

USEFUL NUMBERS



EMERGENCIES
118



CALL CENTER
840 000 664



SWITCHBOARD H24
049 821 1111



URP (PR OFFICE)
049 821 3200



PRESS AREA
049 821 3923

Official website of the Padua Hospital Company:

www.sanita.padova.it

CHARTER OF SERVICES: WHAT IS IT?

The **Charter of Services** is a document that Italian law has intended to be realized at Public Entities, and in particular in Healthcare, for the protection of the right to health.

The Charter of Services of the Padua Hospital Company is:

- a tool for direct communication with users,
- a commitment of the Administration to citizens,
- an instrument of protection of the interests of users,
- a starting point for the improvement of services provided.

The fundamental principles from which the Charter of Services originates

1 - EQUALITY

Every citizen has equal rights regarding access to Healthcare Services. In providing the service, no distinction can be made for reasons relating to gender, race, language, religion, political opinions and forms of physical and mental handicaps.

2 - IMPARTIALITY

The company is inspired by criteria of impartiality, i.e. of justice and objectivity. All Citizens are entitled to conduct that respects their dignity.

3 - CONTINUITY

The provision of public services as part of the procedures established by specific regulation, must be ongoing, regular and uninterrupted. Cases of irregular operation or interruption of service must be expressly regulated by sectoral legislation. In such cases, providers must adopt measures to cause minimum disruption to users.

4 - RIGHT OF CHOICE

Citizens have the right to choose from among service providers.

5 - PARTICIPATION

The participation of Citizens in the provision of Public Service must always be guaranteed, both to protect the right to proper service provision, and to promote collaboration with respect to operators.

Users have the right to access information concerning them and that are in the possession of the provider. This right of access is exercised in the manner governed by the law of 7 August 1990, no. 241.

Users can submit briefs, documents and remarks and make suggestions to improve the service. Providers shall provide prompt feedback to Users regarding the reports and proposals formulated, as indicated by the Public Protection Regulation.

Providers shall periodically acquire Users' evaluations on the Quality of the Service rendered.

6 - EFFICIENCY AND EFFECTIVENESS

The Company shall adopt appropriate measures to ensure the efficiency and effectiveness of the provision of its services.

Map of the hospital - Padua University Hospital Company



HOW TO REACH US

AUTOBUS

- Line 6
- Line 14
- Line 15
- Line 24
- Line 41 (only holidays)
- Line 43 (only holidays)

TAXI

- RadiotaxiPadova

tel. 049 651333 (h24)

- Shuttle bus service "AirService"

to be booked by calling 049 8704425

- SmsTaxi

It is a service available for all traditional mobile phones, without Internet connection. The service allows calling a taxi with a short text sms:

1) Write an Sms with the pick-up address in the format: city street and number (ex: Padua Piazza Garibaldi 8);

2) Send to the number 33 88 44 2000;

3) In just a few seconds, you will receive a reply SMS indicating the name of the taxi that is arriving and the expected time.

Further information is available on the website: www.smstaxi.it

PARKING (paid)

- Parking AutosilosBusonera, Via Gattamelata 60
- Via Sografi
- Prato della Valle (piazza Rabin; Shuttle Bus available in P.zza del Santo)
- Piovego, Via Trieste
- Via Orus (corner Via S. Massimo)
- Padova Centro Park, Via Trieste 50

BOOKING METHODS

For visits and/or tests:

For visits and/or tests, go to the booking points listed below.

- **CUP Centro Unificato di Prenotazione (Single Booking Center)**
Only for bookings at the counter:
On the Mezzanine Floor of the Monoblock-Polyclinic
from Monday to Friday from 07:30 to 19:00
- **Call Center (ULSS 16)**
Only for telephone bookings
Tel: 840000664
from Monday to Friday from 07:30 to 17:00
- **Online bookings of Specialist Services (CUP)**
Only for users that reside in the territory of the ULSS 16
www.sanita.padova.it » Guide to services » Booking methods
- **Bookings by e-mail**
To book a service via e-mail, write to:
prenotazione@sanita.padova.it
(for further information, consult our website:
www.sanita.padova.it » Guide to services » Booking methods » visits and tests)
- **Freelance Bookings**
For all indications on the booking methods of Freelance
services, consult our website:
www.sanita.padova.it » Guide to services » Freelance

For laboratory tests:

Laboratory tests are performed with direct access with the exception of a small part of them (for the full list consult our website:

www.sanita.padova.it » Guide to services » Booking methods » Laboratory tests)

- **Direct access Blood Testing Centre Via San Massimo 10**
Patient acceptance:
Tel. 049 821 2784 - Fax 049 821 2785
from Monday to Friday 7:30 am - 10:00 am and 1:30 pm - 2:30 pm
Saturday 7:30 am - 9:00 am
Also available is the service *Lucky – Book your turn*

RESERVED BOOKING LINES

Some services have a reserved booking line:

- ◇ **Rare diseases**
Tel: 049 8212015
from Monday to Friday from 09:00 to 12:00
- ◇ **Radiology - 1st floor, Monoblock**
Tel. 049 8212990
from Monday to Friday from 8:00 am to 2:00 pm
- ◇ **Radiology Institute - Ground Floor, Polyclinic**
Bookings and results pick-up at the counter: from Monday to Friday from 7:30 am to 6:30 pm
Telephone bookings: tel. 049 8212360 from Monday to Friday from 7:30 am to 6:30 pm
- ◇ **Neuroradiology - Mezzanine Floor, Neurology Clinic**
Bookings at the counter (MRI and angiotac brain and
neck vessels):

from Monday to Friday from 8:00 am to 2:00 pm
 Results pick-up at the counter: from Monday to Friday from 9:00 am to 3:00 pm

- ◇ **Nuclear Medicine - Ground Floor, Giustiniano**
 For information, bookings and delivery of results of Nuclear Medicine:
 from Monday to Friday from 10:00 am to 2:00 pm Tel: 049 8213022

- ◇ **Paediatric Clinic - Pneumology Building**
 Bookings at the counter: from Monday to Friday from 7:50 am to 6:30 pm
 Telephone bookings: TOLL-FREE NUMBER 800 316 850 from Monday to Friday from 8:00 am to 2:00 pm

- ◇ **Dentistry**
 Tel. 049 8212044
 From Monday to Friday from 8:00 am to 12:00 pm

INFORMATION FOR ACCESS TO THE SERVICES

From 1 July 2007, for the first visits and instrumental diagnostic tests, the prescribing doctor with the request of the National Health Service, shall *indicate the suspected diagnostic or diagnosis and access priority class*. Only ULSS 16 users may access the priority lists.

The **maximum time frame** established to obtain the booking and provision of the service are outlined in the table.

U = urgent	Direct access to the Emergency Room , according to the triage methods or booking in the urgent booking lists, to be scheduled within 24 h from access, at the CUP. BRIEF WAIT
B = brief 72 h	To be performed within 72 hours. BRIEF WAIT
B = brief	To be performed within 10 days
D = deferrable	To be performed within 30 days for visits and 60 days for instrumental services.
P = programmable	Service that can be scheduled over a longer period of time because it does not influence the prognosis, pain, dysfunction, disability. To be performed within 180 days.

Note:

If the user requesting the service with priority *rejects* the first available appointment on the agenda or if the service requested with priority is not provided for in the annex prepared by the Veneto Region, the booking automatically falls in *P class*.

PAYMENT METHODS

Payment is required before provision of the service in one of the following ways:

- at the **automatic collectors** by Debit Card or Credit Card
- at the **cash counters** located at:
 - Mezzanine Floor of the Monoblock from Monday to Friday from 7:35 am to 7:00 pm;
 - Gynaecology Clinic (East Area) from Monday to Friday from 8:00 am to 1:20 pm and from 2:00 pm to 7:15 pm
 - Outpatient Clinic Centre (East Area) from Monday to Friday from 08:15 to 13:15 and from 2:00 pm to 7:30 pm
- through **online services** by Credit Card
- at the **branches of BancaAntonveneta** with the booking form.

Note!

Failure to collect medical reports within 30 days from the availability thereof shall result in the charge of the full cost of the service to the patient, even if exempt (Law no. 412/91, 2007 Finance Law)

TICKET

The National Health Service (SSN) guarantees the protection of health and access to services for all citizens. In determining the Essential Levels of Healthcare (LEA) the services are established, the access to which is subject to payment by the citizen of a portion of participation in the total fee.

To benefit outpatient specialist healthcare, instrumental and laboratory diagnostics and physiotherapy services, citizens that are not exempt shall pay the "portion of participation in the total fee" referred to as ticket. The maximum ticket payable for each referral request is € 36.15.

Each referral request can contain up to 8 services of the same specialist area. Exceptions include physical medicine and rehabilitation services for which each referral can contain up to 3 types of therapeutic services, for a maximum of 36 sessions.

An additional fixed fee shall be applied to the referral requests based on family income:

Fixed fee	Income referred to the previous year
€ 5.00	Up to € 29,000 gross
€ 10.00	Above € 29,000 gross

The regulation (DGRV 1380 of 5/8/2011) states that for services provided in the Emergency Room the condition of which is encoded upon exit as not urgent (white code), patients that are not exempt are required to pay a fixed fee of € 25.00 and a ticket for any services rendered up to a maximum of € 36.15. Fee not due for patients under the age of 14.

Note!

Please be informed that for every visit or diagnostic or instrumental test, it is necessary to pay the ticket or fee in advance.

CANCELLATION PROCEDURE

When can bookings be cancelled?

If you cannot be present at the appointment booked, cancellations must be made in the following terms:

5 business days, for instrumental tests;

3 business days, in other cases.

If you are not present at a booked visit without having cancelled, you will still be required to pay the full amount, even if you are exempt.

(Veneto Regional Council Resolution no. 600/07)

Where can bookings be cancelled?

A visit and/or test can be cancelled via the following channels:

- **Cancellation at the counter**
In person at the outpatient acceptance and at the CUP counters
- **Cancellation by telephone**
By calling the Vocal Cancellation number: 840 140 301 (single connection fee)
A virtual operator will answer.
Remember to keep on hand the sheet of the booking and follow the indications provided by the virtual operator.
- **Cancellation by fax**
Sending a fax to 049 821 6330 indicating your personal details and the number of the booking to be cancelled.
- **Cancellation online**
for further information, consult our website:
www.sanita.padova.it > Cancellation procedure

Note!

Reports must be collected within 30 days from the date of availability thereof, otherwise you are required to pay the entire cost of the service (and not just the ticket), even if you are exempt.

(Law no. 412/91: 2007 Finance Law)

HOSPITALIZATION

Hospitalization can be:

- Ordinary urgent
- Ordinary by choice
- Day Hospital

DISCHARGE

Upon discharge, you will be issued a *document* to be delivered as soon as possible to your family doctor with information on the diagnostic tests performed and the ongoing therapy to be continued at home, if necessary.

The return home is via own means. Only in special cases, on a reasoned request of the department Doctor, you can return home by ambulance.

SECC Ongoing healthcare service

It is a service that is activated by the department doctor to ensure discharge that protects the needs of patients and their family.

It is located in the lobby of the Monoblock.

CLINICAL FILE

Clinical Files Office - Lobby of the Monoblock

COUNTER TIMES:

From Monday to Friday 9:00 - 2:00 pm

(with disbursement of numbers until 1:30 pm)

Wednesday 3:00 pm - 5:00 pm.

INFORMATION BY TELEPHONE:

number **049 8213055**

operational from Monday to Friday 8:30 am - 9:30 am and 2:00 pm - 3:00 pm.

PROCEDURE TO REQUEST COPIES OF HEALTH DOCUMENTATION

Requests for copies of health documents for the Padua Hospital Company and the IOV can be made:

- ◇ Directly at the **Counter of the Clinical Files Office**
from Monday to Friday 9:00 am - 2:00 pm, Wednesday 3:00 pm - 5:00 pm.
- ◇ By sending a **request via fax** 049 8213056 (active h24)
- ◇ By sending a **request by mail** to the address:
A O P Direzione Medica Ospedaliera Ufficio Cartelle Cliniche (Padua Hospital - ClinicalFiles Office)
Via Giustiniani 2- 35128 Padua.

In all these cases, it is always necessary to show or annex the valid identity document of the person and/or delegating person.

Who can request copies?

- Holder of the documentation if of age
- Delegated person
- Legitimate or testamentary heirs
- Persons with parental rights or legal protection for minors, interdicted or incapacitated persons

For further information and to download the necessary forms, please consult our web site:

www.sanita.padova.it » Guide to services » Clinical files

Payment methods

For requests for copies of the clinical file or other documents via fax, you are required to pay a deposit of € 15.00 + balance on delivery.

Payment must be made:

- by transfer to postal account number 130.30.358
- by bank transfer Iban IT69C0103012134000001100168

Monte dei Paschi di Siena - Via VIII Febbraio 5 35122 Padua.

To: AOP Prestazioni Ospedaliere - Servizio Tesoreria (Padua Hospital Services - Treasury). Reason: prepayment clinical file.

After making the request for copies of the clinical file or other documents at the counter, it is necessary to make the payment at the **Central Cash Counter - Lobby Monoblock** or at the **automatic cash machines**.

Description	Down payment	Balance
CLINICAL FILE <ul style="list-style-type: none"> • Request at the counter • Request via fax 	€ 15.00 each € 15.00 claim request	<u>Up to 10 sheets:</u> € 15.00 per file <u>From 10 sheets to 50 sheets:</u> € 20.00 per file <u>Over 50 sheets:</u> € 30.00 per file <u>Several Files max:</u> € 150.00 tot.
DEA CARD (Emergency Room) <ul style="list-style-type: none"> • Request at the counter • Request via fax 	No Prepayment € 15.00 claim request	<u>Up to 5 Sheets</u> € 2.50 Over, the same fee is applied as for the Clinical File
CARD OUTPATIENT <ul style="list-style-type: none"> • Request at the counter • Request via fax 	No Prepayment € 15.00 claim request	<u>Up to 5 Sheets</u> € 2.50 Over, the same fee is applied as for the Clinical File
AUTOPSY REPORT <ul style="list-style-type: none"> • Request at the counter • Request via fax 	No Prepayment € 15.00 claim request	<u>Up to 5 Sheets</u> € 2.50
RADIOLOGY CDS <ul style="list-style-type: none"> • Request at the counter • Request via fax 	€ 9.00 € 15.00 claim request	based on the CD no. based on the CD no.
COPY ON CD OF EEG (Electroencephalography) <ul style="list-style-type: none"> • Request at the counter • Request via fax 	€ 30.00 € 15.00 claim request	Balance € 0 – based on the no. of CDs Balance €15 – based on the no. of CDs
SLIDES <ul style="list-style-type: none"> • Request at the counter • Request via fax 	€ 15.00 € 15.00 claim request	Balance € 0 (zero) Balance € 0 (zero)
Procedural fees for special requests not included in the table	€ 15.00	Balance € 0 (zero)

For deliveries with payment by check on delivery, the balance + postage shall be paid by the user.

HOSPITALITY SERVICES

Family members of patients hospitalized at this Company may resort to various types of accommodation managed by non-profit associations (Onlus) and other accommodation structures.

The paper guide at the Hospitality Facilities is available at the counter of the [UOC Communication and Relations with Citizens - URP](#) or at the CILLA Association (Lobby of the Monoblock).

Regarding the exemption from the tourist tax, on the basis of the Regulation of the Municipality of Padua, it is specified as follows:

Persons exempt from the tourist tax - patients who need to undergo therapy at health structures that are located in the municipal area and an accompanying person; - those who care for patients admitted to health facilities that are located in the municipal area (one accompanying person for each patient); - the parents or delegated accompanying persons who provide assistance to children under the age of 18 admitted to health facilities that are located in the municipal area (maximum two people per patient) For these reasons, those interested can request the issue of the form certifying their presence at this health facility.

VOLUNTEERING AND SOLIDARITY

The Padua Hospital Company guarantees and ensures the participation of Bodies for Volunteering and the Protection of Rights as provided by law.

At the Hospital Company, about ninety Volunteer Associations operate and participate and collaborate in the conduct of numerous activities.

CLINICAL RISK AND PATIENT SAFETY

WHAT IS IT?

CLINICAL RISK refers to the possibility for a patient to suffer damage as a result of an error.

Our objective is to obtain safer healthcare by reducing the risk of incurring serious damage resulting from the treatment.

It is very important for everyone to be involved: healthcare workers, managers and citizens.

Your cooperation and that of your loved ones is fundamental to achieve the objective of "SAFE HOSPITAL".

- ▣ It is important that you always introduce yourself to every new doctor.
- ▣ Among the international objectives for patient safety, appropriate measures shall be adopted for your identification. For this reason, you may need to wear a bracelet indicating your personal details.
- ▣ You are entitled to have information on your state of health; the doctor is required to explain everything that concerns you in a clear and understandable manner.
- ▣ Always wash your hands.
- ▣ Always bring with you a list of the medicines you take, including homoeopathic products, supplements, herbal teas and give them to the doctor.
- ▣ Always indicate your allergies or intolerances.
- ▣ Wear closed slippers, tie the belt of your pyjama and robe: It will prevent you from tripping and falling.
- ▣ Notify the nurse if you have already fallen in the past.
- ▣ Before leaving the hospital, have the staff explain what to do and how; also ask who to contact in case of need and when and where (date, time and place) to have the check-ups.

For further information, you can contact the **Security Managers** within the department where you are hospitalized or send an e-mail to:

rischioclinico.aopd@sanita.padova.it Tel. 049 8217818

Head of Clinical Risk: Dr. Anna Maria Saieva

Staff: Dr. Rosaria Manola Cacco and Dr. Ketty Ottolitri

NOTES ON THE DONATION OF ORGANS AND BLOOD

DONATION OF ORGANS AND TISSUES

Transplant Hospital Coordination (COT):

Neuroscience Building, 2nd floor

049 8217648 - for urgencies mobile phone active h24: 335 5704890

BLOOD DONATIONS

UOC Immune Transfusion:

Monoblock, Ground Floor

049 8212841

USEFUL SERVICES

DECLARATION OF BIRTH

Birth Declaration Service Padua Hospital Company

Hours of operation: **Monday to Friday 8:00 am - 10:00 am.**

RELIGIOUS ASSISTANCE

The Catholic Religious Service is held by the Camillani Fathers that may be encountered on the hospital floors, during the day, or in their room located on the ground floor of the Monoblock.

You can contact the Department Nurse Coordinator to request the anointing of patients and to request the presence of a religious minister or a representative of other religious faiths other than Catholic.

For information:

Tel. 049 8212691 - fax 049 8212690

Hours: 9:00 am - 12:00 pm

FUNERAL SERVICE

Via Cornaro, 2 - Padua
Tel. 049 8213960

The Funeral Service of the Padua Hospital Company has 10 funeral homes including one dedicated to children.

Funeral homes are available for:

- Catholic rite
- Muslim rite
- other religions

The hospital chapel is also available (for a fee).

In order to arrange visits and regulate the departure of coffins, in accordance with the Municipal Office in charge of bookings, it was deemed appropriate to establish three time frames depending on the time of departure of the funeral:

VISITS 7:30 am - 9:00 am / **DEPARTURE** by 9:00 am

VISITS 9:01 am - 11:30 am / **DEPARTURE** 9:01 am to 11:30 am

VISITS 11:31 am - 4:00 pm / **DEPARTURE** after 11:31 pm

DELIVERY OF CLOTHING AND/OR PERSONAL ITEMS

Clothing or other personal items may be delivered to the Funeral Services Company arranging the closure/departure or to the Hospital Funeral Service during the following hours:

WORK DAYS: from 7:30 am to 4:30 pm

HOLIDAYS: from 10:30 am to 4:30 pm

HOSPITAL SOCIAL SERVICE

Giustiniano Hospital
Mezzanine floor with access from the internal Cloister
tel. 049 8218805 – fax 049 8213364
Monday to Friday
9:00 am – 2:00 pm

The Hospital Social Service deals with social issues and offers counselling to hospitalized patients, at the request of the department.

BIOETHICS SERVICE

Contacts:

Tel. 049 8213902

E-mail: serviziobioetica.aopd@sanita.padova.it

Hours: Monday, Wednesdays and Fridays 9:00 am - 1:00 pm

ATM MACHINES

Cassa di Risparmio del Veneto

- ◆ in the lobby of the Monoblock,
- ◆ to the right of the main entrance of the Orthopaedics building;
- ◆ at the entrance of the General Directorate building.

An Agency of Cassa di Risparmio del Veneto is located next to the Giustiniano hospital, which can be accessed from within the Hospital or from Via dell'Ospedale Civile 28, where there is also an ATM.

The telephonenumberis: 049 8213959

Banca Monte dei Paschi di Siena

◆ "Hospital Agency" teller of Banca Monte dei Paschi di Siena, located between the Orthopaedics Clinic and the Obstetrics Clinic;
Bank transactions may be made from Monday to Friday and is also open to the public during the lunch break.

The telephone number is: 049 8774228