

USEFUL INFORMATION FOR ADMISSION



Admission request

Admission requests must be made through a specific form that can be collected at the Admission Office, downloaded from Casa di Cura website (www.ccppdezza.it), requested by fax on no. 02.48593519 or by mail. The admission form must be filled in all its parts by a specialist or general practitioner, delivered or sent by mail or fax to the Admission Office (fax no. 02.48593519).

Admission requests with no readable signature and no telephone number of the requiring doctor will not be accepted.



Admission documents

Admissions are processed at Admission Service (tel. no. 02.48593510/520) from Monday to Friday, 8.00 am to 5.00pm. In order to fulfill the admission request, on admission day every patient has to supply the following documents:

- Red chart of General Practitioner (not necessary for patients with private health insurance or insurance fund);
- Valid identity card or equivalent document;
- Tax number;
- Region Health Card/health insurance identity card (for patients with private health insurance or insurance fund);
- Any clinical records prior to admission (letter of discharge, copy of medical records, diagnostic tests, etc.)

Copies of all records and tests will be retained for admission (administrative and clinical evaluation) whereas the original ones will be returned.



Personal belongings

In addition to personal belongings necessary for personal hygiene we recommend to bring:

- T-shirts;
- underwear;
- pajamas;
- cotton socks;
- dressing gown;
- tracksuit;
- 1 pair of shoes with lacing.



Catering

Meals are prepared in line with medical recommendations and are served straight in the room or portioned in the appropriate dining room, according to patient needs, at following times:

- breakfast from 7.30 am;
- lunch from 12.30 pm;
- dinner from 6.30 pm.

There is also a dining area for hot and cold drinks and snacks on ground floor at the entrance, on fourth floor and in the living room of every ward.



Valuables Safety

Residents are kindly requested not to leave any valuables or money unattended in their rooms. When necessary, please ask the Admission Service on the mezzanine floor for valuables safety.

Pursuant to and by virtue of Article 1786 of Civil Code, the Casa di Cura Management **do not accept any responsibility** for valuables (e.g., mobile phones, television sets, tablets, etc.) and/or money not delivered to Admission Service staff for safety in appropriate safety boxes.



Visits and telephone calls

In order to guarantee and respect all activities and rest of all our residents, visits are allowed Monday to Friday from 5.30pm to 8.00pm; Saturdays, Sundays and on public holidays from 2.00pm to 8.00 pm.

In compliance with current regulations (Regional Law 15.02.1992 no.4 as additional amendment of art. 16 of Regional Law 16.09.1988 no. 48) that allow relatives of over sixty-five-year-old patients to visit them outside of visiting times, it is stated that the above mentioned regulations refer solely to relatives and not to representatives, provided that, as widely accepted, there is no interference with health care activity.

Since this facility provides also afternoon therapy cycles, visits outside of visiting times, but no later than 8.00pm, are authorised solely upon proper assessment by the health care team. No interference with scheduled activities is allowed.

Children under twelve years of age are not allowed to enter wards.

For further information, please ask the ward Nurse Coordinator.



Clinical information

On Tuesdays and Thursdays, from 2.00pm to 3.00pm., the Referring Physician is available to meet parents and caregivers, as per patient's authorisation, to disclose information about the medical history and the recommended care plan. When required, it is possible to ask the doctor for further availability.

In case of social problems, you may ask the Referring Physician to activate the internal Social Care, that will supply social useful information to plan a discharge.



Religious Assistance

There is a sacred chapel on the mezzanine floor of the clinic; on Saturdays at 4.30pm the Holy Mass is celebrated in the dining room on second floor. On Thursdays morning the Priest visits inpatients in their wards.

Further information about the religious assistance service for Catholics or non-Catholics may be asked straight to ward staff.



Discharge

Discharge time is Monday to Friday from 10.00 am to 2.30 pm.

Please, be reminded to pick up your discharge letter and any other useful information to discharge from the Referring Physician before checking out.



Medical records copy

You can ask for a copy of your medical records to Admission Service on mezzanine floor. The copy can be requested and/or picked up by other person than patient nominee only upon written proxy along with a copy of patient's and deputy's identification document. Upon request, the medical records copy may be sent by return receipt mail (disclaiming any clinic's responsibility) prior to sending the aforesaid request along with a photocopy of patient's identification document.



Complaints and praise, customer satisfaction

Next to Admission Service on mezzanine floor is URP (public relations office) where it is possible to make a complaint or praise by filling in a proper form. Alternatively, you can email it to: ricoveri@ccppdezza.it.

In all wards you can find our Customer Satisfaction form that we kindly ask you to fill in with your comments or concerns regarding the services provided and the quality of performed treatments. This form can be anonymously placed in the boxes at the entrance of every ward.

Your views, comments, compliments and feedback are useful to improve our services.

The Management