

What to bring

A valid identification document, taxpayers card or health service card and the request from the attending physician on an SSN (NHS) form.

Previous clinical records, if any (e.g. examinations carried out during pregnancy, transfer or discharge letters from other hospitals, etc.)

Regulations

For reasons of space, you should only keep **strictly necessary** items with you.

The patient's parents will be assigned a locker where they can leave their belongings during the visit.

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

Please **do not overcrowd** hospital rooms.

The use of **mobile phones** is permitted as long as it does not disturb other patients. Please refrain from using them, if at all possible, and remember to keep the ringtone volume down.

Smoking anywhere 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's parents with **understandable, clear and detailed information** concerning the operation, its methodology and associated risks. Parents give or withhold their consent to the procedure by signing a form.

Decisions related to the **medical care of minors** are made with both parents' consent and with the participation of the little patient, if possible.

The right to **personal dignity, to confidentiality and to 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

Discharge

The patient's parents will be given on discharge a clinical report addressed to their chosen pediatric specialist; the report contains a summary of the hospitalisation, the suggested treatment and instructions concerning diet, general health care and follow-up appointments.

Outpatient visits - CUP

Outpatient appointments are usually granted by written request of your family doctor or attending specialist through an **SSN (NHS)** form. The first appointments must be made through the **CUP** (centralised booking system) either online through their website www.policliniciaccone.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, only from 8 am. to 1 pm; you can also book in person at the **CUP front desk** from Monday to Friday from 8 am to 1 pm and on Tuesday and Thursday also from 2 pm. to 5 pm.

Before the visit the applicable fee must be payed at the **Cashier's Office** or at tobacconists where the **Lotomatica** 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.

User Satisfaction Survey

At the end of the treatment, you can **give us your opinion** by filling in the printed questionnaire available at every hospital unit or outpatients clinic, or online through the site of the **Perceived Quality Regional System** at www.qualitasiciliassr.it, where you can manifest the level of satisfaction you derived from the hospital stay or specialist outpatient visits.