



# Maugeri

ICS Maugeri Spa - Società Benefit IRCCS

## Service Charter

# IRCCS MAUGERI Lumezzane

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## ORIGIN AND MISSION

Heir to the clinical and scientific tradition of Professor Salvatore Maugeri, ICS Maugeri Spa Società Benefit has, as of October 1, 2016, picked up the baton of the Foundation that bears the name of this pioneer in Occupational Medicine. In Pavia, from 1965 onward, Professor Maugeri was indeed able to broaden the spectrum of medical and research activities to include rehabilitation and prevention of disabilities.

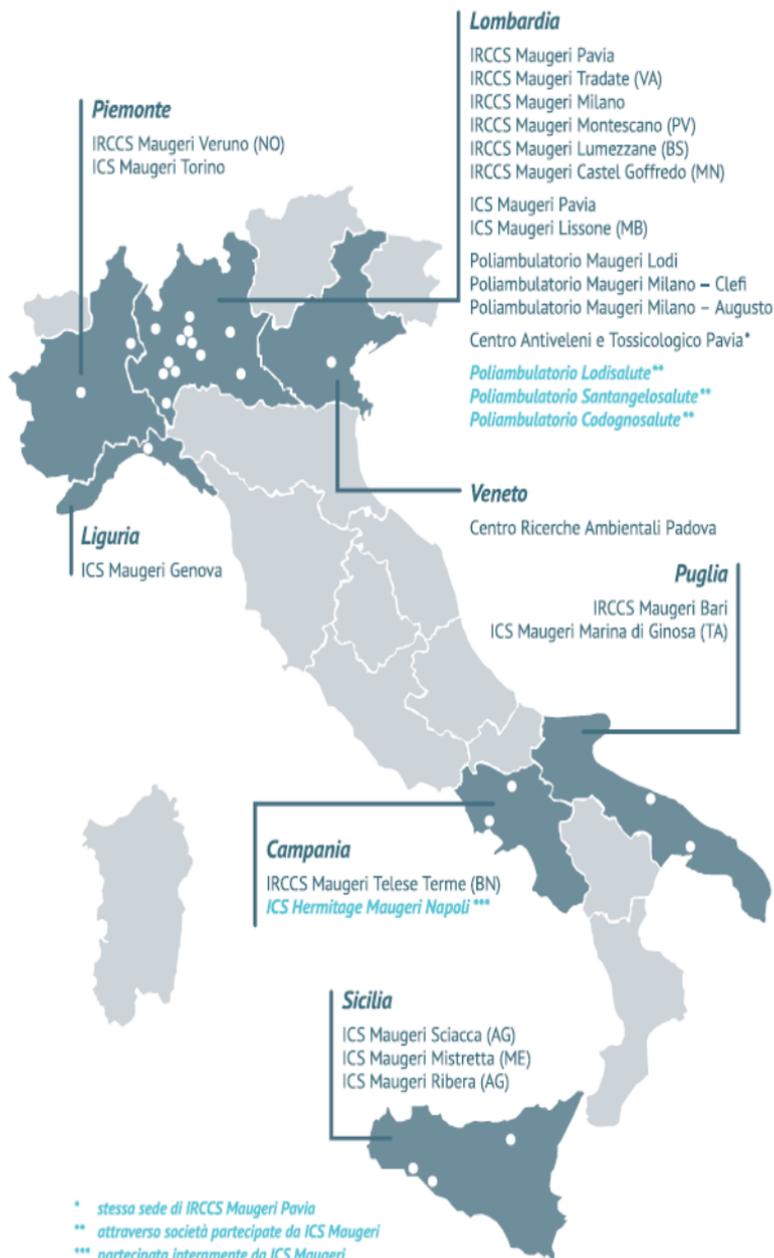
Today ICS Maugeri, with 18 Institutes, 6 Outpatient Clinics (of which 3 under different brand names), 1 Environmental Research Center, in seven Italian regions, is the leading group in Specialty Rehabilitation Medicine in the country, capable of responding to the rehabilitation needs of thousands of people, often with chronic diseases, offering assistance for other pathologies that may be present, in a personalized and multidisciplinary approach.

The quality of Institute of hospitalization and care with scientific character-IRCCS, recognized by the Ministry of Health and the Ministry of University and Scientific and Technological Research to 9 Istituti Maugeri, together with the numerous local collaborations with universities, ensure a close connection between scientific and care activities, always guaranteeing a high standard of care.

ICS Maugeri SpA is a Benefit Company, whose general purpose is to perseagate - in addition to the economic objectives proper to a business activity - purposes of common benefit and to operate in a responsible, sustainable and transparent way towards people, communities, territories and the environment, cultural and social goods and activities, bodies and associations and other stakeholders.

## WHERE IT IS LOCATED

At present, Istituti Clinici Scientifici Maugeri Spa SB operates on numerous Scientific Institutes and Environmental Research Centers, distributed throughout the country. The Locations that provide care services are located in Pavia (also the registered office) at Via Salvatore Maugeri and Via Boezio, Bari (BA), Castel Goffredo (MN), *Codogno (LO)*, Lumezzane (BS), Lissone (MB), Lodi at Via S. Giacomo 15/A and *Via S. Giacomo 19 (LO)*, Marina di Ginosa (TA), Milan (MI) in via Clefi, in via Camaldoli and in Largo Augusto, Mistretta (ME), Montescano (PV), *Naples (NA)*, Nervi (GE), Ribera (ME), *Sant'Angelo Lodigiano (LO)* Sciacca (AG), Turin(TO), Tradate (VA), Telesse Terme (BN), Veruno (NO). The Poison Control Center (CAV) and the National Center for Toxicological Information (CNIT) are active at the Pavia site. The Environmental Research Centers, consisting of Laboratories of Occupational Medicine, Industrial Hygiene and Environmental Hygiene, are located in Pavia and Padua. References regarding the peculiar service and research activities of ICS Maugeri and the individual Institutes can be found in the Annual Report published by ICS Maugeri itself, which can be consulted at the central library, the Directorates of the Institutes and on the website [www.icsmaugeri.it](http://www.icsmaugeri.it).



## FUNDAMENTAL PRINCIPLES

In keeping with the guidelines and pronouncements expressed by the institutions of our country and the most advanced international communities, welfare activities are carried out in accordance with the following fundamental principles:

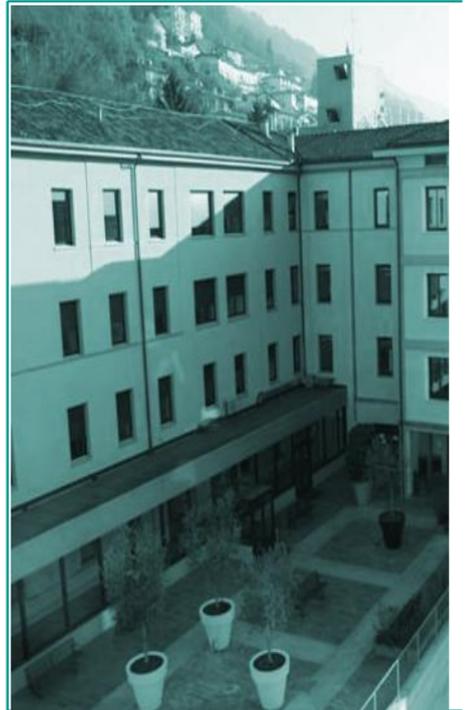
- **Impartiality.** In the provision of health services within its competence, the Istituti Clinici Scientifici Maugeri inspires its actions to the principles of impartiality and equity in favor of the citizen recipient of the service.
- **Equality.** La Istituti Clinici Scientifici Maugeri recognizes the equal right of all citizens to access health services and receive the service requested.
- **Continuity.** The inclusion of Istituti Clinici Scientifici Maugeri in the network of facilities of the National and Regional Health Service guarantees users continuity of care.
- **Right to choose.** The right of citizens to be able to freely choose for their own health, the location and the provider of the service.

- **Partecipation.**

Participation and direct involvement of the recipient of services regarding diagnosis, treatment and related prognosis is an indispensable principle. All users/clients are guaranteed the opportunity to participate and collaborate in the qualitative and quantitative control of the service.

- **Effectiveness and efficiency.**

Internal organization and adherence to recognized diagnostic and therapeutic guidelines ensure timeliness of responses, effectiveness and efficiency of care.



● **Responsibility.** In the pursuit of common benefit, ICS Maugeri holds in high regard and shares the requirements, needs, and aspirations, in the aspectatives, in the first instance, of patients and their families, with timely review and commitment to improving service outcomes and treatment offered.

● **Sustainability.** La ICS Maugeri monitors and is committed to constant improvement of its organizational efficiency in order to create favorable conditions to the generation of social and environmental prosperity, now and in the future

● **Transparency.** La ICS Maugeri is committed to communicating externally and sharing with patients, family members, its employees, its suppliers, the scientific community and all stakeholders its programs, activities and achievements.

## INFORMATION

Numerous information points are in operation at each Institute of the Maugeri Scientific Clinical Institutes to facilitate patient access to services as well as detailed signage to aid patient orientation. Information material is also available, of which this Service Charter represents only the institutional part. In fact, the following are available to the User at the Operating Units and Services:

- information guides on the services provided and welcome sheets for inpatients
- information on personnel and organization
- indications on waiting times for health servicesdetailed list of outpatient specialist services.



## PRESENTATION OF THE INSTITUTE

IRCCS Maugeri Lumezzane building a total of 149 ordinary inpatient beds. The Institute operates within the framework of the National and Regional Health Service according to the regional measure of accreditation and the consequent registration in the Regional Register of Accredited Facilities. The Lumezzane Institute provides, in ordinary inpatient care, in Complex Outpatient Macroactivity and in outpatient care, highly specialized services and performances in the field of Rehabilitation Medicine including the diagnosis, functional evaluation, treatment and rehabilitation of patients suffering from post-acute or chronic disabling medical and surgical pathologies of a cardiological, pneumological, neurological and orthopedic/ rheumatological nature. The aforementioned activity has for reference diagnostic and therapeutic protocols that find practical application in diagnostic, therapeutic paths and rehabilitation projects and programs of a multi-specialist, multidisciplinary and multi-professional nature that include:

- Specialist medical examinations.
- Any diagnostic and functional act or procedure, rehabilitation, health education, occupational therapy, secondary prevention and reintegration to work directed to the recovery of the best conditions psychophysical, social, work and economic conditions of the patient and to the maintenance of self-sufficiency.
- Nursing care.
- Psychological assistance.
- Speech therapy.
- Dietetics and clinical nutrition assistance.

The care activity is integrated with biomedical research activities directed to the identification and validation of new methodological models of functional assessment, rehabilitation intervention and clinical management and to educational activities directed to Undergraduates, Doctors, Residents and Specialists within the framework of agreed research relationships with University Structures and other Institutions or Institutes.

## HOW TO REACH THE INSTITUTE

### By car:

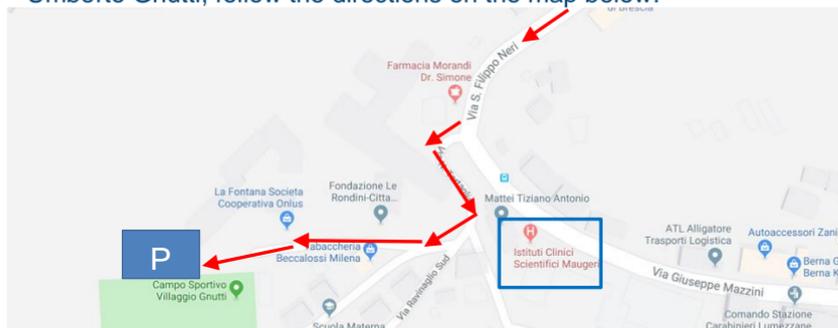
- From Brescia about 20 Km: drive down provincial road BS of Valtrompia, direction Gardone V.T. to Sarezzo (Crocevia locality); detour to the right into Lumezzane Valley.
- From Gardone V.T. about 5 km: descend along provincial road BS, direction Brescia, to Sarezzo (Crocevia locality); deviation to the left into Lumezzane Valley.
- From Valle Sabbia: via the Passo del Cavallo.
- From Lake Iseo: via the Iseo-Polaveno-Ponte Zanano provincial road (then follow directions as for Gardone V.T.).
- **A4 highway (Milan-Venice), exit at the Ospitaletto toll booth. Take the ring road in the direction of Concesio and follow the signs for Valtrompia.**

### By bus:

From Brescia and Gardone V.T.: S.I.A. bus (destination Lumezzane) with stop at the entrance to the Institute.

### Parking:

To reach the free covered unattended parking lot nearest to the Institute, located under the Villaggio Gnutti sports field, via Cavalieri del Lavoro Umberto Gnutti, follow the directions on the map below:



## SIGNAGE

In order to facilitate Users through the corridors and floors of the Institute, access to services is facilitated by a system of signage that guides the User from the Concierge Desk up to the Administrative Offices as well as to the individual Operating Units and Health Services.

## POINT OF INFORMATION AND USEFULL PHONE NUMBERS

<i>POINT OF INFORMATION</i>	<i>TIMETABLE</i>	<i>TELEPHON / EMAIL</i>
Centralino	From Monday to Sunday 08.00-20.00	● <b>030-8253011</b>
Accettazione Ricoveri / Prestazioni Ambulatoriali e ritiro referti	From Monday to Friday 07.00-17.00	● <b>030-8253172</b> ● <b>030-8253187</b> <a href="mailto:accettazione.lumezzane@icsmaugeri.it">accettazione.lumezzane@icsmaugeri.it</a>
Centro Unico Prenotazione CUP	From Monday to Friday 08.00-13.00/13.30-15.30	● <b>030-8253117/119</b> <a href="mailto:cup.lumezzane@icsmaugeri.it">cup.lumezzane@icsmaugeri.it</a>
Call center regionale		● <b>80063638</b> <a href="https://www.prenotasalute.regione.lombardia.it/sito/">https://www.prenotasalute.regione.lombardia.it/sito/</a>
Direzione Sanitaria /Ufficio Relazioni con il Pubblico (URP)	From Monday to Friday 09.00-14.00	● <b>030-8253196</b>
Info Lumezzane		<a href="mailto:lumezzane@icsmaugeri.it">lumezzane@icsmaugeri.it</a>



# **Information about the facilities and services provided**

## **HOW TO....**

### **... Booking hospitalization**

Institutes may receive requests for hospitalization for transfers of patients coming directly from the hospital as well as proposals for hospitalization for patients coming from the territory. Reservation is not automatic but is made after verification of the appropriateness criteria for hospitalization by an Operating Unit physician (Operating Unit Manager or his delegate).

Information on how to make active hospitalization reservations at individual institutions can be obtained by calling the nursing coordinator of each department directly at the telephone numbers described in the specific Operating Unit Guides or at [www.icsmaugeri.it](http://www.icsmaugeri.it).

### **... Requesting information on reservation lists**

Reservations for hospitalization and outpatient services are transcribed in special registers.

The call for admission is made in accordance with the chronological order of the waiting list and defined clinical priorities (e.g., direct transfer from acute care facilities).

Reservation records, in compliance with current privacy regulations, can be consulted upon request at the Operating Units. The person concerned can inquire about his or her reservation and waiting times by contacting the Nursing Coordinator acting as Bed Manager.

### **... Asking for health information**

Health information is provided by the Ward Doctors only to the individuals indicated by the patient on the appropriate form completed at the time of admission. The receiving hours of the Doctors are indicated in the Reception Sheets to the Wards. No health information will be provided by telephone due to the impossibility of ascertaining the identity of the interlocutor.

### **... Request copy of medical records**

In compliance with the Privacy Act, copies of medical records may be released to:

- owner;
- parent exercising parental authority (attaching family status to the request),
- guardian, curator or support administrator (attaching appointment order);
- legitimate heirs (attaching documentation);
- family member of the patient himself/herself by written proxy (containing first and last name of the proxy and details of his/her identification document) accompanied by photocopy of an identification document of the proxy;

- court-appointed expert witness (copy of assignment and authorization for acquisition of health records by the judge);
- spouse of incapacitated person (attach delegating person's ID and recent health document attesting to the delegating person's medical condition).

The request for medical records can be made by filling out the appropriate form delivered at the time of admission and otherwise available at the Institute's Acceptance Office or the Health Management Secretariat.

In the case of opting for mailing the copy of the medical record by registered mail to the applicant's address, postage must be added to the established cost.

Payment can be made directly at the counter of the Acceptance Office (Monday through Friday from 7 a.m. to 5 p.m.) for each copy requested and picked up at our Institute, or cash on delivery upon receipt of the Folder itself by mail.

The request for telematic transmission of photocopy of Archived Medical Records requires:

- the completion of appropriate self-certification through which the applicant certifies that he or she falls into one of the categories of subjects to whom the legislation grants the possibility of making such a request and the submission of documents relevant to that status (direct interested party, Decree of appointment of the tutelary judge as Guardian or Support Administrator, certificate of death and acceptance of inheritance, certificate attesting to parental authority);
- the completion of the appropriate medical record copy request form;
- the submission of a valid identification document of the patient and the person submitting the request on behalf of the latter.

Sending the documents must be done exclusively by PEC to the address: [direzione.lumezzane@pec.icsmaugeri.it](mailto:direzione.lumezzane@pec.icsmaugeri.it) by including the PEC address of the Data Protection Officer in the knowledge copy [responsabileprotezionedati@pec.icsmaugeri.it](mailto:responsabileprotezionedati@pec.icsmaugeri.it)

Transmission of CCs may be made only to the applicant's PEC address.

Requests for copies of X-ray examinations performed during the inpatient stay can be made to Admission.



## TYPES OF SERVICES PROVIDED

IRCCS Maugeri Lumezzane provides inpatient services and services for the diagnosis, treatment and rehabilitation of post-acute and chronic diseases amenable to rehabilitative treatment.

The Institute's rehabilitation characterization makes use of scheduled hospitalizations.

### OUTPATIENT SPECIALIST OFFERINGS

A **Clinical Service Center (CSC)** is established at each Maugeri Institute for the planning and control of "outpatient" specialist activities. It makes use of the One-Stop Reservation Counter, or CUP, and is the coordinating organizational structure for the outpatient clinics identified in the MAP of the Institute's outpatient clinics and specialty services. The outpatient clinics, laboratories, and gyms of each Institute together constitute with the CSC the hospital's fundamental "**outpatient platform**" made up of skills and technologies that produce the diagnoses and procedures (the specialist services), giving rise to the **Diagnostic and Therapeutic Care Pathways** (PDTAs with related Individual Rehabilitation Projects (PRIs), inpatient, outpatient, and home).

### INPATIENT

#### Definition of the type of hospitalization

The Institute guarantees hospitalization, either elective or scheduled, for all diseases under its jurisdiction. The diagnostic-therapeutic-rehabilitation pathways in which patients are placed provide for coordinated interventions between different and closely interdependent competencies that guarantee the highest level of completeness and efficiency of care programs. General information is therefore given, referring for specific information to the Information Guides and Diagnostic-Therapeutic Protocols of the individual Departments/Operative Units.

#### Modalities of access

The proposal for hospitalization can be made by:

- a Physician of the health facility where the Patient is admitted.
- a specialist physician of the National Health Service.
- a General Practitioner.
- a Specialist Physician from the internal divisional outpatient clinics.

For the Lumezzane Institute, the appropriateness of rehabilitation hospitalization is assessed, when necessary, through a prior visit to the Institute Outpatient Clinics in charge in the case of patients coming from home. For PCs hospitalized in a health facility, the hospitalization proposal formulated by the external specialist on appropriate written documentation, including a description of the clinical picture, is subject to evaluation by the Nursing Coordinator with the functions of Bed Manager (030 82 53 190) in charge of scheduling hospitalizations who, after evaluating the priority and congruity with respect to the Diagnostic-Therapeutic-Rehabilitation Protocols, the means of rehabilitation intervention available and the regional guidelines, authorizes inclusion on the waiting list.

Documents required for admission are:

- Request for admission (commitment).
- Valid identification document.
- Fiscal Code / National Health Service registration card.

## ● MAC: COMPLEX OUTPATIENT MACROACTIVITY

The Region of Lombardy established Complex Outpatient Macroactivity (MAC) in March 2011 for the provision of services that, while needing to be guaranteed in a hospital setting, can be performed on an outpatient basis. The Lumezzane Institute provides “rehabilitation packages” with neurological, cardiology, pulmonology and orthopedic specialist value. Access to outpatient rehabilitation services is through a prior visit at the divisional outpatient clinics to be booked by telephone at the CUP.

Documents required for access are:

- Referral drawn up by a specialist from our Facility
- Valid health card
- Valid identification document

Access to rehabilitative services (LEA, Extra-LEA or in Macroactivity outpatient high complexity care) occurs either as part of the completion of the rehabilitation program of patients discharged from the Inpatient Unit or through a prior specialist visit at the outpatient clinics of the Operating Unit itself.

- Reservation of specialist visit is made by placing on the waiting list on a special register. Waiting list management is done according to the priority expressed by the requesting physician.
- The reservation of instrumental diagnostic services is made by means of inclusion in the waiting list on special registers. Waiting list management follows a chronological criterion and exam complexity.
- Booking of rehabilitation services (kinesiotherapy, physical therapy, massage therapy, and MAC) is done through the Facility's Specialist Physician during the outpatient specialist examination.
- Each type of physiokinesitherapy reservation is made only when there is a medical request (on SSR prescription pad for LEA services or on white prescription for extra-LEA services).

The call is made respecting the chronological order of the waiting list, subject to the priority needs established by the Physicians according to the urgency criteria indicated in the diagnostic/therapeutic pathways.

## PAID INPATIENT ADMISSION

### ● Mode of access to solvency hospitalization

Hospitalization is executable at the request of:

- General Practitioner.
- Freelance Medical Specialist.
- User himself/herself.
- Entities, Insurance Institutions, Companies.
- Supplementary Health Funds.



### ● Mode of booking

The request for hospitalization can be made by contacting the Nursing Coordinator with Bed Manager functions (030 82 53 190), who will request the health documentation of the applicant. Reservations are made secondary to verification of appropriateness and congruity with respect to Diagnostic-Therapeutic-Rehabilitation Protocols and available means of rehabilitation intervention.

### ● Methods of payment

#### **Regime di solvenza:**

The patient accepts the estimate by signing it, and on the first day of admission pays a down payment equal to at least 5 inpatient days. This will be followed by any other down payment every 5 days and the balance will be made on the day of discharge..

#### **Differentiated hotel treatment regime:**

The patient is entitled to stay in a single room for a fee and signs appropriate commitment forms. On the first day of admission, he/she pays an advance payment equal to at least 5 days of hospitalization. This will be followed by any other down payments every 5 days and the balance will be paid on the day of discharge.

Both solvency admission and differential hotel treatment can be settled by bank check, credit card or bank transfer. In the case of bank transfer, the corresponding invoice will be issued upon notification that the bank account indicated has been credited.

For further information you can contact the Acceptance office by calling 030/8253172-187

## OUTPATIENT SPECIALIST CARE

### ● Definition of the type of services

The outpatient specialist services provided are those contained in the specialist branches of the regional tariff nomenclature (DGR 6/42606 of 23.04.99 and subsequent amendments and additions) for which the institute is accredited and include rehabilitation activity outpatient and diagnostic-instrumental activity.



### ● **Mode of access**

Access to outpatient services is by request from the General Practitioner or National Health Service Specialist on a regional prescription pad.

### ● **Documents required for access**

- Request from the General Practitioner or Specialist Physician (showing the exemption code for those eligible).
- National Health Service registration card.

### ● **Manner of booking**

The booking of outpatient diagnostic and instrumental services is made:

- 1) Through the Single Reservation Center (CUP) according to the references indicated on page 8
  - ✓ in presence
  - ✓ by telephone on dedicated lines
  - ✓ by email
- 2) on the homepage of the website [www.icsmaugeri.it](http://www.icsmaugeri.it) opting PRENOTA  
Waiting times related to the priority classes indicated by the prescribing physician are guaranteed. If the service is not deliverable, the user will be provided with indications with respect to the facility to which to refer.

### ● **Manner of acceptance and payment of the fee**

Before turning to the Ambulatories/Gyms, the User must go to the Acceptance Office located on floor -1 to regularize the administrative and bureaucratic aspects related to the outpatient services (release of consent to the processing of personal data, verification of the correctness of the commitment, payment of the fee if due). The operators of the respective Offices will provide the User with all the necessary information to reach the Ambulatories/Gyms.

### ● **Mode of collecting referrals**

The referrals are available:

- On the regional health record
- On the portal [www.icsmaugeri.it](http://www.icsmaugeri.it) in the REFERRTS ONLINE section upon registration at first access
- In attendance: the methods and times required for collection vary depending on the Outpatient Clinic and/or the service provided, so they are communicated directly to the Patient, upon request, during the booking phase or regularly during check-in or directly at the Outpatient Clinic. The reports are delivered only to the User or his/her delegate in a sealed envelope.

- **Direct access services, without reservation**

**Collection Outpatient Clinic:** direct access Monday through Friday from 7 a.m. to 10 a.m., no reservation required.

## **OUTPATIENT SERVICES IN SOLVENCY**

- **Outpatient services in the solvency regime**

Methods of accessing and booking diagnostic services are the same as those described for the National Health Service, although in this case no prescription is required on a regional prescription pad. For Diagnostic Imaging and some complex instrumental examinations, a prescription is required.

- **Fees and payment methods**

The User will have to go to the Acceptance counters to regularize the administrative and bureaucratic aspects.

The Acceptance staff will provide all the necessary information.

## **“INTRA-MOENIA” FREE PROFESSIONAL ACTIVITY**

- **Specialist examinations and diagnostic services**

The User can choose to perform specialist examinations and diagnostic services on a free-professional basis with Doctors who practice, outside the hours of service within the Institute. The Acceptance Office, upon request, will provide the names of Doctors practicing intramoenia free-professional activity, the rates applied and the method of booking. The fees charged must be paid to the Acceptance Office, which will issue a regular invoice.

## INPATIENT DIVISIONS AND DIAGNOSTIC-AMBULATORY SERVICES



The organizational model consists of the Inpatient Divisions endowed with their own medical, nursing and technical staff and attached Laboratories and Services, Health and Support Services.

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### **INPATIENT DIVISIONS**

### **PRIMARY/RESPONSIBLE**

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#### ***Unit of Neuromotor Rehabilitation***

**Dr. Davide Antonio Di Pietro**

#### ***Unit of Neurological Rehabilitation***

- Inpatient Department
- Complex Outpatient Macroactivity
- Outpatient Department of Physiatrics
- Outpatient Neurology Clinic
- Outpatient Clinic of Clinical Neurophysiology
- Outpatient Clinic of Neuromotor Rehabilitation
- Outpatient Clinic of Analgesic Infiltrative Therapies
- Outpatient Physical Therapy Clinic
- Outpatient Clinic for Movement Disorders
- Outpatient Clinic for Neuromuscular and motor neuron diseases
- Outpatient Neuropsychology Clinic

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#### ***Unit of Rehabilitation Pneumology***

**Dr. Michele Vitacca**

- Inpatient Department
  - Complex Outpatient Macroactivity
  - Outpatient Respiratory Pathophysiology Clinic
  - Outpatient Clinic of Pneumology
  - Outpatient Pulmonary Rehabilitation Clinic
  - Chronic Respiratory Insufficiency Outpatient Clinic
  - Outpatient Home Mechanical Ventilation Clinic
  - Outpatient Respiratory Sleep Disorders Clinic
  - Outpatient Clinic for Neuromuscular and Motor Neuron Disease
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***Unit of Rehabilitation Cardiology***

**Dr. Emanuela Zanelli**

- Inpatient Department
  - Complex Outpatient Macroactivity
  - Outpatient Clinic of Angiology and Peripheral Vascular Ultrasound
  - Cardiology Outpatient Clinic (including Televisit and Telerinnovo Therapeutic Plans)
  - Echocardiography outpatient clinic
  - Electrocardiography and dynamic ECG outpatient clinic
  - Cardiology Rehabilitation Outpatient Clinic
  - Outpatient Clinic for Oral Anticoagulant Therapy (NAO)
  - Outpatient Clinic for Oral Anticoagulant Therapy (TAO)
  - Ischemic Heart Disease Outpatient Clinic
  - Heart Failure Outpatient Clinic
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***INPATIENT DIVISIONS***

***PRIMARY/RESPONSIBLE***

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***Continuing Care Hospital  
(CAO) Service***

**Dr. Simonetta Scalvini**

- Telesurveillance Outpatient Clinic
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**Diagnostic Imaging Service****Dr. Flavio Milesi****Outpatient Clinic/Examination****Anatomic Segment****Outpatient Rx***Traditional Rx**Bone skeleton, chest, abdomen***Outpatient Tc***Tc senza mezzo di contrasto**All body districts except CT ear/rocks and mastoids**Tc con mezzo di contrasto**Encephalus, neck, thorax, abdomen and pelvis***Outpatient Ultrasound***Ultrasound**Osteoarticular and musculotendinous***Blood sampling clinic****Dr. Giacomo Corica (Health Director)****[prelievi.lumezzane@icsmaugeri.it](mailto:prelievi.lumezzane@icsmaugeri.it)**

The list of laboratory services that can be provided under SSN is available at <https://www.icsmaugeri.it/dove-siamo/irccs-lumezzane>.

**SUPPORT SERVICES****PRIMARY/RESPONSIBLE****Hospital pharmacy service****Dr. Vincenzo Pricolo**

Consultants from various disciplines are also present at the Institute for inpatients on a weekly or on-call basis.

The User is invited to consult:

- **The Information Guides** of the Departments/Operating Units and to the Services available at the Health Management and at all Departments and Services, for all information regarding the main clinical activities, specific access modalities, schedules, and telephone numbers.
- **The Welcome Sheets** to Departments available at the Health Directorate and at all Departments, for information on staffing, Ward life, visiting hours for relatives, etc.
- **The List of Services Provided** available at the Reception Desk and at the Health Directorate for information on maximum waiting times and average report delivery times.
- **The Diagnostic-Therapeutic Protocols** available at the Health Directorate and at the Inpatient Departments for descriptions of clinical care pathways.

# USEFUL INFORMATION FOR HOSPITALIZATION

## ● What to bring for hospitalization

In addition to the specific documents already listed, it is recommended to bring all examinations and diagnostic tests already performed and any medical records from previous admissions to other Hospitals. Clothing should be as basic as possible, in particular, in addition to a nightgown or pajamas, socks and slippers, it is recommended to bring sweatpants and sneakers and the necessities for personal grooming. Please be advised that Istituti Clinici Scientifici Maugeri is not directly responsible for the safekeeping of personal valuables, so it is advised not to bring valuables or excessive amounts of money.

## ● Mode of admission

Upon admission, the Patient and/or a family member should go to the Admissions Office, open to the public Monday through Friday from 7 a.m. to 5 p.m., for paperwork.

Department staff will give to patient:

- the admission sheet,
- the Form for reporting any dysfunctions, suggestions or complaints,
- the User Satisfaction Questionnaire.

## ● Visiting hours



Visiting hours for visitors are Monday through Sunday from 2:00 pm to 5:00 pm. Attendance is not allowed during medical examination hours and meal distribution. Visits by children under the age of 12 are not permitted in all Wards. Special needs can be addressed to the Head Nurse, who may grant visiting permits outside the permitted hours, subject to the approval of the Chief of Staff and the Health Management.

## ● Information to relatives

Health information is provided by the Ward Doctors only to the individuals indicated by the patient on the appropriate form filled out upon admission. The receiving hours of the Doctors are indicated in the Reception Sheets to the Wards. No health information will be provided by telephone due to the impossibility of ascertaining the identity of the interlocutor.

### ● Manner of discharge

At the time of discharge, a detailed report (discharge letter) will be issued and given to the attending physician with a summary of the main examinations performed and a summary of the clinical-rehabilitation course, together with indications of any rehabilitation and pharmacological therapy to be continued at home and any other information necessary for the continuation of the rehabilitation process. In the case of transfer of the patient to another hospital by decision of the attending physician, the ambulance charge is borne by the Institute; in all other modes of discharge, the ambulance charge is borne by the person concerned.

#### **Assistance offered:**

The Institute's care activities ensure respect for privacy, personal dignity, and religious and cultural beliefs.

The staff is easily identifiable through both the adoption of identification tags and diversified uniforms according to the professional profile.

## COMFORT

### ● Inpatient rooms

The Wards are equipped with single, two-bed, and three-bed inpatient rooms with toilet facilities. Each toilet (complete with sink, toilet, bidet and shower) serves a minimum of two patients and a maximum of three patients. Each bed has a calling device. As for TV equipment, each inpatient room is equipped with a television set. Smoking is prohibited in all rooms and appurtenances of the hospital facility.

### ● Room Service

The cleaning of inpatient rooms, toilets, and common areas is provided by personnel, from a specialized Firm, not employed by the Institute but controlled by it. Room cleaning is carried out twice a day and whenever the need arises. The nursing coordinator ensures, through the application of procedures for systematic control of the cleanliness of the rooms, the quality of the service provided.

### ● Meals

I Meals are served in the inpatient rooms at the following times: from h 7:30 to h 8:30 (breakfast), h 12:00 (lunch) and h 18:30 (dinner).

The menu, with at least two choices for free-diet Inpatients, is proposed by the dietician daily.

## SOCIAL SERVICES

A Protected Discharge Coordinator, reporting to the Health Department, operates within the inpatient wards, providing social support by supplying information on local services and, if necessary, activating them in order to ensure continuity of care and adequate social and health interventions for the patient after discharge.

## RELIGIOUS ASSISTANCE SERVICE

For patients of the Catholic faith, Holy Mass is celebrated in the Institute Chapel on Saturday afternoons.

Non-self-sufficient Inpatients can receive individual religious assistance by contacting the religious person directly or requesting it from the Nursing Coordinators. Inpatients of non-Catholic faith may request religious assistance through the involvement of cultural mediation associations.

## ANCILLARY SERVICE

### ● Refreshment service

Two refreshment facilities are available on floor -1 (Reception Service area and Conference Room area) with vending machines for hot/cold drinks and snacks

### ● Daily newspapers

A newspaper delivery service is available at the Institute on the floors, Monday through Friday.

### ● Mail

Correspondence can be sent at the Institute, after payment of the relevant fees to the Acceptance Office. Incoming mail is delivered to the Patient himself.

### ● Barber and Hairdresser

An authorized barber/hairdresser service is available within the Institute; the request must be submitted to the nursing coordinator.



## SAFETY

IRCCS Maugeri Lumezzane operates with special attention to the physical safety of guests and visitors; adequate equipment is provided and the necessary preventive measures and management procedures are implemented.

### Firefighting

- adequate provision of fire-fighting equipment
- automatic smoke detection system in at-risk areas
- instruction panels in all rooms
- protected evacuation routes with automatic emergency lighting system
- training of department personnel
- presence of emergency team and appropriately trained technical maintainers.

### Electricity and related risks

- electrical equipment in accordance with the law and certified
- emergency auxiliary power system (uninterruptible power supplies, generator sets)
- periodic electrical safety inspection of biomedical equipment and electrical systems
- maintenance service always present 24 hours a day and 365 days a year.

### Hygiene

- scrupulous adherence to hygiene and prevention standards with the use of appropriate disposable materials
- sanitization of rooms according to validated protocols
- sanitization of room bedding with procedures and methodologies suitable for the protection of hygiene at the highest level
- food service carried out by applying a prevention plan for the hygienic safety of food based on the inter-national methodological principles of the HACCP system
- Waste disposal in accordance with current regulations.

### Surveillance

- doorman from 6:30 a.m. to 9 p.m.
- surveillance facilities with cameras located outside the facility.

## QUALITY STANDARDS

IRCCS Maugeri Lumezzane, along with all of ICS Maugeri, has had a quality management system certified under ISO 9001 since 2007 by Bureau Veritas (International Certification Body, accredited for assessments in the health care field. Efforts to maintain and renew certification are ongoing. Since 2016, ICS Maugeri has been certified according to UNI EN ISO 9001:2015.

O The primary objective is to ensure process control and appropriateness of care delivered for the recovery of the patient, who is always placed at the center of the care pathway.

Training, scientific research and patent activities are within the scope of the certification.

Bureau Veritas verified compliance with the standard's criteria, continuous improvement, standardization of cross-cutting processes and personalization of the care pathway for the individual patient.

In addition to the requirements of UNI EN ISO 9001, ICS Maugeri's quality system, which is unique for all the Institutes, meets the requirements of Regional Accreditation and the Joint Commission "excellence" standards, chosen by the Lombardy Region as part of the three-year project to evaluate accredited health care companies.

The CSR and Quality Assurance (QUAIS) Department, based in Pavia at the Central Administration buildings, acts as coordinator for all standard maintenance activities and improvement projects, making the system homogeneous for all ICS Maugeri Institutes distributed throughout the country. The Institutes, with the support of QUAIS, annually verify the functioning of the System through internal audits. The ICS Maugeri, as a Benefit Society, is committed to the generation and achievement of objectives of common benefit including, in particular: the care of patients, in their priority interest; scientific research for the innovation of medical therapies, actively participating in national and international scientific comparison; the dissemination of the best knowledge for the management of clinical processes, for the advancement of culture and professional practices.

### **1. Guarantees to all Inpatients of inpatient wards:**

- Quality of health care, through the application of diagnostic-therapeutic protocols that provide prearranged and coordinated interventions between different and closely interdependent skills that guarantee the highest level of completeness and efficiency of care programs.
- Completeness of inpatient information through the delivery of the Reception Sheet in the Ward and a detailed health report for the attending physician upon discharge.
- Right to more detailed information and formulation of Informed Consent for any care and scientific requirements.
- Confidentiality and respect for the person in health care visits and services.
- Scheduling of any appropriate remote monitoring of pertinent clinical aspects.
- Simplicity of issuing copies of the Clinical Record.

### **2. Guarantees to all Users of specialist and diagnostic services:**

- Dissemination and simplicity of information about the range of services provided and how to book them.
- Containment of waiting lists for outpatient services.
- Clear information on the place, day, time of booking, the documentation required to access it, and how to prepare for the examination (where necessary).
- Clear information about the place, day, time of referral pickup.

## VERIFICATION TOOLS FOR MEETING QUALITY STANDARDS

IRCCS Maugeri Lumezzane conducts constant internal audits through:

1. Verification of the appropriateness and efficiency of the hospital through explicit criteria of clinical and managerial appropriateness.
2. Systematic administration of satisfaction questionnaires for inpatients in the Inpatient Departments and outpatients in order to constantly survey the degree of satisfaction with the service provided.
3. Systematic detection of waiting times.
4. Detection and management of complaints.

## SERVICE QUALITY COMMITMENTS AND PROGRAMS

IRCCS Maugeri Lumezzane is committed to implementing programs for continuous improvement in the conditions of hospitalization and in the way health care services are delivered by intervening in the following areas:

- Information.
- Personalization, humanization.
- Accessibility to facilities, documents and services.
- Comfort.
- Participation, protection and verification.
- Patient satisfaction surveys.

## OFFICE OF PUBLIC RELATIONS (U.R.P.)

Information about the facility and services, can be obtained from the Public Relations Office at the Health Department from Monday to Friday from h 9 a.m. to h 2 p.m. (Tel. 030/8253196).



### **REPORTING AND COMPLAINT FORM**

The Institute guarantees the function of protection towards the Citizen also through the possibility for the latter to file a complaint as a result of inefficiencies, acts or behavior that have denied or limited the possibility of using health services. The Health Management, also through the Public Relations Office, undertakes to receive observations and complaints in any form submitted by citizens/users, providing immediate responses where possible, and to forward the report to the competent offices for complaints that configure issues of particular importance. Citizens/users may submit complaints by presenting themselves directly to the Health Directorate providing their observations orally, or by filling out the appropriate Reporting and Complaint Form (attached). This form can be hand-delivered to the Health Directorate or mailed into the special boxes placed at the entrance of each Department.

### **VERIFICATION OF COMMITMENTS AND ORGANIZATIONAL ADJUSTMENT**

The Institute is committed to continuous and periodically more in-depth verification of compliance with the identified standards and commitments as well as the needs of the Users. In cooperation with the Users, the Institute ensures the implementation of satisfaction surveys by means of questionnaires filled in by the Inpatients of the Inpatient Departments and outpatients. The results are reviewed by the Health Management and individual Divisions and Services. The results of these surveys, including the results of any corrective actions taken or improvement interventions activated, are disseminated through periodic reports and are available to Users at the Health Management.

### **CORPORATE QUALITY SYSTEM CERTIFICATION**

Istituti Clinici Scientifici Maugeri SpA SB is certified according to UNI EN ISO 9001:2015 by Bureau Veritas Italia SpA





IRCCS Maugeri Lumezzane

**REPORTING AND  
COMPLAINT FORM**

# REPORTING AND COMPLAINT FORM

Card for reporting malfunctions - complaint - suggestions

**To be delivered to the Public Relations Office**

Compliant  Report  Suggestions  Commendation

(check one of the boxes)

The undersigned ..... born to .....

on ...../...../...../ Resident in .....

Street .....

Identity Card No.: ..... Tel. ....

email: .....

- For events that occurred to me OR In my capacity as:
- Holder of parental responsibility (minors under 16 years of age);
- Tutor;
- Support Administrator;
- Other (specify): .....

## Report what happened

### DESCRIPTION OF THE FACTS REPORTED

(WHAT happened, WHEN and WHO was present)

.....

.....

.....

.....

.....

.....

.....

.....

DATE:

Signature: \_\_\_\_\_

This complaint will be recorded by the U.R.P. and forwarded to the person in charge of the service concerned so that any necessary measures can be taken to avoid the persistence of any poor service and to provide you with a prompt response. From the beginning of the procedure, the U.R.P. will be responsible for acquiring the information and documentation necessary to prepare an appropriate response signed by the Company Management, within 30 days (pursuant to Prime Ministerial Decree 27/01/94), if permitted by the complexity of the complaint. The possibility for the citizen to revoke/cancel the procedure is reserved if the presented disservice/problem has been resolved, giving appropriate communication to the Health Management and/or URP

## Space reserved for the office

Received on .....

from .....

Signature .....

