

ISTITUTO CLINICO
HUMANITAS

Istituto di Ricovero e Cura
a Carattere Scientifico



GUIDE TO SERVICES

The purpose of this guide is to briefly illustrate our Institute so that the general public can get to know us, to make our services more understandable and accessible, the hospital stay more pleasurable, to guarantee users' rights and to make rules and regulations clearer.

Medical Director
Norberto Silvestri, M.D.

Accredited by



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1 MISSION

The Mission of Istituto Clinico Humanitas is to offer the population, specialised diagnostic and therapeutic services of a high quality. The daily activity aims at continuous improvement in:

- treatment efficacy
- humanisation of assistance
- managerial efficiency
- innovation of scientific research
- professional development of employees
- teaching and training of healthcare professionals

Humanitas is a highly specialised, general hospital accredited by the National Health Service for outpatient and inpatient services; moreover, it is a Research Hospital, recognised by the Ministry of Health and by the Lombard Region as one of the centres that distinguishes itself for quality of care and the capacity to transfer the results of research and innovation to the daily clinical activity.

The Institute is a teaching centre for the Faculty of Medicine and the Degree course in Nursing Sciences of Milan State University.

With its more than 700 beds, Humanitas is the first Italian general hospital to acquire the quality certificate from Joint Commission International, and its diagnostic, therapeutic and rehabilitation activities fill the needs of the population on a local, national and international level.

PATIENTS' RIGHTS

Every patient in Humanitas has the right:

- to be treated and assisted in an appropriate and continuous manner, with the most modern scientific resources and the finest technology available;
- to the respect of his/her dignity and personal creed, without discrimination of age, sex, race, nationality, social condition, religion or political opinion;
- to be informed and instructed to participate in a knowledgeable, active and safe way, in the care process with the use of comprehensible methods and language;
- to the respect of privacy in the performance of medical and assistance services and in the treatment of personal data and handling of information relating to his/her health;
- to an adequate evaluation and management of pain;
- to express their own view through methods available (e.g. service assessment questionnaire) and to refer to the Public Relations Office should they consider their rights violated;
- to not have his/her name printed in the list of patients;
- to communicate they do not wish to have visitors during hospital stay.

Furthermore Humanitas:

- has adopted procedures that protect in particular the following vulnerable categories: children, pregnant women, elderly and disabled people, patients with infective diseases and the immunosuppressed
- collaborates with general medicine physicians to favour integration and continuity of treatment
- has stipulated conventions with other hospitals to guarantee inpatients those services not covered by the Institute
- has conventions with other territorial institutes and facilities for patients needing home rehabilitation or assistance at the end of their stay
- has an interpreter service to favour communication with foreign patients who do not understand Italian
- collaborates with the Humanitas Foundation to supply, also through volunteer workers, humane, practical and social support to patients and their families.

The duties of the patient

Patients must behave responsibly and in respect of other patients, staff, ambient and equipment, cooperate with the ward staff and keep to the therapeutic and behavioural indications received, so as to facilitate a good outcome of treatment and a serene hospital stay.

3 THE FACILITY

Humanitas has been created with the physician/patient in mind. It comprises six buildings:

The main building (buildings 1 and 2)

The main building has four above-ground floors, covering a surface of about 40.000 square meters, it consists of two blocks (the complex and the wards) which are connected at all levels. It presents innovative solutions with characteristic elements such as modularity and flexibility to enable any eventual variation in requirements; modernity and durability of the building; centralised control of the installations; rationalisation of the flow of customers, merchandise and information.

Building 2

Building 2 houses some of the outpatient stations, the day hospitals, operating theatres, intensive care units, diagnostic imaging, the laboratories, rehabilitation and the area dedicated to teaching (doctors' offices, meeting rooms, auditoriums), administration, management (general and medical) and all the general and support services.

Wards (buildings 1 and 3)

There are 15 inpatient Units for a total of 747 beds of which 651 inpatient, 72 day hospital and 24 intensive care. The ward block is connected to the central complex of the building on every floor thus guaranteeing a high level of comfort and assistance.

The rooms are single or double, and are equipped with medical facilities and private bathrooms. The rooms, as throughout the whole facility environment, have air conditioning at a constant temperature of 22/23° C, according to World Health Organisation guidelines. The circulating air is always fresh and new.

Accident and Emergency Department and Radiotherapy Unit (building 3)

Covers a total area of 13,000 sq.mts, and houses the Highly Specialised A&E Department (7 examination rooms, 18 observation rooms and a shock room for more complex cases), the Radiotherapy Unit with three specific bunkers, preadmission station, oncologic day hospital, surgery block dedicated to day surgery.

Outpatient stations and sample collection (building 4)

This building houses NHS outpatient stations and collection area. Booking and admissions of all NHS outpatient services are carried out on the ground floor.

Research, Didactics and Rehabilitation Centre (building 7-8)

Covers a total area of 16,000 sq.mts. and houses Wards E of the Rehabilitation and Physiotherapy Unit (building 8).

Also to be found in this building are the research laboratories, library, university classrooms and Congress Centre (building 7).

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4 APPOINTMENTS AND ADMISSION

Multifunctional reception desks called PARC (appointments, administration, admission and cashier), are present in various areas:

PARC Blood retrieval	7.30 / 12.30	monday/friday	<i>building 4</i>
	7.30 / 10.30	saturday	
PARC Radiology	7.30 / 18.30	monday/friday	<i>building 1</i>
PARC Physiotherapy	8.00 / 18.00	monday/friday	<i>building 8</i>
PARC Outpatients (NHS)			
Booking	8.00 / 16.00	monday/friday	<i>building 4</i>
Admission	7.00 / 19.00	monday/friday	<i>building 4</i>
	8.00 / 12.00	saturday	
PARC Outpatients A-B-C (Private Patients)			
	8.00 / 19.00	monday/friday	<i>building 2</i>
	8.00 / 12.00	saturday	
PARC Collection results	9.00 / 17.00	monday/friday	<i>building 2</i>
	8.00 / 12.00	saturday	
PARC Pre-Admissions	7.30 / 19.00	monday/friday	<i>building 3</i>
PARC Inpatient admissions (NHS)			
	7.30 / 18.30	monday/friday	<i>building 2</i>
	8.00 / 12.00	saturday	
	14.00 / 17.00	sunday	
PARC Inpatient admissions (private pts)			
	7.30 / 18.00	monday/friday	<i>building 1</i>
	8.00 / 12.00	saturday	<i>building 1</i>
PARC Day Hospital Medical Oncology	7.30 / 17.30	monday/friday	<i>building 3</i>
PARC Day Hospital Surgery	7.00 / 15.00	monday/friday	<i>building 2</i>
PARC Check-up	8.00 / 17.00	monday/friday	<i>building 2</i>
PARC telephonic bookings			
<i>National Health Service</i>	9.00 / 17.00	monday/friday	
<i>Private patients</i>	8.00 / 19.00	monday/friday	
	8.00 / 13.00	saturday	
PARC Radiotherapy	8.00 / 19.00	monday/friday	
PARC A&E Department	8.00 / 20.00	monday/sunday	

The Information Desk

It's on the ground floor of the main building (building 2) and is open 24 hours a day to give:

- first information
- inpatient location
- indications of internal routes

INPATIENT

CARDIOLOGY AREA

<i>speciality</i>	<i>person in charge</i>	<i>ward N°</i>
Senior Consultant Cardiology	AUGUSTO FORESTI	B2
Cardiosurgery	GIUSEPPE TARELLI	B2
Cardiology	PATRIZIA PRESBITERO	B2
Clinical Cardiology and Heart Decompensation and Failure Treatment Centre	EDOARDO GRONDA	B2
Haemodynamics, Invasive Cardiology and Coronary Care Unit	PATRIZIA PRESBITERO	B2
Electrophysiology and Electrostimulation	MAURIZIO GASPARINI	A2

SURGICAL AREA

Senior Consultant General Surgery	ALBERTO PERACCHIA	A0/A1/A3
Senior Consultant General Surgery	LEANDRO GENNARI	A1/A3/C0
Senior Consultant Thoracic Surgery	GIANNI RAVASI	B3/D1
Senior Consultant Gynaecology	UMBERTO RADAELLI	A0/C1/D0/D1
Breast Unit	CORRADO TINTERRI	C1/C3/D1
General and Oncologic Surgery	ROBERTO DOCI	A3/C0
General and Minimally Invasive Surgery	RICCARDO ROSATI	A0/B1
General Surgery III	MARCO MONTORSI	A3/B1
Plastic Surgery I	SIMONE GRAPPOLINI	A0
Plastic Surgery II	MARCO KLINGER	D0
Thoracic Surgery	MARCO ALLOISIO	B3/D1
Vascular Surgery I	PIERLUIGI GIORGETTI	A2
Vascular Surgery II	MARIA GRAZIA BORDONI	A2
Gynaecology	PAOLO LEVI SETTI	A0/C1/D0/D1
Oncologic Gynaecology	ROBERTO TOZZI	A0/C1/D0/D1
Neurosurgery	RICCARDO RODRIGUEZ Y BAENA	D2
Ophthalmology	PAOLO VINCIGUERRA	B3/D0
Otorhinolaryngology	ARTURO POLETTI	A0/D2
Urology	PIERPAOLO GRAZIOTTI	A0/D0

MEDICAL AREA

Dermatology	MARCELLO MONTI	B1
Endocrinology and Diabetology	PIETRO TRAVAGLINI	A0
Gastroenterology and Digestive Endoscopy	ALBERTO MALESCI	B1
Medical Clinic	MAURO PODDA	C0/C3
Medically Assisted Procreation	PAOLO LEVI SETTI	A0/D0
Accident & Emergency	SALVATORE BADALAMENTI	D3
General Medicine and Hepatology	MAURIZIO TOMMASINI	C0/C3
General Medicine and Nephrology	GIORGIO GRAZIANI	D3
Emergency Neurology & Stroke Unit	GIUSEPPE MICIELI	D2
General Medicine - Neurology	EDUARDO NOBILE-ORAZIO	D2
General Medicine and Pneumology	MICHELE CICCARELLI	D3
Neurology	PAOLA MERLO	D2
Rheumatology	BIANCA MARASINI	A2
Orthopaedic & Cardio-Respiratory Rehabilitation	STEFANO RESPIZZI	A2/A3/E1/E2/E3
Neurologic Rehabilitation	BRUNO BERNARDINI	C2/D2/E2

ONCOLOGY AREA

Medical Oncology and Hematology	ARMANDO SANTORO	C1/C3/D1
Nuclear Medicine	ARTURO CHITI	A0

ORTHOPAEDIC AREA

Senior Orthopaedic Consultant	MARIO RANDELLI	A0/A1/B3
Arthroscopic surgery of the shoulder	ALESSANDRO CASTAGNA	A0/A1/B3
Arthroscopic surgery of the knee	ENRICO ARNALDI	A0/A1/B3
Surgery of the foot	LUIGI MILANO	A0/A1/B3
Surgery of the hand	ALBERTO LAZZERINI	A0/A1/B3
Paediatric Orthopaedics	NICOLA PORTINARO	B3/C2
Orthopaedics II - Hip and knee prosthetic surgery	LORENZO SPOTORNO GUIDO GRAPPIOLO	A1/A3/B3
Orthopaedics I	VALERIO SANSONE	A1/B3
Traumatology I	ADRIANO BALDI	A1/B3
Traumatology II	MARCO BERLUSCONI	B3/C2

INTENSIVE CARE AREA

<i>speciality</i>	<i>person in charge</i>
Cardiosurgery Intensive Care	ANGELO BANDERA
General Intensive Care	GIOVANNI BORDONE

DAY HOSPITALS

<i>speciality</i>	<i>person in charge</i>
Medical Oncology Day Hospital	ARMANDO SANTORO
Surgical Day Hospital	ROBERTA MONZANI

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DEPARTMENTS

<i>speciality</i>	<i>person in charge</i>
Department of Anaesthesia and General Intensive Care	GIOVANNI BORDONE
Radiology and Diagnostic Imaging	GIORGIO BRAMBILLA
Department of Rehabilitative medicine	STEFANO RESPIZZI
Department of Oncology	ARMANDO SANTORO
Department of Cardiovascular Disorders	PATRIZIA MERONI
Department of Gastroenterology	ALBERTO MALESCI
Department of Internal Medicine	MAURO PODDA

ACCIDENT AND EMERGENCY

<i>speciality</i>	<i>person in charge</i>
Highly Specialised Emergency Department	SALVATORE BADALAMENTI

SPECIAL DIAGNOSTIC AND TREATMENT SERVICES

<i>speciality</i>	<i>person in charge</i>
Pathological Anatomy	MASSIMO RONCALLI
Check-up and Coordinated Examinations	
Thrombosis Centre	LIDIA ROTA
Dialysis	SALVATORE BADALAMENTI
Echography	GIOVANNI MORANDI
Echocardiography	RENATO BRAGATO
Digestive Endoscopy	ALESSANDRO REPICI
Analysis Laboratory	ALESSANDRO MONTANELLI
Nuclear Medicine	ARTURO CHITI
Vascular & Interventional Radiology	GIORGIO BRAMBILLA
Diagnostic Radiology	LUCA BALZARINI
Radiotherapy and Radiosurgery	MARTA SCORSETTI

7 OUTPATIENT STATIONS

ALLERGOLOGY
ANDROLOGY
ANESTHESIOLOGY
ANTISMOKING CENTRE
CARDIOLOGY
CARDIOSURGERY
DERMATOLOGY
DIABETOLOGY
DIETOLOGY
ELECTROPHYSIOLOGY AND ELECTROSTIMULATION
EMERGENCY NEUROLOGY & STROKE UNIT
ENDOCRINOLOGY
GENERAL MEDICINE
GENERAL SURGERY
GASTROENTEROLOGY
GYNAECOLOGY
HEMATOLOGY
HAEMODYNAMICS AND INTERVENTIONAL CARDIOLOGY
HEPATOLOGY
MEDICAL CLINIC
MEDICAL ONCOLOGY
METABOLIC DISEASE
NEPHROLOGY
NEUROLOGY
NEUROPHYSIOLOGY
NEUROSURGERY
ONCOLOGIC GYNAECOLOGY
OPHTHALMOLOGY
ORTHOPEDECS
OTORHINOLARYNGOLOGY
PEDIATRICS
PLASTIC SURGERY
PNEUMOLOGY
PROCTOLOGY
REHABILITATION AND PHYSIOTHERAPY
REPRODUCTIVE MEDICINE
RHEUMATOLOGY
SENOLOGY
THORACIC SURGERY
TRAUMATOLOGY
UROLOGY
VASCULAR SURGERY

Booking exams and consultations

It is possible to make appointments:

- *in person, at the PARC appointment-reception desk on the first floor of building 2 for private patients from 8 am to 7 pm Monday to Friday and from 8 am to 12 noon Saturday; and on the ground floor of building 4 for NHS patients from 8 am to 4 pm Monday to Friday.*
- *by phone, calling number +39.02.8224.8224 for private patients from 8 am to 7 pm Monday to Friday and from 8 am to 1pm Saturday; and +39.02.8224.8282 for NHS patients from 9 am to 5 pm Monday to Friday.*
- *via fax, at the number +39.02.8224.6294*
- *via internet at the website www.humanitas.it using the book&pay facility.*

For those exams that need previous preparation, specific information whilst booking is provided. These can also be seen on the website www.humanitas.it.

No appointment is needed for laboratory tests. It is sufficient to go directly to the Collecting Centre (building 4) between 7.30 and 12.30 from Monday to Friday and between 7.30 and 10.30 on Saturday.

For information regarding sample blood withdrawal call 02.8224.8230 from Monday to Friday, between 14.30 and 16.30.

Waiting times

Humanitas is committed to respect the limits established by the Health Council of Lombardy Region (D.M.124/98, DGR 38571/98 and 47675/99) and any later additions and modifications.

The waiting times are shown on various monitors situated throughout the hospital and can be obtained from the Medical Management.

Documents required

For the services accredited by the National Health Service, it is necessary to bring the general practitioner's prescription, Regional medical card (magnetic card), a valid identity card, the fiscal code card and, in some cases, a document that certifies the right to prescription payment exemption.

Non-residents should refer to their local ASL office.

Tariffs

For consultations and tests covered by the National Health Service, patients will pay only the prescription fee when required.

For non-accredited services, a specific Humanitas rates list is available on request.

Collection of examination results

Examination results are handed over by the physician at the end of the consultation. When not specified otherwise, the results for other services and tests can be collected (Monday to Friday from 9 to 5 and Saturday from 8 to 12) at the PARC Results Collection on the ground floor of building 2 (main building) on the days indicated in the form received during exam. This form enables patients to collect results. Results will not be given to third parties without written authorisation. Laboratory test results can be consulted on the Humanitas Internet Website www.humanitas.it on specific request for a strictly personal access code when being admitted at the Collection Point.

8 ADMISSIONS

NATIONAL HEALTH SERVICE ADMISSIONS

Both inpatient admissions and medical-surgical Day Hospital admissions are organised on request of the patient's general practitioner in agreement with the Operative Unit required.

Waiting list

The management of inpatient admissions is the responsibility of the physician in charge of each department. This is done on a first-come-first-served basis but can be prioritised in cases of emergency or necessity.

Documents needed for hospital admission

For hospital admission, the patient should present the following documents:

- *General practitioner's prescription request*
- *Regional medical card (magnetic card)*
- *Identity card*
- *Fiscal code card.*

For non residents in Italy:

- *European Community citizens need a TEAM card for medical assistance during their temporary stay in Italy. For treatment and hospitalisation programmes the E112 or E106 forms are required.*
- *Non-European Community citizens must refer to the qualified NHS office.*

Pre-admission

For surgical patient admission, the pre-surgery tests are normally carried out on a pre-admission basis (ground floor building 3). They are totally free of charge and planned according to the patients' needs. In these cases, the documents listed in preceding paragraph must be presented at the time of pre-admission.

Transfusion service

In collaboration with the Department of Transfusion and Hematology of San Paolo hospital, Humanitas guarantees availability and administration of blood and derivatives for transfusion in case of necessity. On request of the patient it is also possible to perform auto-transfusions; this method can be used bearing in mind the general conditions of the patient and is managed during pre-admission.

What to bring for the hospital stay

It is indispensable to bring (handing over to the head nurse on admission) every test or previous medical record and details regarding drugs normally taken.

Clothing has to be basic, namely: night-dress or pyjamas, white socks, slippers, dressing gown or tracksuit, personal hygiene requisites (at least two changes), paper napkins and handkerchiefs. It is recommended, when possible, to bring a soft, not hard



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suitcase. It is not advisable to carry valuable objects or too much cash. All rooms are equipped with a safe. Humanitas is not responsible for theft or loss of valuables left unguarded.

Reception

On admission, the patient must go to the correct PARC Admissions (NHS, Private patients or Day hospital) where all the necessary admission procedures will be carried out and he/she will receive a form illustrating the medical team with name of referral doctor (tutor). On arrival to the ward, the patient will receive:

- *coded wristband, to guarantee correct identification*
- *questionnaire about the quality of services, that should be filled in and posted in the box present in every ward*
- *Guide to services (on request).*

Communication with the physician responsible for patients' care

During hospitalisation, the patient, a relative or the general practitioner will be kept informed on therapeutic and diagnostic procedures and the disease evolution by the Humanitas tutor responsible; these talks must be made in agreement with the Unit's Head Nurse.

An interpreting service is available to facilitate communication with foreign patients.

Visits by relatives and friends

The patient can receive visits. Overcrowding the rooms with more than two people at a time or disturbing other patients should be avoided. It is preferable not to admit children below 12 years of age. It is forbidden to sit on the patient's bed and to use the room toilet. There are specific toilets for visitors.

During the care activity, relatives are requested to leave the room. It is recommended not to bring food or beverages to the patient to avoid modifying the established dietetic regime.

The schedule for visits is from 8:00 a.m. to 8:00 p.m. (but with recommended schedule from 11:00 a.m. to 12 noon and from 5:00 p.m. to 7:00 p.m.), exceptions are at the Head Nurse's discretion.

In some cases an accompanying person may stay overnight following authorisation by Head Nurse. Patients over 65 years of age can receive family visits outside the normal visiting times. Children may have a parent present at all times.

Visits to the Intensive Care Unit are scheduled from 12:30 p.m. to 1:30 p.m. and from 7:00 p.m. to 8:00 p.m. Access is usually permitted to just one person per patient. Before entering Intensive Care, visitors must wear sterile hat, mask, overall and overshoes. Visitors should refer to the staff for any request or problem.

Social Services

A social assistant is available to assist in matters regarding exemption and invalidity, and to provide information regarding how to handle the period following patient discharge (Tel. +39.02.8224.2253).



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Additional private assistance

- Nursing assistance to inpatients is guaranteed exclusively by the hospital. The hospital does not permit other persons and/or associations to offer any type of private nursing assistance to the inpatient
- The hospital permits patients' relatives to be supported when they assist inpatients as long as they respect the rules for external visitors.
- The Humanitas Foundation (tel. 02.8224.2305/6404 can supply to those who need it, a list of associations with whom the Foundation has conventions. Those interested can request the necessary support both in hospital and at home.

Religious Service



There is a chapel on the first floor of the facility where catholic mass is celebrated at the times indicated at the entrance. The priest is present from Tuesday to Sunday. Every afternoon a nun is present. It is possible to contact them by asking the ward staff or calling 02.8224.2332. The Head Nurse of each ward has a list of addresses and telephone numbers of the main religions present locally.

Meals



Breakfast is served from 7:30 a.m. to 8:00 a.m., lunch from 11:30 a.m. to 1:00 p.m. and dinner from 6:30 p.m. to 8:00 p.m. The patient has a choice of various meals, except under specific medical prescription. Special diets may be served, on presentation of medical prescription. Vegetarians or patients with specific food requirements relating to religion or ethnic reasons should tell the head nurse. Meals are served in thermal-insulation trays that guarantee the correct temperature and hygiene.

Patient Discharge

On discharge the patient is given:

- *the clinical report addressed to the patient's general practitioner*
- *personal medical documentation initially brought by the patient.*

Peace and quiet

So as to not disturb other patients, you are asked to avoid making any noise, to keep your voice down and the volume of radio and TV low.

Optional hospital facilities

- *single room*
- *accompanying person*
- *television rental*
- *timer telephone rental.*

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Fire and Safety Precautions

Hospital personnel is trained to control fire and protect the safety of patients. Regulations for accident and fire prevention are affixed inside the rooms with indications of emergency exits.

Organ donation and transplantation

Humanitas performs corneal transplantation. Multi-organ donations come from Centres authorised by the Ministry of Health.

Blood donations

A calendar of blood donation activities is present in Humanitas in collaboration with the regional AVIS. For information call the Medical Management (Tel. +39.02.8224.2301).

ADMISSION TO DAY HOSPITAL

With this method, after receiving medical or surgical services the patient may return home the same day.

Surgical Day Hospital

On pre-admission, the healthcare personnel provide the patient with the necessary instructions to be followed. The Day hospital surgical staff is available for every necessity and can be reached by telephone for any requirement. It is recommended that the patient be accompanied home. Essential information is provided on discharge for home care. When necessary, it is possible to telephone the healthcare personnel.

Medical oncology and general Day Hospital

The treatment varies from one to six hours. Fasting is a requirement for blood-chemical tests. In normal conditions it is not necessary to be accompanied. Eventual collateral effects (nausea, vomit, and constipation) are efficiently controlled when healthcare staff indications are followed carefully. On discharge, essential information is provided for home care. When necessary, it is possible to telephone the health care personnel.

PRIVATE PATIENT ADMISSION AND SERVICES

The PARC admissions for private patients is situated on the third floor of building 1.

Humanitas has three private wards (A3, B3, C3) for paying or insured patients who have a right to:

- *single room with the possibility to have a guest*
- *special additional comfort*
- *choice of physician.*

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Private insurance/Check up

The private Admission PARC can provide a list of accredited Insurance companies and a cost estimate. Humanitas operates with a number of Private Insurance Companies.

For information, please call +39.02.8224.6250 (client services) or consult the Internet site: www.humanitas.it.

The Check-up PARC is located on the first floor. Booking Check up can be done by telephoning +39.02.8224.6220 from Monday to Friday from 9.00 a.m. to 5.00 p.m or by sending an email to: prenotazioni.check-up@humanitas.it

Copy of medical record

A copy of the medical record may be requested at the PARC Admissions desk or by telephone.

The people authorised to do this are:

- *The person to whom the record is made out (adult or emancipated minor)*
- *Parents of minors, with a birth certificate (with paternity / maternity) or affidavit, that can also be issued by the Humanitas Medical Health Care Management*
- *Guardians in possession of legal documentation (original copy)*
- *Heirs in possession of documentation, this can also be issued by Humanitas Medical Health Care Management*
- *All other people (including spouse), as long as they present written certified authorisation, as well as an identity card of both authorised and authorising person (a photocopy is sufficient).*

If the patient has temporarily or permanently lost the use of his/her faculties, the request can be presented by a relative in possession of a medical certificate that certifies the patient's mental state plus a certificate proving kinship.

A copy of the medical record is released on payment, and sent:

- *by courier to the patient's address*
- *handed to the patient on request*
- *handed to third party with written consent.*



Fondazione Humanitas was founded in July 1999 and is legally recognised by the Lombard Region since 1999 with bylaw n° 46351. It operates mainly from its headquarters in the Istituto Clinico Humanitas of Rozzano. As well as working within the Region community, it also operates throughout Italy as well as abroad.

The aim of the foundation is to safeguard the quality of life of the patients, whatever their illness, and their families. It works towards this purpose with the Hospital's doctors and nurses and programmes focussing on the practical, emotional and psychological necessities of the patients and their families, thus making the medical care complete.

This goal is realised in several ways, which can be summarised into four routes:

Welcome and listening centre

- *Bellatrix: free accompanying service, prior reservation, for disabled and elderly people who must undergo tests and medical operations in Day Hospital*
- *Listening centre: psychological support system for patients of Istituto Clinico Humanitas.*

Support for chronic disease, with programmes giving psychological support and social assistance:

- *Cassiopea: aimed at dialysed patients and their families*
- *Pegaso... accepting Alzheimer's: accompanying programme and psychological, social and training support for families of Alzheimer sufferers*
- *Arko: for stroke victims and their families (green number 800.271601, self help meetings for patients and their families, monthly meetings together with doctors, nurses, physiotherapists).*

Services to make the hospital stay more comfortable:

- *Book in your room: travelling library in every ward, managed daily by volunteers*
- *Meeting point: pleasant area where to obtain gifts and information regarding the foundation*
- *Voltapagina: meetings with well-known writers and journalists.*

Practical help:

- *Emergency fund: to face moments of economic difficulty. In particular, help over long periods of stay in Rozzano for relatives of patients admitted to hospital, especially those coming from outside Italy*
- *Agreements. agreements with local associations, companies and agencies for low cost accommodation, food and other necessities*
- *Interpreting: on request, the presence of interpreters of major European and extra-European languages, to facilitate communications between patient, the patient's relative and medical/ nursing staff.*

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Fondazione Humanitas is assisted by approximately 150 volunteers who, after an aptitude test and a four day basic training course, enter into the distinctive reality of a general hospital. Their training is focused and specialised, according to the field in which they operate and is based on sharing choices, methods and aims between the foundation, healthcare workers of the Institute, trainers and the volunteers themselves.

For information: 02.8224.2303/2305

Ariel Foundation



Fondazione Humanitas, in collaboration with UmanaMente, promoted the beginning of Ariel, referral centre on a national level for the support and care of children affected by neuromotor disabilities. Ariel aims at giving tangible assistance to these young patients and their families thanks to the activation of a unique referral point connected to a coordinated network of Italian and foreign doctors, psychologists and social workers (tel. 02.8224.2315).

10 USEFUL INFORMATION

Hotels

At the Information desk on the ground floor of buildings 2 and 7 a list of hotels near Humanitas which offer special prices can be obtained.

Travel agent

A travel agency is at the public's disposal for booking air and train tickets. The agency is located on the first floor of building 2 and is open from Monday to Friday between 10 am and 2 pm.

Automatic cash dispenser

In the main corridor on the first floor of building 2, there is an automatic cash dispenser (Bancomat).

Bar and refreshment

A Snack Bar situated on the first floor of building 2 is open every day from 7.00 a.m. to 8.30 p.m. There are a further two bars on the ground floor of building 5 and 7.

Automatic distributors of drinks and snacks are located in the main entrance of building 2 and in the connecting corridors leading to the wards on the first and second floors. Finally, the canteen of the Istitute is available for patients' families. It is forbidden to introduce alcoholic beverages throughout the entire hospital.



Smoking

Humanitas is a free from smoking institution. By law and to protect the health of patients and hospital staff, it is strictly forbidden to smoke inside the hospital.



Newspapers and journals

A newsagent is present on the first floor of building 2, next to the mobile staircase, which is open Monday to Friday from 7.30 a.m. to 12 noon and from 3 p.m. to 6 p.m., and on Saturday and holidays from 7.30 a.m. to 12 noon. It is also possible to buy consumer goods from this kiosk.



Parking

It is possible to park within the Institution grounds for the whole period necessary, paying a sum of 2 Euro daily. (To be paid on the ground floor of building 2 or buildings 5 and 8 before leaving the Institute).



Hairdresser

It is possible to make hairdressing appointments asking the Head Nurse or calling extension 6262.

Telephone

Public card and coin telephones are available from automatic machines in community areas. Cell-phones should not be used in indicated areas, because they can cause interference with electro-medical instruments.



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Transportation

A bus runs from Humanitas to Piazzale Abbiategrasso, stopping at the bus terminal of tram 15.

Information is available concerning:

- *buses, taxis and ambulances, at the information desk in the main lobby*
- *Aeroplanes and trains, at the Travel Agent Office on the first floor of building 2.*

Public Relations Office

Observations or complaints can be forwarded in writing or verbally, to:

- *Public Relations Office Monday to Friday from 9:00 a.m. to 1:00 p.m. and from 2:00 p.m. to 5:00 p.m. (Tel. +39.02.8224.4586, Fax +39.02.8224.2299, E-mail urp@humanitas.it)*
- *The Public Protection Office (art. 11 of the L.R. 31/97) at ASL (local health centre) Milano 2 (Tel. +39.02.9805.2218).*

Moving disabled people

On the ground floor of buildings 2, 4 and 8 wheelchairs are available for use in the hospital grounds. For the elderly, disabled and spastic children, Humanitas Foundation has activated “Bellatrix” an accompanying service on occasion of consultations/tests or admission to Day Hospital (Tel. +39.02.8224.6404).

www.humanitas.it

The Humanitas Internet website is an instrument of interactive communication that provides, in real time, information on activities and services offered. This website is under permanent evolution and aims at putting the Institute in direct contact with its patients. It offers:

- *a brief profile of the Institute*
- *the Guide to Services*
- *information about the services and medical and healthcare activities*
- *informative and illustrative forms on healthcare education*
- *the possibility to obtain, free of charge on request, lab test results carried out in Humanitas*
- *the possibility, through the service “The specialist answers”, to ask questions and request information on prevention and treatment of the most common disorders*
- *the possibility to book appointments and tests.*

11 OBJECTIVES AND QUALITY STANDARDS

Humanitas intends providing high quality care in an environment of humanisation and in the respect of patient dignity. The first objective is to satisfy patients' needs, in respect of the physician's decisions, for which the efficacy and efficiency of services represent a deontologic and institutional duty.

Simplicity

- *telephonic booking of appointments and outpatient services at the website www.humanitas.it and using the book&pay facility.*
- *clarity and transparency of tariffs communicated before the use of services.*
- *simplified payment modality (also with Cash Card and Credit Card)*
- *it is possible to receive results and reprint tests at home. Lab tests can be consulted online (Referti online www.humanitas.it)*
- *suggestions can easily be made (questionnaires, Public Relations Office).*

Reception, comfort and care of personal items

- *great care is taken in the cleaning of the outpatient stations, wards, ward rooms and waiting rooms.*
- *no architectural barriers; easy access*
- *clear indications for user information and orientation*
- *spacious parking*
- *complete air conditioning during the summer and winter with fresh, non recycled external air*
- *natural or artificial lighting studied specifically for the different environments and functions*
- *ward rooms with one / two beds, bathroom, safe, TV, telephone*
- *practical internal pathways.*

Information and privacy

- *easy identification of staff through identity badges and uniforms are differentiated according to roles and qualification:*
 - *Head Nurse: white uniform*
 - *Professional Nurse: white uniform with blue border*
 - *Healthcare worker: white uniform with yellow border*
 - *Student Nurse: white uniform with maroon border*
 - *Auxiliary: top with green / white stripes and white trousers*
 - *Technician: white uniform with green border*
 - *Surgical staff: light blue uniform*
 - *A&E Department Staff: green uniform*
 - *Client services staff: blue or green jacket with grey skirt*
 - *Hostess: green top with blue trousers*
 - *Cleaning staff: blue uniform*
 - *Transport staff: blue top and white trousers*
 - *Security staff: blue suit*
 - *Cloakroom staff: light blue top with white trousers*
 - *Private ward meals staff: blue suit with white blouse*
 - *NHS meals staff: white uniform with blue / white check apron*
- *safe identification of patients through a wristband with bar code*
- *accurate communication of the diagnostic and therapeutic procedures by referral doctor*
- *patient participation regarding care supplied ensured by written informed consent*

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- *privacy rights guaranteed by treatment and communication method used for personal data for which patients leave written consent.*

Safety

Humanitas takes particular care in the physical safety of patients and visitors with appropriate preventive measures.

Hygiene

- *Scrupulous respect for hygiene following modern norms and specifically with the use of disposable materials where possible*
- *Health environment based on internationally validated protocol*
- *Microbiologic monitoring of areas at risk for infection*
- *Sanitation of bed linen with methods appropriate for safeguarding hygiene at maximum levels*
- *Meals are prepared applying a prevention plan for hygienic safety of food based on international principles of the HACCP system, which is composed of two fundamental phases: identifying and planning risks and continuous control of critical areas of the productive process*
- *Waste disposal according to present laws*

Surveillance

- *day porters and night guard service*
- *surveillance monitors with videocameras both inside and out of the hospital*
- *burglar alarm system.*

Fire safety

- *adequate fire alarm equipment*
- *automatic plant for smoke detection in at-risk areas*
- *automatic fire extinguishing device in corridors and wards*
- *fire safety plans clearly visible in all rooms*
- *evacuation routes protected with automatic emergency lighting system*
- *staff and patient evacuation trials*
- *presence of trained emergency team.*

Electricity and related risks

- *electrical plant certified according to law in force*
- *emergency auxiliary plant (continuity plant, generators)*
- *periodical control of electric safety of biomedical instruments and electrical facilities*
- *24 hour maintenance 365 days a year (approximately 20 people during work hours).*

Oxygen and therapeutic air

- *facilities with double reserve supply*
- *reserve cylinders in case of lack of medical gas.*

Technological systems

- *technological systems are in accord with law in force*
- *reserve gasoline system in lack of methane gas*
- *emergency water reserve plants*
- *periodical control of mechanical safety.*

12 TELEPHONE NUMBERS

INFORMATION AND OUTPATIENT APPOINTMENTS

National Health Service - Tel. +39.02.8224.8282

Private - Tel. +39.02.8224.8224

ACCIDENT AND EMERGENCY DEPARTMENT (A&E)

Secretariat - Tel. +39.02.8224.8305

DOCTORS' SECRETARIAT

Tel. +39.02.8224.4502/4503 - Fax +39.02.8224.4590 for the Divisions of:

- Breast Unit
- Endocrinology and Diabetology
- Gastroenterology and Digestive Endoscopy
- General and Minimally Invasive Surgery
- General Medicine and Hepatology
- General Medicine and Pneumology
- General Surgery III
- Medical Clinic
- Medical Oncology and Haematology
- Nephrology
- Otorhinolaryngology
- Surgical Oncology
- Urology

Tel. +39.02.8224.4602 - Fax +39.02.8224.4691 for the Divisions of:

- Anaesthesiology and Cardiosurgical Intensive Care
- Cardiology
- Cardiosurgery
- Clinical Cardiology and Cardiac Decompensation and Failure Treatment Centre
- Thrombosis Centre

Tel. +39.02.8224.4115 - Fax +39.02.8224.4190 for the Division of:

- Anaesthesiology and General Intensive Care

Tel. +39.02.8224.4680 - Fax +39.02.8224.4694 for the Divisions of:

- Ophthalmology
- Thoracic Surgery
- Vascular Surgery I
- Vascular Surgery II

Tel. +39.02.8224.3601 - Fax +39.02.8224.3690 for the Division of:

- Haemodynamics and Invasive Cardiology

Tel. +39.02.8224.4600 - Fax +39.02.8224.4693 for the Divisions of:

- Arthroscopic Surgery of the Shoulder
- Arthroscopic Surgery of the Knee
- Dermatology
- Echocardiography
- Electrophysiology and Electrostimulation
- Emergency Neurology and Stroke Unit
- Gynaecology
- Neurology III
- Neurosurgery
- Neurologic Rehabilitation
- Oncologic Gynaecology
- Orthopaedics I
- Orthopaedic and cardiorespiratory Rehabilitation
- Paediatric Orthopaedics and Neuro-orthopaedics
- Plastic Surgery I
- Surgery of the Foot
- Surgery of the Hand
- Traumatology I
- Traumatology II

Tel. +39.02.8224.4646 for the Division of:

- Reproductive Medicine

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Tel. +39.02.8224.3220 for the Divisions of:

- Orthopaedics II - Prosthetic surgery of the hip and knee

Tel. +39.02.8224.6443 - Fax +39.02.8224.2298 for the Division of:

- Neurology II
- Plastic Surgery II
- Rheumatology

ONCOLOGY LINE *Tel. +39.02.8224.6280*

CHECK-UP SERVICE *Tel. +39.02.8224.6220*

GENERAL MANAGEMENT *Tel. +39.02.8224.2424*
Fax +39.02.8224.2413

MEDICAL MANAGEMENT *Tel. +39.02.8224.2301*
Fax +39.02.8224.2299

NURSING MANAGEMENT *Tel. +39.02.8224.2312*
Fax +39.02.8224.2299

SCIENTIFIC MANAGEMENT *Tel. +39.02.8224.2445*
Fax +39.02.8224.5101

PUBLIC RELATIONS OFFICE *Tel. +39.02.8224.4586*
Fax +39.02.8224.2299

COMMUNICATIONS OFFICE *Tel. +39.02.8224.2238*
Fax +39.02.8224.2413

HUMANITAS FOUNDATION *Tel. +39.02.8224.2303*

This Guide to Services is available on request at:

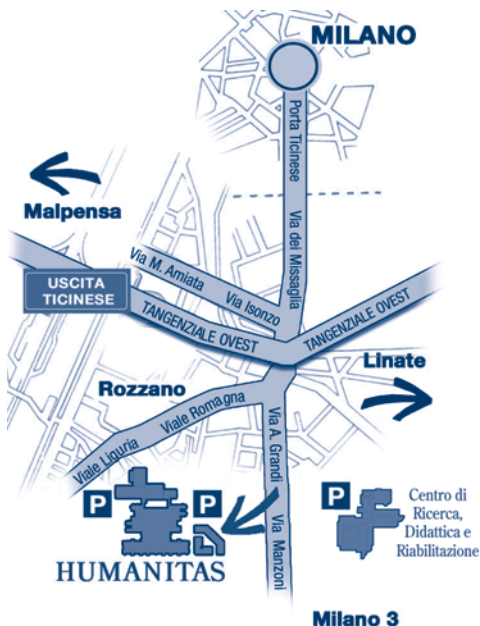
- *the information point on the ground floor of buildings 2 and 4*
- *the PARC outpatients on the 1st floors of buildings 2 and 4*
- *the Public Relations Office*
- *the Medical Management Office*
- *Departmental Head Nurses*

Chief Health Executive
Norberto Silvestri

13 HOW TO REACH HUMANITAS

BY CAR

- *From the motorway:*
From all the motorway exits, follow the indication "tangenziale ovest" and exit at Ticinese/Rozzano. After the motorway exit, that leads out of the state road Giovi (ss35) turn right. At the light turn right into M. Amiata street (that becomes Isonzo Street) and, turn right again following the indications "Istituto Clinico Humanitas".
- *From Milan Centre:*
Continue straight from Porta Ticinese - Corso San Gottardo- Meda street - Montegani street - Missaglia street, and then follow the indications "Istituto Clinico Humanitas", or "Basiglio - Milano 3".



- *From the Central Station:*
Follow the City Internal Ring road (dei "Bastioni") until Porta Ticinese: then continue following the paragraph "From Milan Centre" indications.
- *From Pavia:*
After the Pavese road turn right towards Rozzano centre in Viale Lombardia. Continue straight on and turn right at the crossing with Via Manzoni. Following the indications for Istituto Clinico Humanitas on the right.
- *From Linate Airport:*
Tangenziale Est motorway in direction Genova: go to the ovest motorway and exit at Ticinese/Rozzano. Continue following the paragraph "From the motorway" indications.

- *From Malpensa Airport:*
Motorway A8 in Milan direction. Take the Ovest motorway and exit at Ticinese/Rozzano, and then follow the paragraph "From the motorway" indications.

WITH PUBLIC TRANSPORT

Bus from Humanitas to piazzale Abbiategrasso, stopping at terminal of tram 15 (timetable available at the information desk).
MP bus from MM2 Famagosta- green line (timetable available at the information desk).

Information included in this Guide to Services is also available on the Internet site www.humanitas.it

**Istituto Clinico Humanitas - Via Manzoni, 56
20089 Rozzano (Milano)**

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