOGY**

- Centre for the neurotechnologies, the neurostimulation and movement disorders
- Inter departmental centre of spectroscopy of advanced technologies to nuclear magnetic resonance applied to complex biology systems and to the study of mitochondrial functioning (Neurology and Radiology)
- Centre Dino Ferrari for the diagnosis and treatment of the neuromuscular and neurodegenerative diseases
- Reference centre “Alzheimer valutative Unit”
- Centre for the neurodegenerative diseases
- Provincial reference centre for the research and treatment of multiple sclerosis and the dispensation of immunomodulatory drugs
- Regional reference centre for Parkinson’s disease and extrapyramidal disorders
- Regional reference centre for neuromuscular diseases

### **OBSTETRICS AND GYNAECOLOGY**

- Reference centre for the study and treatment of rare inborn anomalies of the female reproductive system
- Regional reference centre of prenatal diagnosis
- Regional reference centre aid in domestic and sexual violence (SVSeD)

### **PEDIATRICS**

- Regional reference centre for paediatric HIV
- Isolation centre for paediatric infectious diffusive pathologies
- Reference centre for Lyme disease
- Centre for vaccinations in protected environment
- Regional reference centre for cystic fibrosis in children

### **BLOOD TRANSFUSION CENTRE/CELL THERAPY AND CRYOBIOLOGY/ ORGAN AND TISSUE TRANSPLANT IMMUNOLOGY**

- Milan Cord Blood Bank
- Bio bank POLI-MI
- Interdepartmental centre of cytometry
- Cell factory “Franco Calori”
- Regional and inter regional reference centre for the activity of withdrawal and organ and tissue transplant
- Regional bank of rare group blood products
- Reference laboratory for immunohematology (accredited AABB)

- Regional centre of bone marrow donors
- Regional reference centre for corneal graft
- Regional reference centre for tissue immunology

## UROLOGY

- Centre rare diseases – cystinuria
- Centre calculus treatment

## PARTICIPATION AND PROTECTION

The Foundation places the patient at the heart of its health activities, with the greatest respect for his needs and his person, even through a simple and complete information on his rights and duties.

### EUROPEAN CHARTER OF PATIENTS' RIGHTS

- 1. Right to preventive measures.** Every individual has the right to a proper service in order to prevent illness.
- 2. Right of access.** Every individual has the right of access to the health services that his or her health needs require. The health services must guarantee equal access to everyone, without discriminating on the basis of financial resources, place of residence, kind of illness or time of access to services.
- 3. Right to information.** Every individual has the right to access to all information regarding their state of health, the health services and how to use them, as well as all that scientific research and technological innovation makes available.
- 4. Right to consent.** Every individual has the right of access to all information that might enable him or her to actively participate in the decisions regarding his or her health. This information is a prerequisite for any procedure and treatment, including the participation in scientific research.
- 5. Right to free choice.** Every individual has the right to freely choose from among different treatment procedures and providers on the basis of adequate information.
- 6. Right to privacy and confidentiality.** Every individual has the right to the confidentiality of personal information, including information regarding his or her state of health and potential diagnostic or therapeutic procedures, as well as the right to the protection of his or her privacy during the performance of diagnostic exams, special visits, and medical-surgical treatments in general.
- 7. Right to respect of patients' time.** Every individual has the right to receive necessary treatment within a swift and predetermined period of time. This right applies at each phase of the treatment.
- 8. Right to the observance of quality standards.** Every individual has the right of access to high quality health services on the basis of the specification and observance of precise standards.
- 9. Right to safety.** Every individual has the right to be free from harm caused by the poor functioning of health services, medical malpractice and errors, and the right of access to health services and treatments that meet high safety standards.
- 10. Right to innovation.** Every individual has the right of access to innovative procedures, including diagnostic procedures, according to international standards and independently of economic or financial considerations.
- 11. Right to avoid unnecessary suffering and pain.** Every individual has the right to avoid as much suffering and pain as possible, in each phase of his or her illness.
- 12. Right to personalized treatment.** Every individual has the right to diagnostic or therapeutic programs tailored as much as possible to his or her personal needs.
- 13. Right to complain.** Every individual has the right to complain whenever he or she has suffered a harm and the right to receive a response or other feedback.
- 14. Right to compensation.** Every individual has the right to receive sufficient compensation within a reasonably short time whenever he or she has suffered physical or moral and psychological harm caused by a health service treatment.

The pregnant woman has the right:

- to privacy and to the acknowledgement of her own dignity;
- if immigrant without a residence permit, not to be expelled from the country for up to six months after the delivery; the residence permit may be requested at the competent presenting a certificate attesting the pregnancy and the expected date of childbirth;
- to live childbirth as a physiological event and not as a pathology, in the respect of her culture;
- to take advantage of updated birth techniques, compatibly with the clinical indications and the availability of the hospital, to the choice of the particular birth technique to undergo;
- to make free checks provided for by the regulations in force; to take advantage of the presence of at least one confidential person at the time of delivery and in the moments following the birth;
- to receive visits of her children although under the age of twelve;
- to keep the newborn with her so to facilitate breastfeeding and the mother-child relationship;

And according to the Italian Law:

- to be informed about her rights and about the possibilities of using territorial services and the associations help in support of the family;
- to recognize the child at the hospital where he was born within three days after the birth or within ten days from the birth at the municipality of the same or at the municipality of the mother (Law 127/97); in particular, if the mother is under the age of sixteen, recognition is deferred until she turns sixteen and in the meanwhile the Court appoints a temporary Guardian for the child (in the absence of father older than sixteen);
- to not recognize the newborn by declaring that she does not want to be named in the birth act and to be informed on all the subsequent procedures;
- to interrupt voluntarily the pregnancy within the limits provided by law (l.194/78); in the case of minor, the consent of the operator of parental authority or guardianship is required. In special cases the authorization is given by the Court;
- to be protected by professional secrecy for every decision taken (184/83).

## **CHARTER OF CHILDREN'S RIGHTS IN HOSPITAL**

1. The child has the right to the enjoyment of the highest attainable level of health.
2. The child has the right to be assisted in a "global" manner.
3. The child has the right to receive the best level of care and assistance.
4. The child has the right to the respect for his identity, both personal and cultural heritage, and to the respect for his or her religious beliefs.
5. The child has the right to the respect for his or her privacy.
6. The child has the right to the protection of his or her physical, psychological and relation growth. The child has the right to his or her relations even in the case of isolation. The child has the right to not be treated with contention methods.
7. The child has the right to be informed on his or her health condition and about the practices he will undergo, in a comprehensible language adequate to his or her growth and maturity. He or her has the right to liberally express his or her opinion about every matter that interests him or her. The child's opinions must be taken in consideration in a manner appropriate to age and maturity level.
8. The child has the right to be involved in the process of the expression of consent/dissent in the health procedures that concern him or her.
9. The child has the right to be involved in the process of the expression of consent/dissent into a research/experimental clinical project.
10. The child has the right to express his or her discomfort and suffering. He or her has the right to be subjected to diagnostic-therapeutic procedures less invasive and painful.
11. The child has the right to be protected from all form of violence, outrage or physical or mental violence, abandonment or negligence, ill-treatment or exploitation, including sexual violence.
12. The child has the right to be educated to do as much as possible by themselves the "self-care" and in case of illness to become aware of specific signs and symptoms.

13. The minor has the right to receive a confidential patient-doctor relationship, has also the right to ask and receive information that will help to understand his or her sexuality. He or her has moreover the right to seek and receive information about the use of medicines, toxic substances and possible evolution towards drug addiction, as well as to be properly addressed to the rehabilitation services if necessary.

14. The child and family are entitled to participate.

## **EUROPEAN CHARTER OF PATIENTS' DUTIES**

The direct participation in the fulfillment of certain obligations is the basis to fully enjoy one's rights. Personal commitment to duties is a respect for the social community and the health services utilized by all citizens.

The patient has the duty to:

- keep a responsible conduct at all times, in the respect and consideration of the rights of other patients, with the willingness to cooperate with the medical, nursing and technician staff. And with the department or out-patient department direction in which he or she is located;
- maintain a relationship of confidence and respect towards the healthcare personnel (medical, nursing, technician), indispensable precondition for setting up a correct therapeutic-care program;
- inform medics promptly on its intention to resign, according to his or her own will, to health care and services already scheduled, so that waste of time and resources can be avoided;
- respect the environments, equipment and furnishings that are inside of the hospital, considering all these property of everyone and therefore also its own;
- respect visiting hours established by health management, in order to allow the conduct of the normal assistance activities and promote the quietness and rest of other patients. Also note that for obvious sanitary reasons and for the respect of the other patients in the hospital room it is essential to avoid overcrowding;
- avoid any conduct that may create situations of discomfort or annoyance to other patients;
- inform the staff about any movements within the hospital.

## **PUBLIC RELATIONS OFFICE (URP)**

The public relations Office (URP) is a service available to citizens in order to improve the quality of health services, ensuring information, reception, protection and participation to users. The URP collects indications, handles reports and complaints, facilitates access to services, promotes the culture of hospitality, ensures information planning for the update of the Charter services, it promotes social communication initiatives, of public health and of public utility.

### *Satisfaction surveys*

The URP accomplishes quality monitoring actions perceived by users through the distribution of satisfaction questionnaires within the inpatient wards, in day hospital and in outpatient areas. The URP also actively collaborates with Volunteer and Research Associations accepted into the Foundation.

### *Complaint management*

The user can submit a complaint: going personally to URP, by telephone, by letter, fax or e-mail usually within 15 days after the occurrence. Every complaint, praise, report or suggestion is registered on a special card; the report is subject to verification with activation of specific inquiry. Responses on the outcome of the practice it are given to the user within a maximum of 30 days.

via Commenda,16- Pav. Litta - 1st floor  
02 5503.3103 – 02 5503.2213  
02 5503.8484 – 02 5503.2163  
@ urp@policlinico.mi.it

[@ urp@pec.policlinico.mi.it](mailto:urp@pec.policlinico.mi.it)

Mon-Tue-Thu-Fri , 9:00 a.m. - 4:00 p.m.

Wen 9:00 a.m. - 1:00 p.m.

Outside the opening hours and when operators are occupied with users an answering machine is activated.

### *Conflict mediation*

In the health care environment may sometimes arise conflicts between users and their relatives on the one hand, and the operators on the other hand. At the source of these conflicts there are often expectations disappointed and a feeling of non-recognition, which go far beyond the negative perception towards a health service received.

These situations bring with them a psychological strain that affects not only the user but also the operator involved, until it flows into real disputes. For these reasons Lombardy Region, in the context of Risk Management policies, has initiated and promoted an important path so that, in every business, there are listening and mediation activities that transform conflicts. The activity aims to prevent and contain conflict between health professionals and patients and to strengthen trust of the citizen towards the health care system. The path of mediation does not replace the work of the Public Relations Office with the public and the analysis of situations, but it works alongside it, offering to the people involved a moment to express their experiences, in brief to create an effective channel of communication between the parties. It is a separate path from mediation by conciliation. At the Foundation, in accordance with the provisions of the General Directorate for Health of the Lombardy Region, for the function of conflict mediators were identified and formed two mediators who can be contacted at the e-mail address: [mediazione.conflitti@policlinico.mi.it](mailto:mediazione.conflitti@policlinico.mi.it).

### **PUBLIC PROTECTION OFFICE**

The sphere of activities of the Office of Public Protection is the protection of the citizen, that can contact the office when he or she want to report inappropriate treatment. The guiding principle of the office is that of solidarity and the protection of citizen facing a public health structure. The office manager is a volunteer who carries out the activity at honorary title. Therefore, although it is an internal body she is independent from the Foundation.

[via Commenda,16 Pav. Litta – first floor](#)

02 5503.4395

02 5503.8484

[@ pubblicatutela@policlinico.mi.it](mailto:pubblicatutela@policlinico.mi.it)

Mon and Wen 10.30- 12.30 a.m. Other days by appointment.

### **VOLUNTARY AND RESEARCH ASSOCIATIONS**

At the Foundation there are many voluntary and research associations that represent a valuable support and that are a reality that conspires to raise solidarity and responsibility through participation. Volunteers work for free and sharing because they put at the core of their participation the dignity of the sick person.

Volunteering has cultural and solidarity function because it proposes lifestyles and values. Recognized associations act in accordance with current legislation and according to agreed rules. All volunteers who devote time and attention to patients and families can be easily distinguished through an identification card. Each association acts in its field of competence and in accordance with its statute. In addition, all associations in the Foundation are available as a means to get in touch with the reality associative more suitable to its needs.

For information please contact the Public Relations Office:

02 5503.3177

You can download from the site [www.policlinico.mi.it](http://www.policlinico.mi.it) the guide of associations working in the Foundation "Voluntary in Foundation" and the documents that indicate the requirements to be eligible to carry out voluntary activities within the Foundation.

### **OBJECTIVES AND QUALITY STANDARDS**

In the institution are performed tests on user satisfaction in outpatient, in-patient and day hospital system.

**PROCESS:** There is a process of gradual restructuring of the entire Foundation, which strives to ensure the objectives and quality standards shown below.

**OBJECTIVE:** Implementation of surveys and data communication.

**PROCESS:** The institution (based on what defined in the procedure for the submission of complaints) is committed to respond to user complaints within 30 days of receipt.

**OBJECTIVE:** Monitoring weekly reports, aimed at the identification of improvement actions.

**PROCESS:** The institution periodically performs for each Operational Unit detecting performance of the waiting time included in the booking system CUP.

**OBJECTIVE:** 100% guaranteed percentage.

**PROCESS:** The institution has standardized the procedure with informed consent and made it applicable in all Operating Units and Services concerned.

**OBJECTIVE:** 100% guaranteed percentage.

**PROCESS:** Development of quality management system ISO 9001: 2008 in the Foundation.

**OBJECTIVE:** certification ISO 9001: 2008.

**INDICATOR:** Number of questionnaires distributed to patients and outpatient questionnaires collected.

**COLLECTION METHOD/SOURCE OF DATA:** Through questionnaire administration interview.

**INDICATOR:** Number of complaints to which the hospital responded within 30 days of receipt/total number of complaints received.

**COLLECTION METHOD/SOURCE OF DATA:** Recording and processing of complaints.

**INDICATOR:** For critical performances at citizen level: agendas monitored monthly number/total agendas. For critical performances at regional level: agendas monitored quarterly number/total agendas.

**COLLECTION METHOD/SOURCE OF DATA:** Monthly report provided by the executive committees of the Healthcare Directorate available at the URP and published on the website of the Foundation and of the Milan Asl.

**INDICATOR:** Number of operating units in which is applied the procedure relative to the procedures for informed consent/number of the Operating Units involved.

**COLLECTION METHOD/SOURCE OF DATA**

Scheduled checks attended to by executive committees Healthcare Directorate.

**INDICATOR:** External audits.

**COLLECTION METHOD/SOURCE OF DATA:** Certificate of the External Certification Institution

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## **DIRECTIONS TO THE HOSPITAL**

The Foundation is located southeast of the Duomo with entrances on via Francesco Sforza, via San Barnaba, via Commenda, via Lamarmora, via Pace e via Manfredo Fanti.

## **IN THE CITY**

**Metro:** line 3 YELLOW , Crocetta stop or Missori stop. line 1 RED , San Babila stop.

**Tram:** tram 16, tram stop via Lamarmora- tram 24, stop Corso di Porta Romana; tram 12, 27 or 23, Victoria-Sforza/Augusto stop

**Buses:** bus 94 or 77, bus stop: Policlinico

**From Linate Airport:** bus 73 Vittoria-Augusto stop

**From Central Station Railway:** bus 60, Vittoria-Augusto stop.

### **FROM OUT OF TOWN**

- From highway Milano-Laghi (A8-A9), Turin-Milan-Venice (A4) exit viale Certosa (signposted Fiera Milano and then continue towards the city centre)
- From highway Milan-Genoa (A7), exit for Milano Centro-piazza Maggi (follow the signs for the city centre)
- From highway Milano-Bologna (A1): exit for Milano Centro-piazzale Corvetto (towards the city centre along corso Lodi that continues in corso di Porta Romana)

### **PARKING**

Car parking within the institution is limited to employees and authorized users.

- There are parking areas/temporary stop for users with disabilities.
- Users who access outpatient services, day hospital and departments with severe walking difficulties, after an evaluation of the medical staff and filled in the application form to be delivered in concierge can get temporary permission.
- In Via San Barnaba and in Via Commenda there is a private car park for a fee.

## **SFORZA AREA**

### PAVILIONS

- 1-Offices Building
- 2-The morgue
- 3-Guard and acceptance
- 4-Concierge
- 5-Bosisio
- 6-Invernizzi-INGM
- 7-Marangoni
- 8-Cell Factory Franco Calori
- 9-Granelli-Marcora
- 10-Sacco
- 11-Palazzina De Palo
- 12-Monteggia
- 13-Former nun dorm-Scientific Pole
- 14-Devoto
- 15-Vigliani-FEAL
- 16-Alfieri
- 17-Mangiagalli
- 18-Litta
- 19-Zonda
- 20-Lamarmora
- 21-De Marchi
- 22-Cesarina Riva
- 23-Croff
- 24-Regina Elena
- 25-Bergamasco

## **VIA PACE 9 AREA**

### PAVILIONS

- 1-Third Pavilion
- 2-MTS Centre
- 3- Fourth Pavilion
- 4-Palazzina Bertarelli
- 5-Luigi Villa Foundation
- 6- Fifth Pavilion
- 7-Palazzina Valetudo
- 8-Second Pavilion
- 9-First Pavilion

## **INDEX**

<b><i>PRESENTATION</i></b>	2
Basic Principles	3
Ethical Behavioral Code	4
Quality Process	4
Ethic Committee	4
Pink Stickers	4
Biomedical Research	4
Assistance	5
Only here	5
Painless hospital	6
A uniform for each profession	6
<b><i>LIFE IN HOSPITAL</i></b>	8
Urgency-Emergency	8
General Emergency Room	9
Paediatric Emergency Room	10
Obstetric-Gynaecological Emergency Room	11
Outpatient Dental Emergency	11
Domestic and Sexual Violence Relief SVSeD	12
Recovery Mode	13
Outpatient activity	15
Useful numbers and e-mail addresses	20
Useful services	22
Useful Information	25
Hospitality services	28
Centres of Excellence	30
<b><i>PARTICIPATION AND PROTECTION</i></b>	34
European Charter of patients' rights	34
European Charter of patients' duties	38
Public Relations Office	39
Public Guardianship Office	40
Voluntary and research associations	40
<b><i>OBJECTIVES AND QUALITY STANDARDS</i></b>	42
<b><i>HOW TO REACH THE HOSPITAL</i></b>	45

### **Realization by the Public Relations Office**

Maria Teresa Bottanelli

Ileana Peace

**Thanks for cooperation**

General Direction  
Healthcare Management  
Administrative Direction  
Scientific Direction  
Executive committee Direction  
Nursing, Technical service and Corporate Rehabilitation  
Communications and External Relations Office  
Public Guardianship Office  
Operational Unit Quality, Pertinence Risk management and Privacy  
Operational Units computer information systems  
**Graphics and layout**  
Dulcamara Graphics and Communications

This Charter of services is available for download on the Foundation's website [www.policlinico.mi.it](http://www.policlinico.mi.it) and can be consulted, on request, at the public relations Office and Departments.  
The information is updated to May 2014 it is therefore possible that data undergo subsequent alteration..