

SERVICE CHARTER
CASA DI CURA SAN GIOVANNI

Via Matteo Civitali, 71 - Milan

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MEDICAL DIRECTOR'S NOTE

This Service Charter is a tool by means of which the Casa di Cura San Giovanni aims to present and publicise, to the general public, the details of how the clinic operates and how it is structured.

It is a tool intended for directly engaging our patients in order to promote information, protection and participation, with the commitment to compliance and validation of the quality standards adopted.

The Casa di Cura San Giovanni clinic delivers its services relying on the information and standards set out in the Quality Manual (QM), the standards of the Joint Commission (JC) and in the Operating Instructions (OI), documentation made available by the company itself.

MEDICAL DIRECTOR
DR. GIOVANNI MANCINI



HISTORY OF THE CLINIC

The Casa di Cura S. Giovanni clinic is a private medical facility accredited by the national health system, opened in 1968 and located in Via Matteo Civitali no. 71, in Milan's Zone 16, close to the football stadium and the hippodrome.

The facility serves more than 500,000 residents across the western part of the city.

Expansion and renovation work has been completed on the clinic's external access, on the admissions entrance, on the operating block, on the outpatient clinics and on the wards.

The work carried out, together with the planning criteria and the relative justifications, take into account the latest design standards concerning hospital environments and surgical rooms.

The general layout of the structure meets the requirements established by the accreditation standards set out by the Lombardy region, creating a reference model for health care offered to citizens within its field of competence.

COMPANY POLICY

PREMISE

This document defines, at present, the corporate policy on aspects regarding the quality management system.

The document, drawn up by the Directorate-General, aims to define the general guidelines for the provision of health services. The document:

- lays down the requirements and principles of the Reference standards
- is disseminated to corporate employees to ensure compliance and familiarity with its content
- is revised every three years based on management results, statutory and regulatory requirements and stakeholder interest.

The information contained in this Document concerning Company Policy has as its main objective:

- compliance with the mandatory requirements contained in applicable Legislative Regulations
- the effective and efficient management of business processes
- continuous improvement
- the continuous satisfaction of Stakeholders (Patients, Institutions)
- the development of a service improvement strategy and of the relative improvement actions.

CORPORATE MISSION

The Casa di Cura San Giovanni clinic aims to provide customers with quality prevention, care and treatment health services in the fields in which it is authorised to operate, based on values of equality, fairness, freedom of choice and quality.

Taking into account the expectations of the user base, consisting in:

- competence of medical and nursing staff
- availability and politeness in interpersonal relationships
- professionalism and confidentiality of staff
- short waiting times
- clarity in the provision of information
- comfort and adequacy of the structure.

The objectives that the Quality Policy, established by the Directorate-General, aims to achieve are:

- develop, produce and supply health, catering and accommodation services that meet the expectations of the user base in terms of reliability;

- develop, produce and supply the services in question according to the expectations of the user base in terms of quality, explicitly as well as implicitly;
- develop, produce and supply the services in question according to the needs and expectations of the user base, in compliance with applicable norms, laws and regulations;
- adopt the quality standards set out by the Joint International Commission;
- continue work on the expansion and renovation of the clinic.

The Casa di Cura San Giovanni clinic undertakes the following commitments:

- ensure, through the organisation of work, an environment respectful to personnel and to their responsibilities
- ensure the professional and human growth of all personnel, through a particular focus on the needs and attitudes of the individual employees
- enhance and support the professional growth of all collaborators that offer their services at the clinic
- ensure the resources necessary for the continuous improvement of the predefined quality standards, through the development and delivery of appropriate services.

Through its personnel and resources, our Company therefore operates according to the following operating principles:

- maintaining a high level of know-how and expertise;
- motivating personnel through the implementation of training and professional development programmes aimed at every company level, as well as a strong focus on Quality;
- optimising the overall corporate efficiency through the attentive and continuous management of resources;
- ensuring that the Service Charter is attended to at all corporate levels.

The Directorate-General undertakes to adopt a new version of this document every three years. Last updated May 2016

CODE OF ETHICS

Ethical principles

Casa di Cura San Giovanni srl (hereinafter CDC) is committed to promoting its own development through the achievement of predefined objectives:

- CDC undertakes to ascertain which principles are essential in its operations to ensure honesty and compliance with regulations in force in Italy and, in particular, in the region of Lombardy. All Recipients are required to be familiar with and respect the laws and codes of conduct concerning their profession to the extent applicable to their work;
- CDC pursues excellence in the delivery of its services, in the professional skills and in the commitment of its doctors and employees;
- CDC develops continuous actions for improving services and business processes, aimed at the physical integrity and the respect of the patient, at their satisfaction, at the protection of

employees, and at the competence, knowledge and skills of health professionals, administrative staff and technical personnel;

- CDC ensures the availability of the best possible diagnosis and treatment services in terms of appropriateness, timeliness, efficiency, consistency and continuity required by the patient, to which it provides the most comprehensive information on the treatment selected;
- CDC guarantees its physicians and employees work environments that comply with health and safety regulations and are characterised by high quality;
- CDC does not tolerate in any way or promote behaviour among its employees not compliant with the law;
- CDC recognises in its employee base, the fundamental and irreplaceable asset for its success, with a focus, in the management of labour and collaborator relations, on the full respect of employees' rights, promoting the highest levels of professional development and abstaining from any discriminatory behaviour;
- CDC undertakes to enhance the effectiveness and efficiency of technological resources needed to disseminate and consolidate a culture focused on safety, developing the awareness of risks and demanding responsible behaviour on the part of all Recipients;
- CDC identifies, in the continuous improvement of corporate processes and systems, the necessary condition for the pursuit of excellence, encouraging the professional growth of collaborators and employees;
- CDC promotes innovation, scientific research, training and education;
- CDC pays the utmost attention to ensure situations characterised by a potential for conflicts of interest are avoided at all costs and in all contexts;
- CDC guarantees the confidentiality of information in its possession and refrains from searching and handling confidential data, except in explicit cases and subject to the acquisition of informed authorisation and/or compliance with applicable legal norms;
- CDC recognises the importance of respecting the environment and calls for the evaluation, on the part of Recipients, of the environmental impact of their decisions in order to minimise any adverse effects. The clinic schedules its activities by seeking the best possible balance between economic initiatives and environmental needs;
- CDC prohibits all Recipients to accept, offer or promise, directly or indirectly, money, gifts, services or favours not due, within the scope of relationships maintained with public officers or public servants.

The Code of Ethics has been prepared on the basis of the Corporate Organisational Model pursuant to Legislative Decree No. 231/2001.

Link to the complete document

[Code of ethics](#)

ORGANIZATIONAL MODEL UNDER LEGISLATIVE DECREE 231/2001

Casa di Cura San Giovanni srl has adopted its corporate Organisational Model pursuant to Legislative Decree 231/2001.

The model is available in printed form at the clinic switchboard.

All clinic operators are required to have full knowledge and to apply the provisions of the model.

INFORMED CONSENT FOR MEDICAL CARE

Every patient has the right to be informed by their doctor about their health, the type of disease or condition from which they are suffering and the recommended treatments (exams, medications and any eventual surgical interventions). The patient must also have detailed information at their disposal on the modalities, possible outcomes and possible consequences of the proposed treatment and the possible alternatives.

This allows the patient to accept or decline the doctor's recommendation, agreeing to the treatment proposed by signing the appropriate "Informed Consent" form.

The doctor does not have the authorisation to proceed without the patient's Informed Consent, except in an emergency situation in which the patient's life is in danger and they are unable to give their consent.

PROCESSING OF PERSONAL DATA

All patients who receive any type of service provided by the Casa di Cura San Giovanni clinic, will be provided with the personal data form, which must be completed and signed.

Pursuant to Legislative Decree no. 196 of 30 June 2003 (Personal Data Code), the data provided by the patient, or acquired as part of the medical activities carried out, shall be processed by the Institute in compliance with the same standards.

The patient's personal data shall be collected, recorded, processed and stored within the scope of the institutional medical activities carried out by the clinic.

OUR LOCATION

Casa di Cura San Giovanni



 Via Matteo Civitali, 71, 20148 Milano

How to reach us:

Public transport

- MM5 PURPLE LINE towards San Siro Stadium, San Siro Ippodromo stop, direction Via Pessano
- Tram line 16 Segesta stop and shuttle
- Bus Line 95 Via Paravia stop
- Bus Line 49 Via Don Gnocchi stop

By car - from the motorways

- A1 (Autostrada del Sole - Rome, Florence, Bologna): after the Melegnano toll booth merge onto the Tangenziale Ovest towards Malpensa and take the Milano Via Novara exit. Then follow the signs for San Siro.
- A4 (Milan-Turin): after the Milano Nord toll booth take the Tangenziale Ovest towards Linate and exit at Milano Via Novara. Then follow the signs for San Siro.
- A4 (Milan-Bergamo-Verona-Venice): from the Milano Nord toll booth continue towards Milan and take the Milano Certosa exit. Then follow the signs for San Siro.

- A7 (Milan-Genoa): after the Milano Sud toll booth take the Tangenziale Ovest towards Malpensa and exit at Milano Via Novara. Then follow the signs for San Siro.
- A8 - A9 (Milan-Lakes-Como-Lecco-Switzerland): after the Milano Nord toll booth take the Tangenziale Ovest towards Linate and exit at Milano Via Novara. Then follow the signs for San Siro.

SERVICES

NATIONAL HEALTH SERVICE - LOMBARDY REGION HEALTH SYSTEM

The Casa di Cura San Giovanni clinic is accredited with the National Health System (NHS) for:

- First specialist visits
- Specialist visits for controls or second visits
- Diagnostic imaging services
- Lab analysis
- Shockwave therapy
- Injections of therapeutic substances
- Admissions

OUTPATIENT SERVICES AND DIAGNOSTIC IMAGING

The Casa di Cura San Giovanni clinic provides a wide range of outpatient services. The medical services offered are carried out under the accreditation regime with the National Health Service (NHS), as well as under a private regime. The clinic provides health services under an outpatient regime only for the medical-surgical branches for which it is licensed to operate and accredited by the NHS. The assistance of medical and nursing personnel is guaranteed as stipulated by current legislation in force.

LAB ANALYSIS SERVICES

The Casa di Cura San Giovanni clinic offers an internal Clinical Chemistry and Haematology Laboratory Analysis Service.

OPERATIVE UNITS

The Casa di Cura San Giovanni clinic makes available treatment and care Operative Units within the scope of medical-surgical specialisations for which it is licensed and accredited with the National Health System.

OPEN CLINICS PROJECT

The project, launched by the Lombardy region in 2014, aims to expand the provision of specialist visits and diagnostic radiology services on days and during hours that are more favourable to citizens.

The Casa di Cura San Giovanni clinic participates in the project with the expansion of its outpatient services based on the following hours and services offered:

Monday from 5:00 PM to 6:00 PM	Angiology	Specialist visit
		Echo colour doppler
Tuesday from 5:00 PM to 8:00 PM	Cardiology	Specialist visit
		Electrocardiogram
		Cardiac echo colour doppler
Tuesday from 5:00 PM to 6:00 PM	Urology	Specialist visit
		Uroflowmetry
		Urodynamic exam
Wednesday from 5:00 PM to 6:00 PM	Orthopaedics	Specialist visit
		Infiltrations
		Shockwave therapy
Friday from 5:00 PM to 8:00 PM	Orthopaedics	Specialist visit
		Shockwave therapy
		Infiltrations
Saturday from 9:00 AM to Noon	Orthopaedics	Specialist visit
		Injections of therapeutic substances
	Radiology	Diagnostic imaging
		Musculotendinous ultrasound

HEALTH CENTRE



BOOKING AN APPOINTMENT

Outpatient services can be booked as follows:

- By visiting the clinic offices in Via Matteo Civitali no. 71, between 8:00 AM and 8:00 PM**
- By phone contacting the Unified Reservation Centre at 02-4047645, between 8:00 AM and 8:00 PM**

Data required when making an appointment, by phone or in person:

- Regional services card (Health Card)
- Personal information (last name, first name, date of birth, address)
- Telephone number
- Referral from a family doctor or a medical facility, clearly stating the working diagnosis

If the doctor's referral does not report the relative exemption codes, the medical services contained therein and performed shall be subject to co-payment.

To cancel an appointment:

Please contact us at 02.4047645 int. 1 and talk to the operator. **Appointments must be cancelled at least 4 hours prior to the scheduled time. In case the cancellation is not**

made within the above terms, the full cost of the service must be paid, according to the rates enforced by the Lombardy region.

PRIVATE REGIME OUTPATIENT CLINICS

It is possible to book diagnostic exams and specialist visits with doctors who carry out outpatient services within the facility. Patients, potentially covered by a private health insurance plan, in direct or indirect agreement with the Health Care Facility, can obtain more information by calling the clinic between 8:00 AM and 8:00 PM from Monday to Saturday.

PAYMENT TERMS

For co-payment or payment of the full medical services received, the patient may use:

- CASH
- ATM
- CREDIT CARD
- NON-TRANSFERABLE CHEQUES

MAJOR AFFILIATED ORGANISATIONS

- ASSIRETE
- BLUE ASSISTANCE
- CASPIE
- FASDAC
- FASI
- FASI OPEN
- FILO DIRETTO
- MAPFRE WARRANTY
- SARA ASSICURAZIONI
- WINSALUTE

Direct Payment Agreement: the contracted entity assumes direct responsibility of the full or partial payment for the services provided in favour of its client

Direct Payment Agreement: the patient, taking advantage of favourable economic conditions, pays the full cost of the services provided and subsequently submits a claim request to their insurance provider.

OUTPATIENT SERVICES

Orthopaedics and Traumatology:

Services provided:

- Specialist visit
- Hand and wrist conditions
- Foot and ankle conditions
- Knee conditions
- Shoulder and elbow conditions
- Hip conditions
- Spine conditions
- Traumatic limb conditions
- Outpatient surgery
- Shockwave therapy
- Infiltrations with therapeutic substances
- Growth factors

Urology:

Services provided:

- Urology and andrology specialist visits
- Uroflowmetry
- Full urodynamic exam
- Incontinence uro-rehabilitation
- Infertility diagnosis and therapy
- Impotence and premature ejaculation
- Diagnosis and treatment of venereal infections
- Urogenital outpatient surgery

Gynaecology:

Services provided:

- Specialist visit
- PAP Tests
- Pregnancy checkup

Dermatology:

Services provided:

- Specialist visit
- Outpatient surgery

Cardiology:

Services provided:

- Specialist visit
- Electrocardiogram
- Cardiac ultrasound
- Cardiac echo colour doppler
- Dynamic Holter Electrocardiography
- Cycle ergometer stress test
- 24 hour arterial pressure monitoring

General Surgery:

Services provided:

- Specialist visit
- Outpatient surgery
- Hernias and incisional hernias
- Abdomen conditions
- Gastroenterological conditions
- Colon proctology
- Senology

Angiology - Vascular Surgery:

Services provided:

- Specialist visit
- Angiology
- Venous conditions
- Venous echo colour doppler
- Echo colour doppler of the supra-aortic vessels
- Sclerotherapy
- Ministripping

Otorhinolaryngology:

Services provided:

- Specialist visit
- Tonal audiometric exam
- Laryngoscopy

- Clinical test of vestibular function
- Ear irrigation

Aesthetic medicine:

Services provided:

- Specialist visit
- Aesthetic outpatient surgery
- Fillers
- Skin bio-revitalisation
- Skin bio-restructuring
- Soft Peeling
- Sclerosing injections
- Skin biorevitalisation with growth factors

Plastic Surgery:

Services provided:

- Specialist visit
- Outpatient surgery

Neurology and electromyography:

Services provided:

- Specialist visit
- Electromyography



ANALYSIS LABORATORY

Appointment not required. Opening hours:

Monday to Friday from 8:00 AM to 10:30 AM. Admission:

A distributor of sequential numbers is located at the clinic entrance, used to access the no. 4 and no 5 outpatient admissions desks.

A relevant doctor's referral and the patient's health card must be presented.

After the eventual co-payment, the personnel provides the patient with the corresponding payment invoice, the form for withdrawing exams and assigns the latter a new progressive identification number with which to present themselves at the clinic.

Waiting times and procedures for the withdrawal of medical reports

Waiting times:

The day on which the patient can withdraw their medical reports is shown on the printed form provided at the time of admission.

It is recommended that patients call the Outpatient Admissions Office to request the eventual anticipated availability of reports.

Location:

At reception - Outpatient Admissions Office

Opening hours:

On weekdays
 Monday to Friday from 2:00 PM to 7:30 PM

Documents to present:

- form/delegation for the collection of medical reports
- proof of identity



DIAGNOSTIC IMAGING

ULTRASOUND SERVICE	RADIOLOGY SERVICE
Abdominal ultrasound	Conventional radiology
Cardiac ultrasound	Thoracic radiology
Soft tissue ultrasound	Abdominal radiology
Breast ultrasound	Osteoarticular radiology
Osteoarticular ultrasound	Urologic radiology
Urologic / andrologic ultrasound	
Echo colour doppler	

ORTHOPAEDIC SURGERY

SERVICES:

List of the main inpatient regime services provided by the Casa di Cura San Giovanni clinic, within the orthopaedic division.

The orthopaedic division of the Casa di Cura San Giovanni clinic treats all acute and traumatic conditions of the shoulder, elbow, knee, wrist, hand, hip, ankle, foot, as well as pathologies of the spine.

The clinic treats all acute and traumatic conditions **of the shoulder**, such as acromioclavicular dislocations, glenohumeral instability and dislocations, fractures, fracture-dislocations. Degenerative and overload conditions, such as tendon calcifications, cuff tendonosis due to overhead, rotator cuff rupture and elbow stiffness. These pathologies are typically treated using minimally invasive arthroscopic techniques. In sports injuries, especially relating to throwing sports, the shoulder is subjected to substantial overload, leading to conditions characterised by instability. The use of endoscopic techniques resolves problems related to micro-instability and micro-tears of the tendons from repeated athletic movements. A dedicated outpatient clinic is operational.

Treatments of articular **knee** conditions, from the simplest to the most complex, using prosthetics, as well as arthroscopic interventions. Treatments are provided to patients of all ages, from children to the elderly. Treatments for athletes (meniscal and ligament lesions), cartilaginous defects, osteotomies, knee prosthesis and biotechnology in the treatment of cartilage defects. A dedicated outpatient clinic is operational.

Treatment of all **foot and ankle** conditions, provided to patients of all ages, from children to the elderly. Corrective interventions for percutaneously treating Hallux valgus, hammer toe and various deformities affecting children and adolescents (flat foot, valgus foot, etc.). Revision surgeries. Ankle prosthesis and arthrodesis for osteoarthritis or traumatic after-effects. Treatment of fractures of the lower leg in general and of the foot and ankle, using all modern minimally invasive techniques.

Treatment of traumatic conditions of the **hand**, the **wrist** and the whole **upper limb**: fractures, tendon / vascular / skin / nerve / skin lesions, degenerative inflammatory conditions (osteoarthritis, rheumatoid arthritis) and malformations. The most commonly occurring conditions are: carpal tunnel syndrome treated endoscopically; trapeziometacarpal osteoarthritis (rhizarthrosis); rheumatoid arthritis of the hand and wrist, traumatic and degenerative conditions of the hand and wrist, Dupuytren's disease.

Treatment of **hip conditions**: coxarthrosis, avascular cephalic necrosis, trochanteric bursitis, trigger hip. These conditions are treated using the most advanced computer assisted hip **prosthesis** technologies.

The orthopaedic division also treats all **spine related conditions**. Percutaneous microdiscectomy interventions for lumbar-sacral hernias of the spine. Degenerative

conditions (herniated discs, cervical or lumbar myelopathy), and traumatic conditions (fractures and post-traumatic deformities).

PRE-ADMISSION

On the day of **pre-admission** the patient must present the following documentation to the Outpatient Admissions Office:

- A valid identity document
- Regional Services Card (Health Card)

IMPORTANT

The Patient:

- Must fast from midnight on the day prior to their blood sample
- Must continue their current drug therapies (taken with water), unless specifically indicated by a doctor
- Must always bring all previous exams and diagnostic tests in the case of heart and/or lung conditions
- Must bring a list of all drugs currently used to present to the cardiologist and/or the anaesthesiologist who will perform the pre-operative visit.

ADMISSION

The day of their **ADMISSION**, patients must present the following documentation to the Admissions Secretariat:

- Referral with request for admission filled out by the authorised Doctor
- A valid identity document
- Regional Services Card (Health Card)
- Any eventual exemptions
- A valid residence permit (for patients outside the European Union)

IMPORTANT

The Patient:

- Must fast from midnight on the day prior to their intervention
- Must strictly abide by the indications provided by the Specialist Doctor regarding current drug treatments or therapies
- Must always have drugs they are currently taking on them
- Must always bring exams, diagnostic tests and reports from previous exams with them

INPATIENT STAY

Preparation for inpatient stays and surgery:

Bring the clothing / underclothing required for the duration of the hospital stay (even if for just one day) and the necessary personal hygiene items.

Before surgery it is recommended that the patient avoids wearing makeup and nail polish, as well as removing earrings, rings, necklaces, piercing, etc., sees to the hair removal of the affected area and carries out any other eventual preparations as specified in the surgical preparation sheet provided during pre-admission.

Please do not leave valuables unattended in inpatient rooms. Management declines all responsibility for any theft or damage to personal items.

VISITING HOURS

Patient visits can be made as follows:

Weekdays from 3:00 PM to 6:00 PM and from 7:00 PM to 8:00 PM

Weekends/Holidays from 10:30 AM to 11:30 AM and from 3:00 PM to 6:00 PM

Visiting hours for self-paying patients are until 8:30 PM.

Please remember that:

- Children under six years old are not admitted to the wards
- The use of mobile phones is prohibited in the hallways
- Smoking is strictly prohibited in all areas of the clinic

MEALS

Meals are served in the room at 11:30 AM and at 6:00 PM. The food service is provided on the basis of a prevention plan for the hygienic safety of the foods. The service is carried out by a Certified Catering provider.

Dietetic list: The Dietetic list is set according to various types of menus, based on specific needs:

- Basic Menu: "free diet" for patients without special dietary/nutritional needs.
- Dietetic menus: aimed at patients with conditions requiring a particular diet.
- Special diets: specially formulated diets for individual patients depending on particular needs/conditions.

Please refer to the "Lombardy Region Hospital Catering Guidelines 2009".

ROOMS

The facility offers air-conditioned two-bed inpatient rooms with private bathroom.

The clinic provides high comfort beds with a hydraulic height adjustment system.

A ward offering greater comfort (subject to specific rates) is available to patients under the private regime and Regional Health Service patients required to cover the cost difference.

Single and double inpatient rooms for single use are available for overnight family stays. The rooms are equipped with television, air conditioning, minibar, safe and Wi-Fi internet. Patient family members can use the paid lunch, dinner and overnight stay services subject to request to be made in advance.

DISCHARGE

At the time of discharge, a discharge summary is issued by the unit, addressed to the attending physician and containing directions and information on the hospitalisation and on post discharge care.

Medical records: the patient may request a copy of their medical records from the Admissions Office, which depending on their preferences, can be mailed or delivered in person within 40 days from the date of the request.

Payments can be made in cash, by debit card or by credit card.

MEDICAL RECORDS

A copy of patient medical records can be requested by completing the appropriate form available at the clinic desks or downloaded and printed directly from the clinic website.

The request form for a copy of patient medical records can be delivered directly to the clinic reception or sent by fax to 02-48705681 or by email to the following address:

s.morini@casadicurasgiovanni.it.

The applicant must arrange to make a payment of €25.00 by bank transfer made to Banca Intesa San Paolo, IBAN: IT 18G0306909563000006276176 or through an Ordinary Simple Postal Order addressed to the Casa di Cura San Giovanni, specifying in both cases the following reason: request for copy of medical records and the name of the applicant. A copy of the proof of payment must be attached to the Medical Record application form. Medical Records can also be requested directly at the Admissions Office, with corresponding payment of the €25.00 fee.

Typically, medical records are archived at the end of the month following the patient discharge date. Official copies of medical records therefore requires a timeframe compatible with their archiving and subsequent copying. A theoretical availability within 10 days from the expiry date of the month following the patient discharge is therefore estimated.

ENVIRONMENTAL HYGIENE

The daily cleaning of inpatient rooms, bathrooms and public areas is guaranteed by a specialised company and performed in the morning, in the afternoon and as necessary, in accordance current applicable hygiene standards, using specific detergents and extensive use of disposable materials.

Moreover:

- Environments are sanitised according to internationally validated protocols
- Bedding is sanitised using procedures and methods suitable for the protection of health at the highest levels
- Sanitary waste disposal is carried out in compliance with current regulations in force
- Microbiological environmental controls (water, air) are carried out periodically according to current regulations in force

FIRE SAFETY

An Emergency Plan has been drawn up by the clinic with specific operational procedures for personnel. The clinic personnel has been trained to intervene in case of fire through specific courses for the protection and safety of all patients. Throughout the facility the following are available:

- Adequate fire-fighting equipment
- Automatic smoke detection system
- Fire escape route
- Emergency exit signs
- Evacuation routes protected with automatic emergency lighting

- Presence of a trained emergency team

FUNERAL HONOURS

A Mortuary is present at the clinic. Please contact the switchboard for additional information. The family must provide for the selection of a trusted funeral provider. The clinic guarantees this right prohibiting all personnel from contacting or recommending, in any capacity, a funeral services provider.

FOREIGN CITIZENS

EU citizens:

- Holders of a European Health Insurance Card or of a substitute or equivalent certificate are entitled to receive necessary health care
- Holders of E106 (workers, students) and E121 (retired persons) forms are entitled to full health care benefits
- Individuals employed under a regular contract subject to Italian Law are entitled to receive equal treatment to persons enrolled in the NHS

Non-EU citizens not in possession of a valid residence permit and destitute (holders of STP forms) can benefit from:

- Emergency or otherwise essential outpatient and inpatient services, including continuous care, for illnesses and injuries
- Preventive interventions and related medical care services for the protection of the individual patient and collective well-being
- Social protection of pregnancy and maternity (equal treatment with Italian citizens)
- Protection of the health of minors (up to 18 years of age)
- Vaccinations according to current regulations in force and within the scope of collective prevention interventions authorised at the Regional level
- International prophylaxis interventions
- Prophylaxis, diagnosis and treatment of infectious diseases and eventual remediation of related outbreaks

In these cases, the medical services can be provided following the issuance of a self-certification by a foreign citizen concerning their state of indigence (Regional "STP" - Temporarily Present Foreigner form). Citizen identification using an STP code does not entitle the individual for enrolment in the NHS nor is it in any way equivalent with the latter. For the issuance of temporary health cards individuals must contact the local ASL office (local health service agency) .

RULES OF CONDUCT

All patients are kindly asked to cooperate and comply with some simple behavioural rules that facilitate the proper conduct of clinical and therapeutic activities:

Smoking:

Pursuant to applicable legal provisions, smoking is strictly prohibited in all clinic spaces, including stairways.

Mobile phones:

In some areas of the clinic, the use of mobile phones can interfere with medical equipment. The use of mobile phones is permitted, in full respect of other patients. Moreover, we require that the ringer volume is set to low daytime hours.

Television:

It is recommended to keep the television volume as low as possible, so as not to disturb other patients.

Decorum and respect of spaces:

Patients are asked to maintain order in inpatient room and avoid leaving personal belongings outside the special cabinets provided, as well as to bring any type of personal chairs in the room. For hygiene related reasons, visitors are not permitted to sit on inpatient room beds.

CLINICAL RISK

Patient safety and clinical risk management are critical issues for all health systems, currently called upon to place particular emphasis on defining policies and strategies in this area.

In the medical sector, as in other complex systems, accidents and adverse events may occur, which in the presence of adequate and appropriate preventive measures and removal of the contributing factors, can be controlled. Strategies focused on patient safety are based on a systemic approach, which includes the study of errors, identification and control of the factors that may be detrimental to the patient and the definition of appropriate, effective and efficient care processes. Safety has a major impact on the perceived quality of care and trust of citizens in relation to the National Health System and represents a problem that needs to be addressed with the active participation of all members, in particular of citizens, patients and families.

In fact, the individual's involvement in decisions that affect their health is gaining greater awareness and responsibility, allowing the latter to correctly follow their treatment programme and do everything in their power to facilitate their healing. The positive interaction between patients and health services leads to an improvement of the organisational climate and favours the commitment of citizens to a more correct use of services, in compliance with the directions and suggestions provided.

Therefore, treating informed and aware patients is considered crucial to the therapeutic efficacy, the safety of procedures and the resulting management of risk.

Requirements:

1. Continuity of patient care in the event of emergencies or unexpected events (technical, organisational, technological)
2. Use of the available guidelines to ensure correct clinical practices in the processes used to handle the most common clinical events or those of greater severity or more relevant technical procedures (selected by risk, frequency, cost), as well as informing the staff on the existence of such documents, which must be easily accessible and replaced or updated at least every three years
3. Conservation, management of pharmaceuticals, of medical devices, procedures regarding recalls of drugs, medical devices and diagnostic products

4. Method of sampling, preservation, transportation of organic materials to be subjected to exams
5. Methods of cleaning, washing, disinfection and sterilisation of all medical instruments and accessories
6. Inventory procedures, routine and extraordinary maintenance, management and scheduling of purchases of biomedical equipment and medical devices that take into account the obsolescence and the adaptation to applicable technical standards and the availability of new technologies for the improvement of health care services, as well as the safe, appropriate and economical use of biomedical equipment
7. Existence of guidelines and protocols regarding the use of dangerous equipment and instrumentation
8. Evaluation and improvement of quality thanks to the availability of quality improvement programmes, including regular internal annual meetings at the group level to ensure quality improvement with respect to all issues concerning patient safety while respecting: Joint Commission International (JCI) objectives for patient safety: Correctly identifying the patient Improving communication effectiveness Improving the safety of high-risk drugs Ensuring surgical interventions to the correct patient and part of the body Reducing the risk associated with healthcare related infections Reducing the risk of harm to patients following falls
9. Periodic checks of the completeness of health documentation, based on which properly documented and motivated reports are produced
10. Risk assessment (Legislative Decree 81/08, etc.)

QUALITY

Participation in the Quality and Patient Safety Improvement Working Group.

The Casa di Cura San Giovanni clinic participates in the Region of Lombardy's "Quality and Patient Safety Improvement Working Group"

Continuous quality improvement is an integrated business programme aimed to generate and sustain a culture of continuous improvement based on a definition of quality focused on the patient.

The main activities developed by the Region of Lombardy's Working Group were:

- analysis of the performance evaluation results of Hospitals in Lombardy
- analysis of improvement plans of all hospitals in the Lombardy region
- a self-assessment tool was developed and subsequently the following components were implemented for all hospitals in the Lombardy region:
 - development of improvement plans

continuous quality and patient safety improvement and assessment programmes, through a comparison aimed at supporting a more beneficial process for the achievement of standards determined by each hospital, within a quality programme that best suits their needs, interests and capabilities.

Improvement actions

This version of the Service Charter defines the improvement objectives selected in view of the Code of Ethics and the Organisational Model adopted by the Casa di Cura San Giovanni.

- Opening of Orthopaedic outpatient clinics on Saturday morning
 - Opening of diagnostic imaging: tendon muscle ultrasounds also available on Saturday morning
 - Improvement and investments in diagnostic imaging
 - Reduction in the percentage of complaints relating to admittance and to information on the organisation of departments and health services offered
 - Reduction of complaints relating to hospitalisation related matters
 - Review of information contained in the surgical procedures approvals for at least 30% of consent revisions
 - Good use of blood transfusions: re-evaluation of the need for the pre-deposition and use of homologous and/or autologous blood
 - Improvement of the effectiveness of the system of evaluation and prevention of patients falls
 - Extension of the opening hours of the outpatient clinics until 8:00 PM on Tuesday and Thursday
- Improvement and expansion of IT procedures and systems.

CERTIFIED EMAIL

Certified electronic mail (known as PEC in Italian) is an email system that certifies the sending and reception of electronic documents. Users who have subscribed to the service may send certified emails to other PEC email addresses. When using this type of service your email provider issues a receipt that constitutes legal proof of the message having been sent together with any attached documentation. Similarly, when the message reaches the recipient, the PEC email provider sends the sender a delivery or non-delivery receipt, with an accurate timestamp. The receipts are only sent if the sender and the receiver both use a PEC or certified email box. In this case, the certified email messages have the same value of a registered letter with return receipt. The clinic currently uses the following certified email mail:

casadicurasgiovanni@pec.it

VENDING MACHINES

Three vending machines for drinks and snacks are available on the waiting room on the ground floor .

According to current legislation at least 40% of food distributed by vending machines must fall in the “health foods” category: fruit juice with no added sugar, cereals, yogurt, salads, fruit, nuts, bars, etc.

All products are verified on a daily basis by the contracting company to avoid the disbursement of expired or uncertified products.

PUBLIC PHONE

A pay phone available 24 hours a day is located in the waiting room on the ground floor.

TRANSPORTATION:

The central reception provides information about public transport and ambulances. A taxi can also be booked.

HOTELS

Information on nearby hotels and hotels which the clinic has special agreements is available at the Admissions Office desk.

EVENTS

The Casa di Cura San Giovanni clinic is equipped with a conference room on the top floor, a bright space characterised by a careful choice of colours, as is the case for the entire facility.

Technical equipment available:

50 seats, video projector (which can be connected to a PC), screen and flip-chart.

The Casa di Cura San Giovanni clinic places a strong focus on educational activities in the health care sector. In order to ensure the best quality training, in compliance with applicable rules of national and regional health plans, the clinic:

Organises courses aimed at the continuous professional development of operators in the health care area, by ensuring the quality of the training offered;

Pursues professional educational objectives aimed at the development of individual skills and knowledge of specific health sectors, together with training objectives aimed at developing skills and knowledge in activities and procedures focused on promoting improvements in the quality, efficiency, effectiveness, appropriateness and safety of the health care services offered;

Moreover, the clinic promotes, using its own resources and relying on professionally qualified trainers, continuous professional development in the health care field, including strictly medical and scientific aspects.

