

## What to bring

Previous clinical records (e.g. blood tests, x-rays, etc.), if any; health card and identity card.

Pajamas or nightgown, robe, slippers, underwear, personal hygiene products.

You are advised to bring with you the medicines you must take regularly.

## Regulations

If you temporarily leave the ward you should always **notify the staff**.

For reasons of space, you can keep in the hospital rooms **strictly necessary items** only.

You will be assigned a locker with key; please make sure the locker is closed when you are away.

We advise you **not to keep valuables or unnecessary amounts of money** in your room. The hospital cannot accept responsibility for any losses or theft.

Please advise your visitors **not to overcrowd** the hospital rooms.

The use of mobile phones is permitted as long as it **does not disturb** other patients. Please use it only in the daytime, and remember to keep the ringtone volume down.

Smoking in the hospital is **strictly forbidden**.

## Foreign users

The Policlinico offers a **24-hour telephone interpreting service** for foreign patients. This fast, user-friendly service operates through a dedicated call centre which responds to the requests of patients coming from abroad, and is particularly effective in emergency situations, where the risk of diagnostic errors or delays must be prevented.

## Informed Consent and Privacy

Some clinical procedures require the patient's **informed consent** in writing before they can be carried out; by giving consent, patients declare to have freely and in full conscience accepted to undergo the procedure in question.

The physician provides the patient with **understandable, clear and detailed information** concerning the operation, its methodology and associated risks. Patients give or withhold their consent to undergo the procedure by signing a form.

Decisions related to the **medical care of minors** are taken with the consent of both parents and with the participation of the little patient, if possible. The right to personal dignity, to discretion, and privacy shall be protected at every stage of the treatment.

## Public Relations Office

Contact the office if you need information or want to make suggestions, **complaints** or positive comments. Complaints will be replied to within 30 days.

The office is located in the ex-Avis wing and is open to the public from Monday to Friday from 8.30 am to 12.30 am; on Tuesdays and Thursdays it is also open from 2.30 pm to 4.30 pm.

**Tel: 091.6553686-6553699 Fax: 091.6553939**

**Email: [info@policlinico.pa.it](mailto:info@policlinico.pa.it)**

## User Satisfaction Survey

At the end of the treatment, you can **give us your opinion** by filling in a printed questionnaire which is available at every hospital unit or outpatients clinic, or online through the site of the **Perceived Quality Regional System** at [www.qualitasiciliassr.it](http://www.qualitasiciliassr.it)

## Discharge

Patients will on discharge be given a clinical report addressed to their attending physician; the report contains a summary of the hospitalisation, the suggested treatment and, if necessary, information concerning diet, lifestyle and follow-up appointments. When entitled, patients are asked on discharge to obtain their prescription from the **Hospital pharmacy**. The distribution desk is located on the ground floor of the Pharmacy and is open from Monday to Saturday from 8 am to 2 pm.

## Outpatient visits - CUP

Outpatient appointments are usually granted by written request of your family doctor or attending specialist through an **SSN** (NHS) form. First appointments must be made through the **CUP** (central booking system) either online through their website [www.policlinicogiaccone.it](http://www.policlinicogiaccone.it) or by calling toll-free **800 894 372** (landlines) or **091.655333** (charges according to mobile plan), from Monday to Thursday, from 8 am to 1 pm and from 2 pm to 5 pm, or Fridays from 8 am. to 1 pm only; you can also book in person at the **CUP front desk** from Monday to Friday, 8 am to 1 pm, and also on Tuesday and Thursday, 2 pm to 5 pm.

Applicable fees must be paid before the visit at the **Cashier's Office** or at tobacconists where the **Lottomatica** service is offered (only for appointments booked through the CUP; a € 1.55 commission charge applies).

## Medical records

Requests for a copy of medical records must be made by the parents or by a person authorised by them, who will be required to produce a signed proxy and a suitable identification document. Copies of medical records are usually ready to be collected within 30 days.