

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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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 in Rozzano, south of Milan, and accredited by the Italian National Health Service (NHS) as a provider of in- and outpatient services. It is what is known in Italy as an **Istituto di Ricovero e Cura a Carattere Scientifico** (IRCCS - a Scientific Institute of Research and Care) recognised by the Ministry of Health and the regional government of Lombardy as a centre of excellence in terms of the quality of its healthcare services and its ability to translate the results of research and innovation into everyday clinical practice.

A field of excellence is the **Humanitas Cancer Center**, a state-of-the-art research and care center for oncological diseases: an organization with multidisciplinary teams, patient facilities, innovative technologies and preclinical, translational and clinical research.

Humanitas is also a teaching centre for the International Medical School and the degree courses in Nursing Sciences and Biotechnologies offered by Università degli Studi di Milano.

Particularly, the **International Medical School** is an English-language medical degree based on innovative teaching and learning methods. It combines academic training with hands-on experience at the hospital and research labs of Humanitas. The distinguishing features are lessons held in English, visiting professors from top European and North American universities, innovative teaching and learning methods (small study groups, PBL, discussions of specific cases and practical experience).

Humanitas is the first Italian general hospital to obtain Joint Commission International certification. Its diagnostic, therapeutic and rehabilitative activities meet the needs of the population of 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 towards age, sex, race, nationality, social condition, religion or political opinion;
- to be informed and encouraged 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 a complete evaluation and management of pain;
- to express their own views through available channels (e.g. service assessment questionnaire) and to refer to the Public Relations Office;
- 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 practitioners 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 interpretation service to enable 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, the environment and equipment, cooperate with ward staff and keep to the therapeutic and behavioural indications received, so as to facilitate a positive health outcome and a serene hospital stay.

Humanitas was created with the physician/patient in mind. Its structure is composed of eight main elements:

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.

Building 2

Building 2 houses some of the outpatient clinics, the day hospitals, operating theatres, intensive care units, diagnostic imaging and the laboratories, 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 during winter, and 25/26° C during summer, according to ISPELS guidelines. The circulating air is always fresh and new.

Emergency Department and Radiotherapy Unit (building 3)

Covers a total area of 13,000 square meters, 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 four specific bunkers, preadmission station, oncologic day hospital, surgery block dedicated to day surgery.

Humanitas Cancer Center

The whole first floor of the main building is committed to the Cancer Center. Endoscopy, outpatients department, wards and operating theatres are also located there. The diagnostics platform, Nuclear Medicine and Radiotherapy are at ground floor and a new 5,000 square meters building, the Oncology Translational Research Platform, will soon host Research Labs and Biobank.

Outpatient clinics and sample collection (building 4)

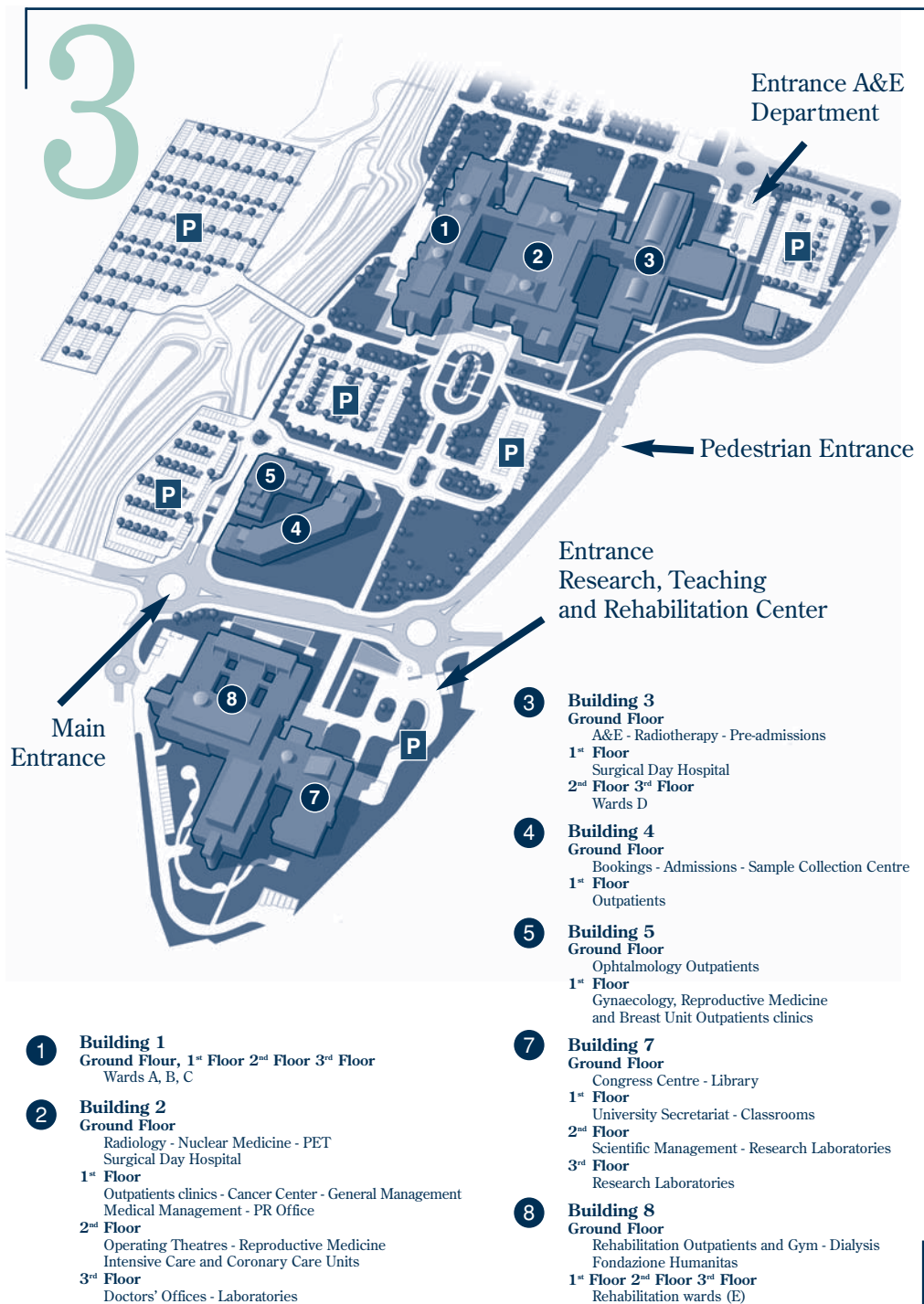
This building houses NHS outpatient clinics and collection area. Booking and admissions of all NHS outpatient services are carried out on the ground floor.

Women's Center (building 5)

The building hosts several ophthalmology outpatients clinics, committed to NHS patients on ground floor. On the first floor there are Gynaecology, Breast Unit and Reproductive medicine outpatients clinics.

Research, Teaching and Rehabilitation Center (buildings 7-8)

Covers a total area of 16,000 square meters and houses Wards E of the Rehabilitation and Physiotherapy Unit, as well as Dialysis (building 8). Also to be found in this building are the research laboratories, library, university classrooms and Congress Center (building 7).



4 APPOINTMENTS AND ADMISSION

Multifunctional reception desks called PARC (booking, administration, admissions and payment), are present in various areas:

| | | | |
|---|---|---|--------------------------|
| PARC Sample collection (NHS) | 7.00 / 12.00 7.00 / 11.00 | monday/friday saturday | building 4 |
| PARC Sample collection (Private Patients) | 7.00 / 12.00 7.00 / 11.00 | monday/friday saturday | building 2 |
| PARC Radiology | 7.30 / 19.30 7.00 / 11.00 | monday/friday saturday | building 1 |
| PARC Physiotherapy | 8.00 / 18.00 8.00 / 17.00 | monday/tuesday/ thursday wednesday/friday | building 8 |
| PARC Outpatients clinics (NHS) | | | |
| Booking | 8.00 / 16.00 | monday/friday | building 4 |
| Admission | 7.00 / 19.00 8.00 / 12.00 | monday/friday saturday | building 4 |
| PARC Outpatients clinics A-B-C (Private Patients) | 8.00 / 19.00 8.00 / 12.00 | monday/friday saturday | building 2 |
| PARC Women's Center | 8.00 / 17.00 | monday/friday | building 5 |
| PARC Results pick up | 9.00 / 17.00 8.00 / 12.00 | monday/friday saturday | building 2 |
| PARC Pre-Admissions | 7.30 / 19.00 | monday/friday | building 3 |
| PARC Inpatient admissions (NHS) | 7.00 / 18.30 8.00 / 12.00 11.00 / 15.00 | monday/friday saturday sunday | building 2 |
| PARC Inpatient admissions (Private Patients) | 8.00 / 17.00 8.00 / 12.00 | monday/friday saturday | building 1 building 1 |
| PARC Cancer Center Day Hospital Medical Oncology | 7.30 / 17.30 | monday/friday | building 3 |
| PARC Day Surgery | 7.00 / 15.00 | monday/friday | building 2 |
| PARC Check-up | 8.00 / 17.00 | monday/friday | building 2 |
| PARC Phone Booking | | | |
| <i>National Health Service</i> | 9.00 / 17.00 | monday/friday | |
| <i>Private patients</i> | 8.00 / 19.00 8.00 / 13.00 | monday/friday saturday | |
| PARC Radiotherapy | 8.00 / 19.00 | monday/friday | |
| PARC A&E Department | 8.00 / 20.00 | monday/sunday | |

The Information Desk

Is 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.

5 DEPARTMENTS AND WARDS

CARDIOVASCULAR DEPARTMENT

Director: ETTORE VITALI

| <i>Speciality</i> | <i>Division Director</i> | <i>Ward</i> |
|--|--------------------------|-------------|
| Cardiac Surgery | GIUSEPPE TARELLI | B2/B3 |
| Clinical Cardiology | MADDALENA LETTINO | B2/B3 |
| Echocardiography | RENATO BRAGATO | |
| Electrophysiology and Electrostimulation | MAURIZIO GASPARINI | A2/B3 |
| Haemodynamics, Invasive Cardiology and Coronary Care | PATRIZIA PRESBITERO | B2/B3 |
| Vascular Surgery I | PIERLUIGI GIORGETTI | A2/B3 |
| Vascular Surgery II | MARIA GRAZIA BORDONI | A2/B3 |
| Anaesthesia and Cardiosurgery Intensive Care | ANGELO BANDERA | |

CANCER CENTER

Director: ARMANDO SANTORO

| | | |
|----------------------------------|------------------|----------|
| Breast Unit | CORRADO TINTERRI | A1/A3 |
| Medical Oncology and Haematology | ARMANDO SANTORO | C1/C3/D1 |
| Nuclear medicine | ARTURO CHITI | A0 |
| Radioterapy and Radiosurgery | MARTA SCORSETTI | |
| Thoracic Surgery | MARCO ALLOISIO | B3/D1 |

GENERAL SURGERY DEPARTMENT

Director: MARCO MONTORSI

| | | |
|---|---------------------|----------|
| General and Minimally Invasive Surgery* | RICCARDO ROSATI | A0/A3/B1 |
| General and Oncologic Surgery* | VITTORIO QUAGLIUOLO | A0/A3/B1 |
| General Surgery III* | MARCO MONTORSI | A0/A3/B1 |

GASTROENTEROLOGY DEPARTMENT

Director: ALBERTO MALESCI

| | | |
|--------------------------------|--------------------|----------|
| Gastroenterology* | ALBERTO MALESCI | C1/C3/D0 |
| Digestive Endoscopy* | ALESSANDRO REPICI | |
| General Medicine ed Hepatology | MAURIZIO TOMMASINI | C3/D2/D3 |

SPECIALISED DIVISIONS OF SURGERY

| | | |
|----------------------|---------------------|----------|
| Ophthalmology | PAOLO VINCIGUERRA | A0/B3 |
| Otorhinolaryngology* | ARTURO POLETTI | A0/B3/D2 |
| Plastic Surgery I* | SIMONE GRAPPOLINI | A0/A1/B3 |
| Plastic Surgery II* | MARCO KLINGER | A0/A1/B3 |
| Urology* | PIERPAOLO GRAZIOTTI | A1/A3/B3 |

GYNÆCOLOGY AND REPRODUCTIVE MEDICINE DEPARTMENT

Director: PAOLO LEVI SETTI

| | | |
|---------------------------------------|---------------------|----------|
| Gynaecology I* | DOMENICO VITOBBELLO | A1/A3/B3 |
| Gynaecology and Reproductive Medicine | PAOLO LEVI SETTI | A1/B3/C3 |

INTERNAL MEDICINE DEPARTMENT

Director: MAURO PODDA

| | | |
|-----------------------------------|-----------------------|----------|
| Dermatology* | MARCELLO MONTI | A0/C3 |
| Dialysis | SALVATORE BADALAMENTI | |
| Endocrinology | ANDREA LANIA | A0/C3 |
| General Medicine and Pneumology | MICHELE CICCARELLI | C3/D0/D3 |
| Internal Medicine | RAFFAELLO FURLAN | C3/D0/D3 |
| Nephrology | SALVATORE BADALAMENTI | C3/D0/D3 |
| Rheumatology | BIANCA MARASINI | A0/C3 |
| Thrombosis Centre | LIDIA ROTA | |
| Accident and Emergency Unit (EAS) | ANTONIO VOZA | |

* Divisions that join in the Humanitas Cancer Center

NEUROSCIENCE AREA

| | | |
|-----------------------------------|-----------------------|-------------|
| Emergency Neurology & Stroke Unit | SIMONA MARCHESELLI | D2/C3 |
| Neurology II | EDUARDO NOBILE-ORAZIO | D2/C3 |
| Neurosurgery* | MAURIZIO FORNARI | A3/C0/B3/D2 |

ORTHOPAEDIC AREA

| | | |
|---------------------------------------|---------------------|----------|
| Arthroscopic Surgery of the Knee | ENRICO ARNALDI | A0/A3/C2 |
| Hand Surgery | ALBERTO LAZZERINI | A0/A3/C2 |
| Hip and Knee Prosthetic Surgery | GUIDO GRAPPIOLO | A0/A3/C2 |
| Knee Orthopaedics | PIERO VOLPI | A0/A3/C2 |
| and Sport Traumatology | MATTEO DENTI | |
| Paediatric | NICOLA PORTINARO | C0 |
| and Neuro-Orthopaedics Surgery | | |
| Shoulder, Elbow and Foot Orthopaedics | ALESSANDRO CASTAGNA | A0/A3/C2 |
| Traumatology | MARCO BERLUSCONI | A3/D0 |

REHABILITATION DEPARTMENT

Director: STEFANO RESPIZZI

| | | |
|--|------------------|-------------|
| Cardiac and Respiratory Rehabilitation | STEFANO AGLIERI | B2/B3/E3 |
| Neurologic Rehabilitation | BRUNO BERNARDINI | A3/B3/D2/E2 |
| Orthopaedic Rehabilitation | STEFANO RESPIZZI | A3/E1/E3 |

DIAGNOSTIC IMAGING DEPARTMENT

Director: GIORGIO BRAMBILLA

| | | |
|----------------------------------|-------------------|--|
| Echography | PAOLA MAGNONI | |
| Radiology and Diagnostic Imaging | LUCA BALZARINI | |
| Vascular and Invasive Radiology | GIORGIO BRAMBILLA | |

GENERAL ANAESTHESIA AND INTENSIVE CARE DEPARTMENT

Director: GIOVANNI BORDONE

* Divisions that join in the Humanitas Cancer Center

SPECIAL
DIAGNOSTIC
AND
TREATMENT
SERVICES

| <i>speciality</i> | <i>person in charge</i> |
|---------------------------------------|-------------------------|
| Analysis Laboratory | ALESSANDRO MONTANELLI |
| Cancer Center | ARMANDO SANTORO |
| Center for Autoimmune liver diseases | PIETRO INVERNIZZI |
| Center for Inflammatory bowel disease | SILVIO DANESE |
| Dialysis | SALVATORE BADALAMENTI |
| Digestive Endoscopy | ALESSANDRO REPICI |
| Echography | PAOLA MAGNONI |
| Echocardiography | RENATO BRAGATO |
| Nuclear Medicine | ARTURO CHITI |
| Diagnostic Radiology | LUCA BALZARINI |
| Vascular & Interventional Radiology | GIORGIO BRAMBILLA |
| Radiotherapy and Radiosurgery | MARTA SCORSETTI |
| Pathological Anatomy | MASSIMO RONCALLI |
| Thrombosis Centre | LIDIA ROTA |

7 OUTPATIENT CLINICS

ALLERGOLOGY
ANDROLOGY
ANESTHESIOLOGY
ANTISMOKING CENTRE
BREAST UNIT
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
INTERNAL MEDICINE
MEDICAL ONCOLOGY
METABOLIC DISEASE
NEPHROLOGY
NEUROLOGY
NEUROPHYSIOLOGY
NEUROSURGERY
ONCOLOGIC GYNAECOLOGY
OPHTHALMOLOGY
ORTHOPEDICS
OTORHINOLARYNGOLOGY
PEDIATRICS
PLASTIC SURGERY
PNEUMOLOGY
PROCTOLOGY
REHABILITATION AND PHYSIOTHERAPY
REPRODUCTIVE MEDICINE
RHEUMATOLOGY
THORACIC SURGERY
TRAUMATOLOGY
UROLOGY
VASCULAR SURGERY

Booking exams and consultations

It is possible to make booking:

- *in person, at the PARC booking-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 pm 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 1 pm Saturday; and +39.02.8224.8282 for NHS patients from 9 am to 5 pm Monday to Friday.*
- *Check-up: by phone, calling number +39.02.8224.6220, from 9 am to 5 pm Monday to Friday, or by e-mail at prenotazioni.check-up@humanitas.it, providing a number at which to be recalled.*
- *via fax, at the number +39.02.8224.6294*
- *via internet on the website www.humanitas.it.*

For those exams that need previous preparation, specific information is provided whilst booking. Specific instructions are also available on the website www.humanitas.it.

No booking is needed for laboratory tests. It is sufficient to go directly to the Collecting Centre (building 4) between 7 am and 12 pm from Monday to Friday and between 7 am and 11 am on Saturday. For information regarding blood sample collection call +39.02.8224.8230 from Monday to Friday, between 11 am and 1 pm and between 2.30 pm and 4.30 pm.

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 monitors at PARC Booking waiting rooms, 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 request on the regional prescription book of the general practitioner or the specialist, 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 Health Authority Office (ASL).

Prescriptions

Humanitas physicians are entitled to prescribe medical examinations, diagnostic exams and therapies for NHS Lombard patients, through the regional prescription book.

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 the 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 on regional prescription book*
- *Regional medical card*
- *Identity card*
- *Fiscal code card.*

For non residents in Italy:

- *European Community citizens need a TEAM card (European Health Insurance Card - EHIC) 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.*
- *Concerning the urgent medical assistance to indigent patients not registered by NHS, an STP (Temporarily hosted foreigner) code will be assigned by self certification.*

Pre-admission

For surgical patient admission, pre-surgery tests are normally carried out on a pre-admission basis (ground floor building 3). They are free of charge and planned according to the patients' needs. In these cases, the documents listed in the 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 the availability and administration of blood and derivatives for transfusion in case of necessity. On the patient's request 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 Nursing coordinator 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 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 Nursing coordinator.

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 is forbidden. 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 am to 8 pm (but with recommended schedule from 11 am to 12 pm and from 5 pm to 7 pm), exceptions are at the Nursing coordinator's discretion. In some cases an accompanying person may stay overnight following authorisation by the Nursing coordinator. Patients over 65 years of age can receive family visits outside the normal visiting times. This respects the carer's rights.

Children may have a parent present at all times.

Timetables for visiting patients:

- Intensive Care Unit: from 12.30 pm to 5 pm and from 7 pm to 8 pm
- Heart Surgery Intensive Care Unit: from 11.30 am to 12.30 pm and from 6 pm to 7 pm
- Coronary Care Unit: from 1 pm to 2.30 pm and from 6.30 pm to 8 pm.

Access is usually permitted to just one person per patient.

Before entering Intensive Care, visitors must wear sterile hat, mask, overalls and overshoes. Visitors should refer to the staff for any request or problem.



Continuity of Care

Continuity of care service is available. It supports family members and patients who need a transfer in order to carry on therapy, or a safe discharge home.

The service is issued in cooperation with physicians and nurses, favouring contact with authorized territorial services and facilities, so as to integrate assistance and provide continuity of care (tel. +39.02.8224.2253/2281/4605).

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.
- Fondazione Humanitas (tel. +39.02.8224.2305/6404) 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 Nursing coordinator of each ward has a list of addresses and telephone numbers of the main religions present locally.

Meals



Breakfast is served from 7.30 am to 8.00 am, lunch from 11.30 am to 1.00 pm and dinner from 6.30 pm to 8.00 pm.

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 inform the Nursing coordinator. Meals are served in thermal-insulation trays that guarantee the correct temperature and hygiene.

Patient discharge

On discharge the patient is given:

- *pharmaceutical prescriptions on regional prescriptions book*
- *prescriptions for further examination*
- *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*

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, vomiting, and constipation) can be 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 private wards for paying or insured patients who have a right to:

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

Private insurance

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 +39.02.8224.6250/1 (client services) send an e-mail to ricoveri.solventi@humanitas.it or consult the Internet site: www.humanitas.it.

Check-up service

The Check-up PARC is located on the first floor (Outpatients C). Booking Check-up can be done by phone +39.02.8224.6220 from Monday to Friday from 9.00 am to 5.00 pm or 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 phone. The people authorised 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. In case of cases between members of the family, Humanitas Health Management will consider case by case the identification of the persons who have right to*
- *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 PER LA RICERCA

Fondazione Humanitas per la Ricerca is involved in supporting clinical and basic studies on the pathophysiology of immunological defence mechanisms and the risk factors for several diseases, such as cancer, cardiovascular, neurological and chronic inflammatory diseases.

The activities are carried out in close collaboration with Istituto Clinico Humanitas and the other Humanitas Hospitals in Bergamo, Torino, Catania and Castellanza (Varese). They typically exhibit enormous potential for the translation of findings from benchside to bedside, requiring the close integration and exchange of data between laboratory and hospital wards, crucial to promptly transfer the results of its research into everyday clinical practice.

Fondazione Humanitas per la Ricerca focuses on immunological research field, where our country is a world excellence reference model. Its mission makes the Foundation unique in Italy, and its network includes centers of excellence from all over the world, like the Universities of Leuven and New York, the Centro Nacional de Biotecnología of Madrid, the Queen Mary School of Medicine in the UK and the Pasteur Institute of Paris.

Fondazione Humanitas per la Ricerca is a non-profit organization. It is also engaged in the training of young researchers in an international context, and its activity is supported by the European Commission, AIRC, Telethon and Fondazione Cariplo. The research activities of *Fondazione Humanitas per la Ricerca* are monitored by an Advisory Board whose chairman is the Nobel Prize awardee Rolf Zinkernagel.

For further information:

Tel. +39.02.8224.2448

Web www.humanitasricerca.org

E-mail fondazione.humanitasricerca@humanitas.it



FONDAZIONE HUMANITAS

Fondazione Humanitas was established in July 1999 and has been legally recognized by Regione Lombardia since November, 19th, 1999. It mainly operates from its headquarters, located in the Istituto Clinico Humanitas, Rozzano (Milan), Italy. The main purpose of the Foundation is to promote quality of life for the patients and their families. This is achieved by working closely with physicians and medical attendants through plans which focus on the practical, emotional and psychological needs of patients and families during their stay in hospital and after their discharged. This mission is realized through different activities:

Welcome and Listening center

- *Special Reception Service:* free accompanying service for disabled and elderly people who are to be treated in day hospital. Booking three days before hospitalization. People with significant difficulties in walking may apply for specialized escort service (to be reserved calling +39.02.82.24.82.82).
- *Service in Endoscopy division:* highly-trained service in the endoscopic area. The target is to instruct the patient on how to prepare for the exam, to help patients in filling forms and to provide reassurance.
- *Social Assistance and Psychological Aid:* The foundation's psychologist and social workers offer support to patients and their relatives at Istituto Clinico Humanitas.

Support for Chronic Diseases

- *Service in Dialysis division:* care and Listening service for Dialyzed patients and relatives.
- *Pegaso against Alzheimer:* works in collaboration with Humanitas Regional Value Center for Alzheimer (U.V.A.). Provides training and support for caretakers of Alzheimer patients, through social assistance, psychological aid, self-help and mutual aid groups.
- *Arko against Stroke:* it supports stroke patients and their families. The programme includes a free phone number 800.271601 for information on stroke, self-help and mutual aid groups, monthly meetings with physicians, nurses and physiotherapists.

Support for Oncologic Diseases

- *Home hospitalization service:* a new concept of home assistance (only for south Milan residents) in order to relieve the symptoms terminal oncological patients and allow them to obtain all the necessary treatments while surrounded by their relatives. The Foundation provides a psychologist, social workers as well as volunteers.
- *Protected home discharge:* a program following patients and their families through all the steps of hospital discharge and providing an advisory service for those who need to activate Integrated Home Assistance Service. The program also includes self-help and mutual aid groups.

Services to make hospital stays more comfortable

- *A book in your room:* a mobile library in every ward, managed daily by volunteers.
- *Meeting Points:* nice area where you can find gifts and information about the Foundation.

Practical Help

- *Emergency Fund:* a discretionary help, mainly for Humanitas long-term patients or their relatives, particularly for those facing moments of significant financial hardship.
- *Agreements:* an agreement policy involving local associations or companies in order to provide accommodation, food and other commodities at a particular price.
- *Interpretation:* by request, an interpreter is available in order to simplify communications between the medical staff and the patient or his/her relatives.

Fondazione Humanitas is assisted by almost 200 volunteers selected over attitude tests and specially trained to operate in the distinctive context of a general hospital. After a first basic course, the training is continuous and based on Foundation's values and aims, as well as on the shared experience of veteran healthcare professionals and foundation volunteers.

For further information:

Tel. +39.02.8224.2303/2305

Web www.fondazionehumanitas.it

E-mail fondazione.humanitas@humanitas.it

FONDAZIONE ARIEL

In Italy a child over **500 new born children is affected by Infant Cerebral Palsy**, an illness caused by an irreversible damage to the central nervous system which progressively leads to spasticity. The birth of a child with this illness is an unexpected and sudden event which strikes and destabilizes the whole family. For this reason since 2003 the star of Ariel exists and shines.

In order to help children, mothers, fathers and siblings to live this experience with serenity. In order to find the right answers to their thousands of medical, psychological and social needs.

In order to defeat the isolation and distress that surround these pathologies and in order to find new therapeutic solutions thanks to the scientific research.

Fondazione Ariel believes in a world where families with disabled children can be serene, vital, active and fully integrated in the society. For this reason the Foundation supports the families with these activities:

- **Counselling on line** through a dedicated toll free number supplied by qualified experts.
- **Training** through medical, psychological and social courses for parents and also for medical, paramedical staff and volunteers.
- **Scientific research** with the purpose to identify new medical and surgical therapies for the children affected by Infant Cerebral Palsy or other neuromotor disabilities.
- **Support to the children in hospital and to their families**, through the presence and activities of the volunteers.

For further information:

Tel. +39.02.8224.2315 - free phone number 800.133.431

Web www.fondazioneariel.it

E-mail fondazione.ariel@humanitas.it

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USEFUL INFORMATION

Hotels

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

Travel agency

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.

ATM (Bancomat)

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

Bar and refreshment

A Snack Bar situated on the first floor of building 2 is open every day from 7 am to 8 pm. 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 smoke-free 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 am to 12 pm and from 3 pm to 6 pm, and on Saturday and holidays from 7.30 am to 12 pm. It is also possible to buy consumer goods.



Parking

It is possible to park within the Institution grounds for the whole period necessary. Up to two hours, the parking costs 2 euro. Every extra 30 minutes costs 0,50 euro. Five hours or more cost 5 euro (fixed rate). It's possible to pay on the ground floor of building 2 or buildings 5 and 8 before leaving the hospital.



Hairdresser

It is possible to make hairdressing appointments asking the Nursing coordinator or calling extension 6262.

Telephone

Public card and coin telephones are available from automatic machines in communal areas.



Transportation

A bus runs from Humanitas to Piazzale Abbiategrasso (MM2 Abbiategrasso), stopping at the bus terminal of tram 15 (in Rozzano). Information is available concerning:

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

Public Relations Office

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

- *Public Relations Office (Office Area A, first floor - building 2), Monday to Friday from 9 am to 5 pm (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. All the parking have designated space for the disabled, particularly, the parking in front of the main building (2) is exclusively. Wheelchairs are available to reach the hospital at the parking in front of the main building and at the parking under the Research, Didactic and Rehabilitation Center (buildings 7 and 8). After use, the wheelchairs must be returned. For the elderly, the disabled and the spastic children, Fondazione Humanitas has activated an accompanying service on occasion of consultations/tests or admission to Day Hospital (tel. +39.02.8224.6404).

www.humanitas.it

Humanitas website is an instrument of interactive communication that provides 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:

- *the Guide to Services*
- *information about the services and medical activities*
- *health information for patients and users*
- *the possibility to obtain, free of charge and on request, lab test results carried out in Humanitas*
- *the possibility, through the service “The specialist answers”, to ask questions and request information on the prevention and treatment of the most common disorders*
- *the possibility to book appointments and tests.*

www.cancercenter.it

Information on the different types of cancer, instrumental exams, therapies and clinical trials. The website presents Humanitas' innovative multidisciplinary approach to the provision of comprehensive cancer care. The users will also be able to meet the teams of the specialists dedicated to specific pathologies.

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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

- *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.*

Personnel Identification

- *easy identification of staff through identity badges and uniforms are differentiated according to roles and qualification:*
- *Nursing coordinator: white uniform*
- *Nurse: white uniform with blue border*
- *Nurses Aide (OSS): white uniform with yellow border*
- *Student Nurse: white uniform with bordeaux 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 blazer with grey skirt*
- *Cleaning staff: top with azure-blue stripes and azure-blue trousers*
- *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 shirt*
- *NHS meals staff: white uniform with blue / white check apron*

Information and privacy

- *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*
- *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

- *fire alarm equipment*
- *smoke detectors*
- *automatic fire extinguishing devices 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 medical 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*
- *it's possible to regulate the temperature in wards rooms*
- *reserve gasoline system in lack of methane gas*
- *emergency water reserve plants*
- *periodical control of mechanical safety.*

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TELEPHONE
NUMBERS

INFORMATION AND OUTPATIENT APPOINTMENTS

National Health Service +39.02.8224.8282

Private Patients +39.02.8224.8224

ACCIDENT AND EMERGENCY DEPARTMENT (A&E)

Secretariat +39.02.8224.8305

DOCTORS' SECRETARIAT

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

- Breast Unit
- Endocrinology
- Diabetology
- Gastroenterology and Digestive Endoscopy
- General and Minimally Invasive Surgery
- General Medicine and Pneumology
- General Surgery III
- Gynaecology
- Internal Medicine
- Medical Oncology and Haematology
- Nephrology
- Oncologic Surgery
- Otorhinolaryngology
- Thoracic Surgery
- Urology

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

- Anaesthesia and Cardiosurgery Intensive Care
- Cardiac Surgery
- Cardiology
- Electrophysiology and Electrostimulation
- Thrombosis Centre

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

- General Anaesthesia and Intensive Care Department

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

- Knee Orthopaedics and Sport Traumatology
- Ophthalmology
- 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 Knee
- Echocardiography
- Emergency Neurology and Stroke Unit
- Hand Surgery
- Neurosurgery
- Pediatric and Neuro-orthopaedics Surgery
- Plastic Surgery I
- Shoulder, Elbow and Foot Orthopaedics Surgery
- Traumatology

Tel. +39.02.8224.4646 for the Division of:

- Reproductive Medicine

Tel. +39.02.8224.3220 for the Division of:

- Hip and Knee Prosthetic Surgery

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

- Dermatology
- Neurology II
- Plastic Surgery II
- Rheumatology

| | |
|--|---|
| CANCER CENTER | <i>Tel. +39.02.8224.6280</i> |
| CHECK-UP SERVICE | <i>Tel. +39.02.8224.6220</i> |
| MEDICAL MANAGEMENT | <i>Tel. +39.02.8224.2301</i> <i>Fax +39.02.8224.2299</i> |
| ADMISSIONS SERVICE <i>(Private Patients)</i> | <i>Tel. +39.02.8224.6250</i> |
| PUBLIC RELATIONS OFFICE | <i>Tel. +39.02.8224.4586</i> <i>Fax +39.02.8224.2299</i> |
| HUMANITAS FOUNDATION | <i>Tel. +39.02.8224.2303</i> |

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 Nursing coordinators*

Chief Health Executive
Norberto Silvestri

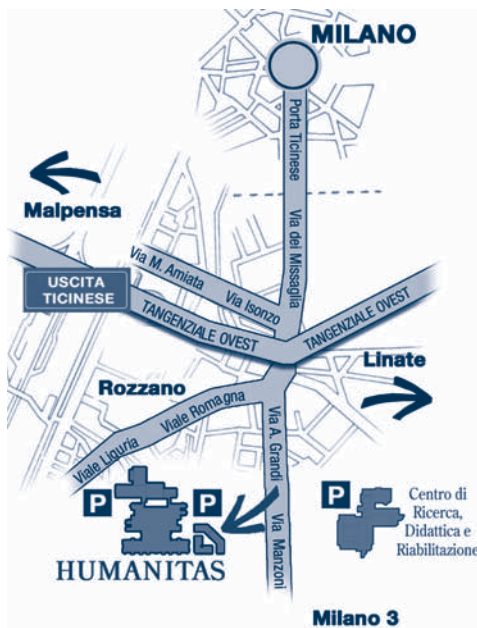
Chief Medical Officer
Michele Lagioia

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HOW TO REACH HUMANITAS

BY CAR

- **From the highway:**
From all highway exits, follow the signs for Tangenziale Ovest (western ring road) and, once on it, exit at Quinto de' Stampi/Via dei Missaglia (7 bis). Follow the signs for Istituto Clinico Humanitas.
- **From Malpensa Airport:**
Take the A8 highway, following the signs for Milan. Get on the Tangenziale Ovest (western ring road), exit at Quinto de' Stampi/Via dei Missaglia (7 bis). Follow the route described in the highway section.



- **From Linate Airport:**
Take the Tangenziale Est (eastern ring road), following signs for Genoa, take the Tangenziale Ovest (western ring road) and exit at Quinto de' Stampi/Via dei Missaglia (7 bis). Follow the route described in the highway section.
- **From Central station:**
Take the internal city ring road (dei Bastioni) to Porta Ticinese, then follow the route described for the city center.
- **From the city center:**
Go straight on from Porta Ticinese, to Corso San Gottardo, to via Meda, via Montegani, and via dei Missaglia, then follow the signs for Istituto Clinico Humanitas, or Basiglio Milano 3.

WITH PUBLIC TRANSPORT

- Bus from Humanitas to piazzale Abbiategrasso, stoppping at terminal of tram 15 (timetable available at the information desk).
- AMP 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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