



**Policlinico di Monza**  
Istituto ad Alta Specializzazione

# CHARTER OF SERVICES





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# SECTION I

## Presentation of the Structure

### The Polyclinic of Monza

The Policlinico di Monza is a private facility accredited with the National Health Service.

The Policlinico di Monza employs a workforce of 733 employees and freelancers and has an agreement with the Universities of Milan Bicocca and Pavia, for some Specialty Schools or Degree Courses.

The hospital complex covers a territorial area of 120,000 square meters and from an architectural building point of view consists of four buildings ("Tigli", "Faggi", "Administration", "Villa"), three of which are intended for clinical-health activities and one for administrative activities, and two Service Plates.

### "TIGLI" BUILDING

#### Second floor

Inpatient wards

- General Surgery
- Plastic surgery
- Urology
- Ophthalmology

#### First floor

Inpatient wards

- Orthopedics and Traumatology
- Neurosurgery



Intensive Care

#### Mezzanine

Inpatient wards

- "Teodolinda" Department (multi-specialist solvents)

Operating Block A

Intensive Care II

**Basement** Operating Block B

Operating Block D

Outpatient Surgery

Diagnostic Imaging for patients (Traditional Radiology, CT scan, MOC)

Admissions Admission and Booking Office Medical

Records Office

### MONZA 3 PLATE

(basement)

Blood bank

Angiography and Vascular Radiology Service

Electrophysiology Service

Interventional Radiology and Hemodynamics Services

Interventional Neuroradiology Service

Operating Block C Intensive

Care Unit I

Coronary Intensive Care Unit

### "FAGGI" BUILDING

#### First floor

Inpatient wards

- Cardiac surgery
- Vascular Surgery
- Cardiology

L.A.V. (High Vigilance Beds)

## Mezzanine

Inpatient wards

- Cardiac Rehabilitation
- Neuromotor Rehabilitation
- General Medicine
- Neurology

## Basement

Cardiology

CUP (single booking center)  
Secretariat of the "International Heart School" Banking  
Services Office  
Information office, photocopying service  
Pre-admissions - reception  
Bar



CUP (Single Booking Center)

**Basement** Staff changing rooms  
Technological services  
Economic services

## "MONZA 2" PLATE (basement)



Monza 2

## Basement

Outpatient clinic:

- anaesthesia
- General Surgery
- plastic surgery
- Vascular Surgery - Angiology
- dermatology
- General, urological and vascular ultrasound
- nephrology
- Orthopedics and traumatology
- Pulmonology

- psychiatry\*
- urology
- Radiotherapy Service Emergency Room Service Pre-hospitalization Service
- Diagnostic Imaging (outpatients) (N.2 MRI 1.5 tesla, CT 64 slice, OPT, Digital Remote Controlled, Mammograph) Dialysis Service
- Admission of clinics and Diagnostic Imaging Canteen Chapel

## Basement

Gastroenterology and Digestive Endoscopy Service Outpatient Clinic:

- breast ultrasound
- Mammography
- ophthalmology
- solvent acceptance

## "VILLA" BUILDING

### First floor

Oncology and medical day hospital

- Laboratory of Clinical Pathology, Microbiology and Virology
- Pathological Anatomy Laboratory



Analysis Laboratory

### Ground floor

Sector "A" (health activities)

- Outpatient clinic:
  - General Surgery
  - Vascular Surgery – Angiology
  - geriatrics
  - neurosurgery
  - neurology
  - Dentistry
  - oncology
  - Orthopedics and traumatology
  - Obstetrics and Gynecology
  - otolaryngology
  - Licence renewal\*
  - urology
- Sampling clinic
- Outpatient admissions
- Hippocrates Meeting Room (Villa Pavilion)
- Health Management
- Purchasing Department

- Outpatient Clinics Directorate
- Legal Department
- Accreditation Office
- DRG Office
- Office of Technological Resources and Information Systems
- Relations Office with Freelance Doctors

**Basement**

Data Processing Center

**"ADMINISTRATION" BUILDING**



Exterior of the building

**First floor** Presidency  
 General Management  
 Legal Department  
 Administrative Department  
 Accounting Office

**Ground floor**

Personnel Management Nursing  
 Service Personnel Office

**Basement**

Data Store

**I) POLIAMBULATORIO IN VIA MODIGLIANI**



Entrance to the Outpatient Clinic

**Ground floor**

General surgery\*  
 Vascular surgery\*  
 Dermatology\* General  
 ultrasound\* Psychiatry\*  
 Podiatry\*  
 Endocrinology and Diabetology Dietology  
 Thyroid fine-needle  
 aspiration Scientific  
 Direction

**II) POLYCLINIC POLICLINICO DI MONZA NIEVO**



Entrance to the Outpatient Clinic

**Ground floor** Cardiology  
 Rehabilitation cardiology  
 Physical Medicine and Rehabilitation  
 Pulmonology  
 Psychiatry\*  
 Sports Medicine\*

**IV) ISTITUTO CLINICO DI VERANO BRIANZA**



Entrance to the structure

**Foreground**

Dentistry  
Higher Institute of Training for Companies and Enterprises (ISFAI)  
Campus with beds

**Ground floor**

Outpatient clinic:  
- Cardiology  
- General surgery  
- Plastic surgery\*  
- Dermatology-Allergology  
- Endocrinology  
- Neurosurgery\*  
- Neurology  
- Ophthalmology  
- Oncology\*  
- Orthopedics and Traumatology  
- Pediatric Orthopedics  
- Otorhinolaryngoiatriy  
- Podiatry  
- Pulmonology\*  
- Psychiatry\*  
- Senology  
- Urology  
CUP (Single Booking Centre) Reception Office  
Aesthetic Medicine Bar

**Basement**

Vascular surgery - angiology  
Diagnostic imaging Physical medicine  
and rehabilitation Gastroenterology  
Obstetrics and gynecology\*  
Outpatient surgery rooms and endoscopic examinations  
Canteen

**Teaching-university activities:**

Ophthalmology  
Posturology, Endocrinology and Metabolic  
Medicine Research Center



Diagnostic imaging

**V) SPORTS HOSPITAL OF VERANO BRIANZA****Ground floor**

Sports Medicine

**Organizational model**

The organisational model, in line with the accreditations of the The S.S.N. provides for the reorganization of the degen- zes by Departments:

**The Medical-Rehabilitation Department consists of 83 beds divided into 4 Operating Units, including 3 technical beds of outpatient surgery (B.I.C.) complex to support General Medicine:**

12 General Medicine (of which 1 Day Hospital)  
10 Neurology (of which 2 Day Hospital)  
28 Neuromotor rehabilitation  
30 Cardiac rehabilitation (of which 1 Day Hospital)  
3 Complex outpatient activities

**The Surgical Department consists of 141 beds divided into 9 Operating Units, including 9 technical beds for Complex Outpatient Surgery (B.I.C.) to support the operating units themselves:**

15 Cardiac surgery  
19 Cardiology (including 1 Day Surgery)  
21 General Surgery (of which 2 Day Surgery) 5  
Plastic Surgery (of which 1 Day Surgery)  
9 Vascular surgery (including 1 Day Surgery)  
10 Neurosurgery  
10 Ophthalmology (of which 5 Day  
Surgery) 34 Orthopedics (of which 4 Day  
Surgery) 9 Urology (of which 1 Day  
Surgery)  
9 Surgery with low operational and care complexity

**The Intensive Care Area consists of 14 beds divided into 3 Services:**

4 Intensive Care I  
6 Intensive Care II  
4 Coronary Unit

**Internal departmental configuration of operating units**

As part of the nosological distribution of the above-mentioned Operating Units, the Policlinico di Monza has given itself an internal organizational structure that responds more to care needs and guarantees better quality of care.

The departmental configuration reflects the following model:

Department of Cardiac Surgery Department of  
Vascular Surgery Department of Anesthesia and  
Resuscitation Department of Clinical Cardiology  
Department of Interventional Cardiology  
Department of Cardiac Rehabilitation Department  
of Diagnostic Imaging Department of Emergency  
and Urgency Department of Neuromotor  
Rehabilitation Department of General Surgery  
Department of Orthopedics



## Ultra-specialized diagnosis and treatment centers and services

They are made up of operational structures that concentrate their study, research and clinical-assistance activities on specific activities and pathologies relating to certain specialist disciplines.

### Ultra-specialist diagnosis and treatment centres

Thyroid Care and Study Center  
 Center for the Treatment of Hypertrophic Cardiomyopathy  
 Center for Endourology  
 Center for Knee Pathologies Center for  
 Hand Surgery Center for Obesity Surgery  
 Center for the Study of Arrhythmias  
 Heart Failure Treatment Center Hepatobiliary  
 Oncological Surgery Center Metabolic Medicine  
 Center  
 Breast Unit

### Ultra-specialized diagnosis and treatment services

Endoscopy service  
 Interventional Hemodynamics and Cardiology Service Clinical  
 Prevention and Infectious Diseases Service

Each clinical-care facility and each ultra-specialized diagnosis and treatment center provides its own organizational prototypes and is equipped with medical resources dedicated to them, regardless of whether it provides services in hospitalization or outpatient regimes.

The clinical assistance or specialist diagnostic activities - which are defined for each structure and are coordinated by the Medical Director who has full autonomy in the organization of the resources assigned to him.

## First aid



First aid

The Emergency Department is responsible for guaranteeing the diagnostic and therapeutic services necessary to support vital functions, traumatic mobilization, restoration and maintenance of vital functions, even with invasive interventions if allowed by the organizational level of the facility.

The functioning of the First Aid and Reception service is determined by the concurrence of the professional skills of the operating units and services with which the facility is equipped. The service of prompt availability and specialized active guard is active 24 hours a day.



First Aid Clinic

## Health Management

The Medical Director is a doctor with a Speciality in Hygiene and Hospital Technique who is entrusted with the supervision of all the health activities of the Clinic. He is responsible for the good organization of the Departments and Services; all those in charge of the health role functionally report to the Medical Director.

The Director avails himself, for the management of the nurses, technicians and auxiliaries, of a Head of Auxiliary Health Services; it also coordinates the Medical Staff through the Chief Physicians.

The Medical Director may, in some cases, perform the functions of civil status officer (e.g. in the authentication of signature signatures for hospitalized patients). He is responsible for the keeping, keeping and issuing of photocopies of medical records, according to the times required by law and in the established manner.

The Health Directorate has a secretariat open from Monday to Friday from 9.00 to 17.00 with the exception of the lunch break.

## Configuration and outpatient set-up

The Multi-Specialist Outpatient Clinic of the Policlinico di Monza offers services referring both to the disciplines of Hospitalization and Care but also to other specialties for which there is no hospitalization. Outpatient services are provided by doctors belonging to the Operating Units and by outpatient specialists.

### POLYCLINIC OF MONZA

**Anesthesia:** specialist visit, pain therapy

**Cardiac surgery:** specialist examination

**Cardiology:** arrhythmological specialist examination, cardiological specialist examination, pacemaker and defibrillator check, echocardiocolordoppler, transesophageal echocardiogram, physical-pharmacological echostress, electrocardiogram (ECG), dynamic electrocardiogram (24-hour cardiac holter), blood pressure monitoring (24-hour blood pressure holter), stress test, tilting test. Dedicated outpatient clinics: hypertensive heart disease, post-heart attack, post-anjoulasty, cardiac rehabilitation, heart failure, valvulopathies and the Arrhythmia Study Centre **Centre for Hypertrophic Cardiomyopathy and Valvular Heart Disease:** specialist visit **Centre for the study and minimally invasive surgical treatment of aortic valve disease:** specialist examination

**Hepatobiliopancreatic Surgery:** specialist examination **General Surgery:** specialist examination, specialist examination, obesity surgery centre,

Constipation Study Center

**Plastic Surgery:** specialist examination, infiltrations, revision of small scars, outpatient interventions

**Vascular Surgery - Angiology:** specialist examination, supra-aortic trunk echocolordoppler (TSA), venous/arterial echocolordoppler

**Dermatology:** specialist visit, outpatient interventions **Diagnostic**

**Imaging:** traditional radiology (X-ray) – all services (including gastrointestinal and urological contrastographic examinations), digital mammography, Computerized Bone Neurometry (MOC), Orthopantomography (OPT), Cone Beam; **Ultrasound:** thyroid/head/neck, breast, abdomen, tendon/osteoarticular muscle, skin and subcutaneous, testicles; **Magnetic Resonance Imaging (without and with contrast medium):** heart, brain and brain stem, facial massif, neck, spine, chest, abdomen, skeletal muscle, vascular MRI angiography; **CT scan (without and with contrast medium):** brain, dental, neck, facial massif, ears, chest, abdomen, vertebral colony, osteoarticular angiography, coronary CT angiography, vascular CT angiography

**Gastroenterology:** specialist examination, colonoscopy, echo-endoscopy, operative endoscopy, esophagogastroduodenoscopy, rectoscopy, rectosigmoidoscopy

**Gynecology:** specialist examination, colposcopy, ultrasound, culture tests, HPV, pap smear

**Analysis laboratory:** Pathological Anatomy, Clinical and Toxicological Biochemistry, Hematology and Hemocoagulation, Immunohematology, Microbiology and Virology **Internal medicine:** specialist examination

**Microangiology:** videocapillaroscopy

**Nephrology:** specialist examination, dialysis **Neurosurgery:** specialist examination

**Neurology:** specialist examination, electromyography, evoked potential, Alzheimer's Evaluation Unit

**Ophthalmology:** specialist examination, paediatric specialist examination, glaucoma clinic, argon laser, fluorangiography, fundus oculi, indocyaninography, OCT, corneal pachymetry, computerised topography, Yag-Laser **Odontostomatology:** specialist examination, paediatric dental examination, oral surgery, endodontics, hygiene and prophylaxis, implantology, aesthetic dentistry, orthodontics, periodontology, conservative paediatrics, prosthetics, treatments laser-assisted

**Oncology:** specialist visit

**Orthopaedics:** specialist examination, infiltrations

**Otorhinolaryngology:** specialist examination, audio-metric examination with silent cabin, impedance examination, phylaryngoscopy, ear irrigation, rhinofibroscope

**Pneumology:** specialist examination, bronchoscopy, simple spirometry

**Radiotherapy:** specialist examination, stereotactic radiotherapy, teletherapy with linear accelerator, IMRT (Intensity Modulated Radiation Therapy) with VMAT (Volumetric Arc Therapy) technique, therapy with electrons with one or more fixed cams

**Senology:** specialist examination, fine needle aspiration, breast ultrasound, mammography

**Urology:** specialist examination, prostate needle biopsies, cystoscopy, urological ultrasounds, INVASIVE URODYNAMIC EXAMINATION, UROFLOWMETRY, uroflowmetry with PM residue

**Proctology:** specialist examination + anoscopy

### POLYCLINIC IN VIA MODIGLIANI

**General surgery:** specialist examination

**Vascular surgery:** specialist examination, venous and arterial echocolordoppler.

**Dermatology:** specialist examination, cryotherapy

**Endocrinology/Diabetology/Metabolic Medicine:** specialist diabetological examination, specialist diethological examination, specialist endocrinological examination, dyslipidemia and cardiovascular prevention, prevention/treatment of osteopenia/osteoporosis, thyroid fine needle aspiration

**Sampling point**

**Podiatry:** specialist examination, onychocryptosis, orthosis in silicone, orthonychia, semi-functional insole, insole on plaster cast, podiatric treatment.

**POLIAMBULATORIO POLICLINICO DI MONZA NIEVO**

**Cardiology:** specialist examination, electrocardiogram (ECG), echocardiocolordoppler.

**Rehabilitation cardiology:** specialist visit, polite physical activity (AFE) in the gym, collective meetings with psychologist and dietician, walking test, individual rehabilitation plan. **Physical medicine and rehabilitation:** specialist examination, polite physical activity (AFE) in the gym, individual rehabilitation plan, postural counselling, electrostimulation, analgesic electrotherapy, phytotherapy, iontophoresis, laser therapy, lymphatic drainage, magnetotherapy, massage therapy, short wave and microwave, focal shock waves, group motor re-education, individual motor re-education, Tecar, Tecar sin, Tens, skeletal traction, ultrasound, Yag-Laser.

**Pulmonology:** specialist visit, walking test. **Psychology:** specialist visit, group meetings with a psychologist.

**Sports Medicine:** competitive specialist examination, non-competitive specialist examination, athlete nutrition service.

**UNIVERSITY CLINICAL INSTITUTE OF VERANO BRIANZA**

**Cardiology:** specialist examination, echocardiocolordoppler, electrocardiogram (ECG), dynamic electrocardiogram (24-hour cardiac holter), arterial pressure monitoring (24-hour blood pressure holter), stress test

**Center for the treatment of Hypertension:** hypertension check-up

**General surgery:** specialist examination, proctological specialist examination, Obesity Surgery Centre

hemorrhoid ligation, outpatient procedures **Plastic surgery:** specialist examination, cortisone infiltration, scar revision, outpatient procedures **Vascular-angiology surgery:** specialist examination, supra-aortic trunk (TSA) echocolorodoppler, spermatic vessel echocolorodoppler, venous/arterial echocolorodoppler

**Dermatology-Allergology:** specialist examination, tri-ecological examination, trichological analysis, skin biopsy, local cryotherapy, patch test, digital videodermatoscopy, ambulatory interventions, prick tests on food, inhalant allergenic tests **Diagnostic imaging:** traditional radiology (X-ray) - all services (including gastrointlin and urological contrastographic examinations), Cone Beam (CBTC), digital mammography Computerized Bone Mineralometry (MOC), Orthopanto- mography (OPT), skull teleradiography

**Ultrasound:** thyroid/head/neck, breast, abdomen, tendon/osteoarticular muscles, skin and subcutaneous, testicles;

**Magnetic Resonance Imaging (without and with contrast medium):** brain and brainstem, facial mass, neck, spine, chest, abdomen, skeletal muscle, vascular MRI angiography; **CT scan (without and with contrast medium):** brain, dental, neck, facial massif, ears, chest, abdomen, spine, osteoarticular, vascular angio-CT **Endocrinology/Diabetology/Metabolic Medicine:** specialist diabetological examination, specialist examination, endocrine, dietary interview, thyroid ultrasound, obesity prevention/treatment, child/adolescence, osteopenia prevention/treatment, osteoporosis prevention/treatment **Physiatry/Physiokinesitherapy:** specialist examination, postural counselling, diadynamics, electrostimulation, Frem's electrotherapy, phytotherapy, iontophoresis, laser therapy, lymphatic drainage, magnetotherapy, massage therapy, shortwave and microwaves, radial and focal shock waves, group motor re-education, individual motor re-education, ultrasound, Tecar, Tecar Sin, Tens, skeletal traction, isokinetic evaluation, Yag-Laser **Gastroenterology:** specialist examination, colonoscopy, gastroscopy **Aesthetic medicine:** specialist examination, botox (botulinum toxin), fillers with hyaluronic acid, laser resurfacing face, chemical peeling, radiofrequency facial, dermoaesthetic tecar facial, biorevitalizing vitamins, diode laser hair removal, mesotherapy, cellulite shock waves, body radiofrequency, dermoaesthetic tecar body, removal of neoformations with laser **Neurosurgery:** specialist visit

**Neurology:** specialist examination, neurological examination for Alzheimer's, neurological examination for headaches, neurological examination for Parkinson's, electromyography of the upper/lower limbs

**Ophthalmology:** specialist examination, fundus oculi

**Odontostomatology:** specialist examination, paediatric dental examination, oral surgery, endodontics, gnathology and posturology, hygiene and prophylaxis, implantology, aesthetic dentistry, orthodontics, periodontology, conservative paediatrics, prosthetics, laser-assisted treatments, conscious sedation **Orthopaedics and**

**Traumatology:** specialist examination, joint infiltrations, infiltration with hyaluronic acid

**Obstetrics and Gynecology:** specialist examination, gynecological ultrasound, transvaginal ultrasound, Pap smear + HPV, culture swab

**Otorhinolaryngology:** specialist examination, audio-metric examination with silent cabin, impedance test, phylaryngoscopy, laryngostroboscopy, otomicroscopy, ear irrigation, rhinofibroscopy

**Podiatry:** specialist examination, onychocryptosis, orthosis in silicone, orthonychia, semi-functional insole, insole on plaster cast

**Senology:** specialist examination, breast ultrasound **Urology:** specialist examination, urological ultrasounds, cystoscopy, invasive urodynamic examination, uroflow, uroflow-metry with RPM



Radiology

### SPORTS MEDICINE OF VERANO BRIANZA

Competitive specialist examination, non-competitive specialist examination, sports nutrition service, performance test, jumping strength analysis, Conconi test, Mader test, Mognoni test, isokinetic test (double), VO2 MAX and anaerobic threshold test

### RESERVATIONS

**DIRECT BOOKINGS** - at the facilities

#### Monza Presidium:

- at the C.U.P. from Monday to Friday from 08.30 to 17.00
- at the Monza 2 sector counters on Saturdays from 8.30 to 12.00

#### Presidium of Verano Brianza:

- at the C.U.P. from Monday to Friday from 08.30 to 18.00
- at the C.U.P. on Saturdays from 8.30 to 12.00
- for physiokinesitherapy: from Monday to Friday from 09.00 to 17.00
- For sports visits consult the website:  
[www.policlinicodellospor.it](http://www.policlinicodellospor.it)

#### Modigliani Presidium, via Kullman 3:

- for physiokinesitherapy: from Monday to Friday from 09.00 to 17.00

### TELEPHONE RESERVATIONS

Monday to Friday from 09.00 to 13.00 **Monza**

**Presidium:** Tel. 039 2027222 **Verano Brianza**

**Presidium:** Tel. 0362 8241

### REGIONAL CALL CENTER RESERVATIONS

The Lombardy Region offers a telephonic contact center service for booking health services in the NHS, accessible by calling 800.638.638, a toll-free number from a landline, or 02.99.95.99 from a mobile network, for a fee at the cost set by your tariff plan. **Hours: Monday to Saturday from 8.00 to 20.00**, excluding holidays.

The Service is also accessible online, by accessing the following link you can find all the necessary information:

<https://www.prenotalute.regione.lombardia.it/sito/Menu-main/How-to-book/Contact-Center-toll-free-number-800.638.638>

### DIRECT ACCESS: Laboratory tests

The tests are performed only on patients aged 14 and over, at the following Sampling Points:

- Monza garrison in via Amati 111, "Villa" building, from Monday to Friday from 07.00 to 10.00
- Presidio di via Modigliani 10, entrance via Kullman 3, from Monday to Friday from 07.30 to 09.30
- Presidium of Verano Brianza in via Petrarca 51, Verano Brianza (MB), from Monday to Friday from 07.30 to 09.00

## SECTION II

### Information on the services provided

#### Hospitalizations in ordinary hospitalization

Ordinary hospitalization is understood to be the hospitalization of the patient already known to the attending physician who needs non-urgent care and treatment that can therefore be scheduled over time. It differs from *emergency hospitalization* which usually takes place through the Emergency Room.



Inpatient ward

#### Support includes:

- medical examinations, diagnostic, therapeutic and rehabilitative acts and procedures aimed at solving the health problems of the patient and compatible with their functional organization and with the level of technological equipment of the structure
- nursing and guardianship
- Hotel services
- Outpatient services
- Views
- laboratory and instrumental tests

## FUNCTIONAL ASPECTS

### CLINICAL ACTIVITIES

Clinical activities are carried out by the Operating Units (referred to in Section I), by the Outpatient Services (referred to in Section I) as well as by the Ultra-Specialist Diagnosis and Treatment Centres and Services (referred to in Section I).

Specialists in all medical branches referred to in the annex to the Service Charter provide consultancy services to patients of the Policlinico di Monza.

### GENERAL SERVICES

The Policlinico di Monza has an internal kitchen service. The pharmaceutical service has a room for storing medicines, medical-surgical devices and dressing materials. The religious service is carried out by external religious personnel with the celebration of Mass every Sunday or feast day in the Chapel set up in the Beech Pavilion.

The mortuary service has rooms for observation and for the exhibition of the body is accessible through a path outside the structures.

### ANCILLARY SERVICES AND AMENITIES

The rooms are equipped with en-suite bathrooms, and the possibility of having air conditioning, telephone and TV.

At the Teodolinda Department, located on the mezzanine floor of the Tigli Pavilion, there are single, double and double rooms and, unlike hotels, equipped with independent telephone, TV, air conditioning, minibar, safe, room services.

Visits are allowed on weekdays from 13.00 to 14.00 and from 19.00 to 20.00 while on holidays from 15.00 to 17.00. Visits out of hours are allowed with the authorization of the Group Managers.

### Meals are eaten at the following times:

- |             |               |
|-------------|---------------|
| • breakfast | from 7.45 am  |
| • lunch     | from 12.00 am |
| • the       | from 4.00 pm  |
| • dinner    | from 6.00 pm  |



Garden

The kitchen organization provides a monthly rotating menu, with two seasonal types, which allows the choice between different dishes. The patient will be invited to choose on the basis of his preferences and his "command" noted by the staff on a special card.

### OUTPATIENT ACTIVITIES

- a) Type of services (see section I)

- b) How to use the outpatient services with an agreement:

1. With the request of the attending physician, the patient contacts the Single Booking Center (CUP) of the Policlinico di Monza which will make the reservation by providing all the information to take advantage of the services offered

2. The payment of the ticket fee will take place on the day of the exam. The reports will be collected at the appropriate "Report collection".  
The tariff of the services provided can be consulted (on request) at the CUP

- c) How to use non-affiliated services.

1. At the request of the attending physician or specialist, the patient contacts the Single Booking Center (CUP) of the Policlinico di Monza which will refer the patient to the desired service

2. Payment for the service will be made on the same day. The reports will be collected at the "Report Collection" office.  
The tariff of the services provided can be consulted (on request) at the CUP.

### HOW TO ACCESS THE HOSPITALIZATION

Hospitalization, from an administrative point of view, can take place in three ways:

1. Hospitalization of patients dependent on the NHS
2. Hospitalization of patients in hotel difference
3. Hospitalization of solvent patients.

Reservations are always required at the Admissions Booking Office, which informs the patient of the day of admission. Admissions are always carried out at the Admissions Acceptance Office located in the basement of the Tigli pavilion.

### Documentation of hospitalization

At the time of admission, both solvent and NHS, patients must show the following documentation:

- request for hospitalization issued by the attending physician;
- health card (CRS or CNS card);
- tax code.

At the time of admission, it is useful to inform the staff of the office of acceptance of one's interest in obtaining the release of a copy of the medical record that will be sent to the patient's home after discharge, upon payment of the financial consideration.

### Admission information

Information can be requested from the Admissions Booking Office or from the Admission Office from Monday to Friday from 8.30 to 18.00, on Saturdays from 8.30 to 12.00.

### Reception methods

Upon admission, the patient is given an information booklet (Annex no. 1) with general information on the facility, the services provided and useful information for patients and visitors.

## SECTION III

### Quality Standards - Commitments - Programs

#### GUARANTEED LEVEL OF ASSISTANCE

In addition to strictly health services, the Policlinico di Monza guarantees the user:

- that the personnel on duty must clearly carry the identification card with the personal details and qualification
- the possibility of accessing documentation relating to one's state of health in compliance with current regulations
- confidentiality and respect for the dignity of the person during medical examinations and other health services
- hospitalization in hospital rooms normally with a maximum of two beds and in any case not exceeding three beds
- religious assistance and respect for one's religious convictions
- the right to lodge complaints and get a response within a maximum of 30 days
- the issuance of a copy of the documentation, as a matter of urgency, in the event of a transfer
- Linguistic mediation in 22 original languages.

#### THE HOSPITALIZATION

The following quality standards are required for hospitalizations:

1. Delivery to each user of an information booklet on the services and organization of the de-ge-ence structure
2. Information provided by a doctor on entry into the ward about the expected time frame for the patients and the care programme
3. Containment of average waiting times for each hospitalization within the limits of what is strictly necessary.

#### HOSPITALIZATION

As regards hospitalization, the following indicators and quality standards are adopted:

##### HOTEL SERVICES

1. Cleaning of the rooms once a day or on call by the patients by an auxiliary in charge of the assistance of the Department
2. Rooms with one or two beds, with a locker and a bedside table for the patient, en-suite bathrooms, heating in winter with a controlled temperature not below 21 degrees, TV service and safe
3. Change of linen once a day and for special pathologies even several times a day
4. Timetables and collective distribution of meals compatible with the ordinary habits of citizens
5. At the disposal of patients and companions: public telephones, hairdresser or barber service on request.



Patient rooms

#### HEALTH CARE

1. The doctor will inform each patient in advance about the therapeutic treatments envisaged with a certain amount of time so as to allow the person concerned to provide or deny informed consent
2. No treatment can be activated without prior information to the patient
3. Interviews take place with the attending physician or with the Head of the Operating Unit
4. In the case of diagnostic tests, the patient is notified sufficiently in advance, accompanied by staff of the facility and will not wait for radiological or other assessments, as a rule, for more than 15 minutes. After the assessment, he will be promptly accompanied back to the ward, except in cases where it is recommended, in the interest of the patient, a greater permanence in the vicinity of the Assessment Service
5. The movements of non-ambulatory patients take place with a stretcher or wheelchair or in an ambulance for investigations to be carried out outside the structure
6. For the operated and terminally ill, widespread exceptions are provided for visiting hours and also permits for continuous assistance, even at night, by family members
7. There are at least two medical visits a day, at least one of which is late in the evening. Confidentiality is also guaranteed by the priority of assignment in rooms with one or two beds.

#### CONTINUITY OF CARE

Continuity of care for hospitalized patients is ensured by the doctors belonging to the individual Operating Units and Diagnosis and Treatment Services during normal service hours.

A 24-hour Interdivisional Medical Guard is also guaranteed in addition to the 24-hour Specialist Guard, with the presence of a specialist doctor in the structure for the Cardiology Operating Units, for the Coronary Unit, for the Anesthesia and Resuscitation Service and for Intensive Care.

Finally, "ready availability" (availability) is provided for each of the Operating Units of the Polyclinic, so that two surgeons are always available to meet any needs and be operational within 40 minutes.

Continuity of care for patients who belong to the Emergency Department and who need additional deferrable services related to access to the Service is ensured by means of dedicated specialist clinics that are held from Monday to Friday on weekdays. For the orthopaedics, the continuity of care in the Emergency Department is guaranteed with an outpatient clinic active from Tuesday to Friday from 1.00 p.m. to 2.30 p.m.

### RELATIONSHIPS WITH FAMILY MEMBERS

1. The attending physicians and the heads of the Operating Units guarantee relations with family members for information on the state of health and the therapies prescribed. The interviews take place in a reserved room and the times are agreed with ample availability, also taking into account the needs of the family members themselves
2. For special cases, evaluated by the attending physician, or by the Heads of the individual Operating Units, leave is granted to family members for visits to patients, even after hours and for night assistance. Interested parties can also request assistance from volunteers admitted to attend the facility.

During the hospitalization, exit permits are not allowed for the patient, except for serious and justified causes. In this case, the permit must be requested from the attending physician who will submit it for final approval to the Medical Director.

### ASPECTS OF HUMANIZATION

1. The patients are always called with their gentilities and with the "Lei". It is forbidden to call patients with a number or a pathology or current terminology
2. Information on illnesses must be given to the hospitalized user or family members in a reserved room. Medical services or therapies that require it are carried out with a special curtain dividing other beds
3. Medical records and any documents containing reference to the disease are secret and kept confidential
4. The facility also guarantees religious care at the patient's bedside. An adequate environment is also available for the transfer and vigil of the deceased.

### THE DISCHARGE

As far as discharge is concerned, the indicators and quality standards are:

#### INFORMATION

The Policlinico di Monza guarantees each patient, before discharge, an interview with the attending physician or with the Manager or with a member of the Hospitalization Operating Unit to obtain all information on the behaviors to be observed and the treatments after hospitalization. To this end, a discharge letter with therapeutic indications is always delivered to the family doctor.

The Policlinico di Monza guarantees that each patient receives information about his or her discharge at least 12 hours in advance.

## SECTION IV

### Protection and Verification

#### PROTECTION INSTRUMENTS

The protection instruments referred to in this chapter are identified independently of those that will be activated with the concurrence or by order of the Regional Health Authority or the Health Protection Agency which is responsible for the surveillance activities. In the same way, the instruments in question are activated by the structure independently of those that can be implemented with the help of voluntary or rights protection organizations. That said, the Policlinico di Monza guarantees the function of protection towards the citizen also through the possibility, for the latter, to lodge a complaint following disbursement, act or behavior that has denied, or limited, the usability of the services. Protection is also ensured by the provision of suitable signalling tools to the user.

#### PUBLIC PROTECTION REGULATIONS

In order to facilitate the observations and complaints of users, the following Regulation is adopted:

- Art. 1) Users, relatives or relatives may submit observations, oppositions, complaints or complaints against acts or behaviours that deny or limit the usability of health and social assistance services or render their quality poor. Patients are provided with a form to collect the user's evaluations after admission and a form to report any inefficiencies or proposals. (Annex A)
- Art. 2) Users and other subjects as identified in art. 1 exercise their right with:
  - Completion of the appropriate form signed by the user distributed with the information leaflet
  - Reporting by telephone or fax to the Public Relations Office
  - Interview with the Medical Director. For telephone reports and interviews, a special form will be made, noting what has been reported with the acquisition of data for subsequent communications of merit
  - Letter on plain paper, addressed and sent or delivered to the Public Relations Office
- Art. 3) Observations, oppositions, complaints or complaints must be submitted, in the manner listed above, within 15 days from the moment the interested party became aware of the act or conduct detrimental to his or her rights, in accordance with the provisions of art. 14, paragraph 15 of Legislative Decree 502/92, as amended by Legislative Decree 517/93

Art. 4) Observations, oppositions, complaints or complaints, however presented or received in the manner indicated above if they are not immediately resolved, must be investigated or transmitted to the Public Relations Office

Art. 5) The Public Relations Office, within four days, will communicate to the Heads of the services concerned notice of the opposition, observation, complaint or complaints so that they take all the necessary measures to avoid the persistence of any disservice and provide the Office, within 7 days, with all the information necessary to communicate an appropriate response to the user

Art. 6) The Public Relations Office is made up of the Head of the Group, Unit or Service, a professional nurse with the functions of a manager and an administrative employee. The Office has the following functions:

- Receive information, oppositions, complaints or complaints, presented by the subjects referred to in art. 1 of these regulations, for the protection of citizens through acts or behaviours by which the usability of health and social assistance services is denied or limited or their quality is poor
- Prepare the preliminary activity and provide a timely response to the user for reports that are easier to define
- For complaints of evident complexity, take care of the investigation and provide an opinion to the Administration for the necessary definition. The Office, in order to carry out the preliminary activity, may acquire all the elements necessary for the formation of judgment, also requesting reports or opinions from the heads of the Services, Functional Units, offices
- To provide the user with all the information and anything else necessary to ensure the protection of the rights recognized to him by the current legislation on the subject
- Prepare the letter of reply to the user, signed by the President, in which it is stated that the submission of the aforementioned observations and objections does not prevent, nor preclude the proposal of appeal in court pursuant to paragraph 5 of art. 14 of Legislative Decree 502/92 as amended by Legislative Decree 517/93.



Medical records office



# SECTION V

## Contacts

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<b>Fax</b>	<b>039 2810470</b> info@policlinicodimenza.it
<b>Single Booking Centre:</b>	<b>039 2027222</b>
<b>Outpatient clinic in via Modigliani 10, Monza</b>	<b>039 2027222</b>
<b>Verano Brianza Outpatient Clinic</b>	<b>0362 8241</b>
<b>Poliambulatorio Nieveo</b>	<b>039 2027222</b>
<b>Admissions Office:</b>	<b>039 2810321</b> ricoveri@policlinicodimenza.it
<b>First aid:</b>	<b>039 2810512</b> prontosoccorso@policlinicodimenza.it
<b>Health Management:</b>	<b>039 2810344</b> direzione.sanitaria@policlinicodimenza.it
<b>Public Relations Office:</b>	<b>039 2810761</b> urp@policlinicodimenza.it
<b>WEB SITES:</b> <a href="http://www.policlinicodimenza.it">www.policlinicodimenza.it</a>	

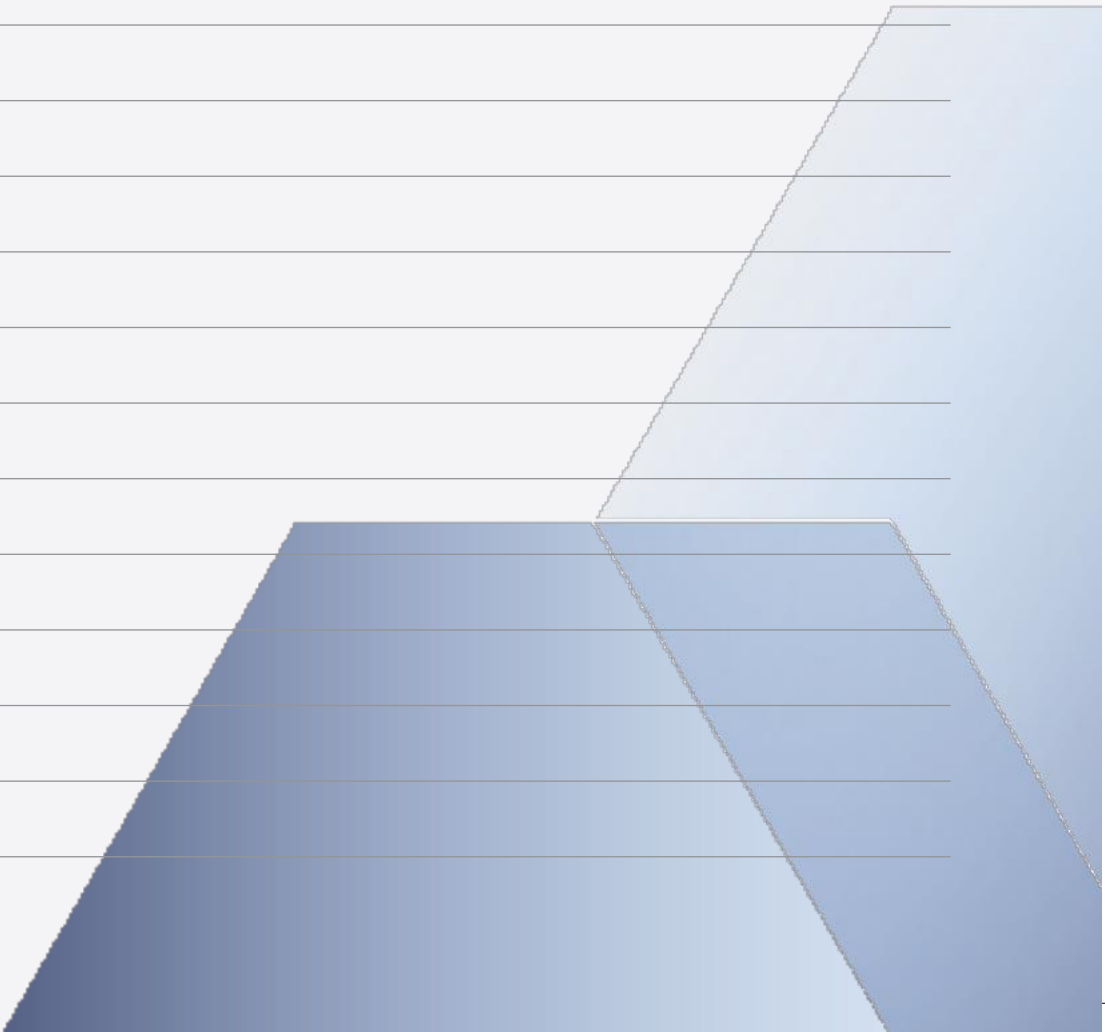


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