



Service Charter



EDITION JULY 2016

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INTRODUCTION

Implementing this Service Charter was among the priorities identified by this General Management during the installation. We believe necessary to make explicit Hospitals's rights and obligations and to give updated and clear information about the services it provides. This is the goal of the Service Charter that, attending to specific observance of the Prime Minister's Office, the Public Administration is required to make available to its users, identifying their own service standards, stating the objectives it wants to achieve and recognizing specific rights to the citizen-user.

Compared, however, to previous versions, the latest of which dates back to 2011, several innovations characterize this edition of the Service Charter. Inspired by the principle of orientation to the user, we have in fact decided to bring the information part up and the more general down: the first pages, then, are constituted by a sort of "Quick Guide" to hospital services, that users can more directly read, while quality standards and principles are published in the second half of the guide. In between, the reader will find general information on the profile and Hospital's statistics.

In order to allow a greater completeness and responsiveness of information we published, the Charter has been updated in July 2016 from the version edited in 2015 (itself revamped), so as to include change of departments managers, activation of new services, such as those for outpatient reservations or for telephone interpreting. Also this time a web edition of the Service Charter was realized, adapted to the web characteristics.

In doing so, we believe we have observed the communication obligations towards the user, in a transparent effort that aims to characterize increasingly the work of "Cannizzaro".

The General Manager
Dr. Angelo Pellicanò



PROFILE

Regional III level referral structure for the emergency, Cannizzaro Emergency Hospital of Catania is home to highly specialized structures, with diagnostic equipment-advanced and innovative therapeutic technologies, which make reference to a vast catchment area, even multiregional. The hospital's mission is the management of highly complex diseases, with vocation to the urgent and emergency management, by a multidisciplinary approach.

Headquarters of the Operational Center service 118 for Catania-Ragusa-Siracusa, accessible by air ambulance, the hospital has a total of 564 beds, of which 506 inpatient and 58 day hospital / day service activities. The basin of the reference population is that of the Eastern Sicily, amounted to 2.6 million inhabitants.

The positioning in the regional and national scene is due to the high clinical and scientific level achieved over the years by professionals who work there, to the ability to ensure a consistent technological development with the highly specialized areas of intervention and to the implementation of solutions management that promote the improvement of effectiveness and efficiency levels of performance.

Articulated in a two-towers block and various pavilions, the hospital covers about 16 hectares on a hill overlooking the sea, in the north-east area of Catania.

Initially thought to be destined to psychiatric center, with the introduction of Law No. 180/78 known as “Basaglia Law”, which abolished the “asylums”, the structure was converted: in May 1981 “Cannizzaro” became a health center, and in 1983 was further transformed into Local Health Unit.

A few years later, in 1989, thanks to the opening of the first operational units and the emergency department, it also became a hospital and shelter center. In 1995, then, following the reform implemented by Legislative Decree 502/92, the hospital is constituted in corporate form, such as Regional public Hospital Company III Level Reference for the emergency.

DEPARTMENTS AND SERVICES

Area of Emergency and Acceptance

Head: prof. Carmelo Denaro

Departments

Emergency Medicine and Surgery (MCAU)

Where: F2, floor 3-4

Emergency Room and Short Intensive Observation (OBI): F1 ground floor

Acceptance and first surgical aid: F2 floor 4

Head (acting): dr. Salvatore Mazzola

Contacts

Tel. acceptance 0957263824 - 0957263821

Access, visits and talks

The Patient Access is only through the emergency room. In the OBI there are no fixed visiting hours, due to the rapid turnover of patients: doctors will be available for giving information after visiting patients. At the divisional section, the visits are possible from 13.30 to 15.30.

Large Burns Center

Where: Intensive and semi-intensive therapy: F3, floor 9

Clinic: F3, floor 2

Head (acting): dr. Rosario Ranno

Contacts

Tel. office 095 726 4542

Access, visits and talks

Patients in intensive care are hospitalized after telephone talks with the Emergency Departments where they come from and/or 118, depending on the availability of beds. You can electively access the General Plastic Surgery and

Oncology Surgery after clinic visit and the resulting waiting list for urgent either planned mode.

The clinic is open from Monday to Saturday 8.30 to 13.00

The visits to the wards are allowed from Monday to Saturday from 16:00 to 17:00, Sundays from 11.00 to 12.00

The talks with relatives are daily at 17.00.

Oncology Plastic Surgery

Where: F3, floor 8

Clinic: F3, floor 2

Responsible: dr. Pier Franco Soma

Contactst

Tel. 095 726 4464 – 3346475160 – Fax 095 726 4541

Access, visits and talks

The department is electively accessed after office visit and subsequent waiting list modulated on cancer pathology. The clinic is active on Thursday afternoon, from 15 to 17.

For consulting and histology reports: F3 floor 8, Monday and Wednesday at 11-13.

Visits to the departments: from Monday to Saturday 15-17, Sunday also from 11 to 12.

General Surgery

Where: F2, floor 8

Clinic: F2, floor 1

Head: prof. Domenico Russello

Contacts

Tel. secretary 0957263584, fax 0957263234

Access, visits and talks

Patients may be visited every weekday from 12:30 to 14:00 and from 18:00 to 19:00 and on Sundays from 12:30 to 14:30 and from 18:00 to 19:00. The visit

is allowed in turn to a single person.

Family members can contact the ward doctor after the medical examination at 12:30. The Head is available every day at 9:00 am before going to the operating room.

Clinic times:

General Surgery: Monday-Saturday 8-12.30

Proctologic diseases: Monday and Thursday 8.30-12.30

Stomatherapy: Tuesdays from 15 to 18

Endocrine Surgery: 8:30 Friday 12:30

Epatobilio-Pancreatic diseases and Follow-up cancer: Tuesday and / or Thursday 8,30- 12,30 (F2, floor 4)

Functional and inflammatory diseases of digestive system: from Monday to Saturday 8-14 (Building M2)

Minimally Invasive Surgery Hepatobiliary

Where: F2, floor 4

Responsible: prof. Gaetano La Greca

Contacts: tel 0957263584 - 095 7263586

Urgency Ultrasound diagnostics

Where: F2, floor 4

Responsible: dr. Mario Scuderi

Contacts: tel 0957263199

Urgency Endoscopy

Where: F2, floor 4

Responsible: prof. Michele Di Blasi

Contacts: tel 0957264858

Orthopedics and Traumatology

Where: building E, floor 4

Clinic, Day Surgery, Day Service: building E, floor 0

Head: dr. Gianfranco Longo

Contacts

Tel. secretary 095 7264704 - fax 095 7262258

Access, visits and talks

Relatives can be received from 12:30 to 13:30 and from 18:30 to 19:30. News about the patients are provided by doctors from 13:00 to 14:00.

Outpatient treatment in traumatology

Where: F1, floor 0

Contacts: tel 095 7263642, fax 095 7263641

Dentistry

Where: building L1, floor 1

Head (acting): dr. Vincenzo Saita

Contacts

Tel. acceptance 095 7262030, Infirmary / medical center 095 7262032

Access, visits and talks

Patients access through indication from PS or other departments. Reservations through the hospital numbers. The Department of Dentistry formally pertains UOC of Otolaryngology and provides outpatient services and the Day Surgery.

Plastic and Reconstructive Surgery

Where: F3, floor 8

Head: prof. Rosario Emanuele Perrotta

Contacts

Tel. secretary 095 7264514

Access, visits and talks

The medical examination may be requested through toll-free number, for emergencies through the ER. The visits to patients can be made within the following times: weekdays 15-17, 10-12 also in holidays. Talks with Doctors are possible every day 13-14, with the Head on Thursdays 12-13.

Anesthesia and Intensive Care I

Where: F1, floor 0

Head: dr. Carmelo Denaro

Contacts

Tel. 095 7263068 Fax 095 7263071, outpatient of anesthetic visit: 095 7263063

Access, visits and talks

Access through indication from ER or other departments. Visiting hours: daily 13-13: 30, talks with relatives every day 13-13: 30.

UTIR (Respiratory Intensive Care Unit)

Where: building S, floor 1 (clinic: ground floor)

Responsible: dr. Sandro Maria Distefano

Contacts: management office 095 7264819, doctors 0957264932, fax 0957263910

Anesthesia and Intensive Care II

Where: F2 floor 1 – Surgical Unit, F2 floor 0 - Post-operative intensive care (T.I.P.O.), F3 Floor 0 - Hyperbaric chamber and Clinic

Head: dr. Maria Concetta Monea

Contacts

Tel. management office 095 7263807 - Fax 095 7263648

Access, visits and talks

Post-operative intensive care: news on the clinical course are given by the medical staff and the Head of the Unit every day in two time periods: at 12:00 and 17:30; after receiving clinical information, only one family member may have access to the Intensive Care for the visit to their relatives (exceptions are agreed with the Head). Schedules are subject to change based on care needs.

Acceptance in clinics: 095 7264611-4911

SUES 118 (Urgency Emergency Service)

Where: Operations center 118 CT-RG-SR building N2

Head: dr. Isabella Bartoli

Contacts

Secretary – 118 Cards request 095 7262355, management office 095 7264595, fax 095 7125392

Access, visits and talks

The offices are open to the public from 9.30 am to 11.30 am on Monday, Wednesday and Friday; Wednesday also from 15 at 17. For any information please call 095 7262355 from Monday to Friday from 09.30 to 12 hours.

Area of Health Services

Medical management of the hospital

Where: M1, floor 0

Responsible: dr. Salvatore Giuffrida

Contacts

Tel 095 7262464 – 2342 fax 095/7262466

Access, visits and talks

For the Hospital discharge cards Office, please call 095 7262337.

Transfusion Medicine

Where: F2, floor I

Head: dr. Mario Lombardo

Contacts

Tel. 095 7263077 (h24, Allocation and Distribution, Laboratory diagnostics, Consultations; Therapeutic apheresis for patients), 095 7263084 (Collection), 095 7263081 (Collection, TAO Clinic, Outpatients Therapeutic apheresis), fax 095 7263083

Access, visits and talks

Collecting whole blood and blood components in apheresis from 08.15 to 11.30 from Monday to Saturday; allocation and distribution of blood components h24; collection and management of autologous blood components from 11:30 to 13:30 on Tuesday and Friday; surgery patients on oral anticoagulant therapy from Monday to Friday from 8.15 to 10.30 (collecting samples) and from 12.30 to 13.30 (delivery reports / short visits).

Pathological anatomy

Where: Building Q, ground floor

Head: dr. Filippo Fraggetta

Contacts

Tel. acceptance 095 7262388

Access, visits and talks

Outpatient acceptance samples every day without reservation. Monday to Friday from 9.00 to 13.00; Saturday from 9.00 to 12.30. The delivery of the material takes place only after payment (if necessary) of the fees. Response within ten days.

Clinical Pathology

Where: F2, floor 2 and 3

Head: dr. Mario Condorelli

Contacts

Tel. 095 7264 221 - 222

Access, visits and talks

The laboratory is open access every day, except holidays, from 8.30 to 10.30. All services are performed free access on request of the General Practitioner. To book an examination of the glucose load curves, call the department. For neonatal screening, call in Obstetrics.

Farmacia

Where: F3, floor 1

Head: dr.ssa Agata La Rosa

Contacts

Tel. management office 095 7264207, fax 095 7264211

Access, visits and talks

The Pharmacy is open to the public from Monday to Saturday from 9 am to 13.30 pm. The Head receives on Thursdays from 10 am to 12 noon, pharmacists from 10 to 12.

Area of Advanced Technologies

Diagnostica per immagini

Where: F3, floor 3 (Ultrasound, CT, MRI, Angiography and Interventional Radiology), F1 floor 0 alongside the ER (Traditional Radiology, CT)

Head: dr. Domenico Patanè

Contacts

Acceptance and reservations tel. 095 7264569 - 4951

Access, visits and talks

Acceptance Desk: reservations by hospital Reservation Center. Outpatients should exhibit, when booking, the prescription of the General Practitioner

or Outpatient Doctors of the Hospital: it is necessary to get, at the desk, the forms useful for the proper preparation and execution of diagnostic and therapeutic service.

For examinations and informations: ATM Acceptance (floor 3, F3), 10:00 to 12:00 hours from Monday to Friday.

Emergency Diagnostic Imaging

Where: F1, floor 0

Responsible: dr. Giuseppe Corsale

Contacts: tel. 095 7263042- fax 095 7263526

Health Physics

Where: building L, floor 0

Responsible: dr.ssa Maria Gabriella Sabini

Contacts: tel 095 7262026 – 095 7262027 - fax 095 7262000

Nuclear Medicine and PET

Where: F2, floor -2

Head: dr. Massimo Ippolito

Contacts

Secretary PET: tel. 095 7263003/3596 – Secretary Conventional Nuc. Med.:

095 7263002 – Fax: 095 7263598 – Email: centro_pet@ospedale-cannizzaro

Access, visits and talks

To book examinations and to provide information necessary for the preparation to the various types of diagnostic investigation, must go to the acceptance of the Unit office (building F2, floor -2) or contact the secretary on the numbers above. The service operates Monday to Friday from 8:00 to 16:00.

Radioterapia

Where: building R, ground floor

Head: dr. Francesco Marletta

Contacts

Tel. secretary 095 7264015, fax 095 7264613; radioterapia@ospedale-cannizzaro.it

Access, visits and talks

You can access health services by appointment with the secretary. The service is available Monday to Friday from 08.00 to 17.30. The secretary operates from Monday to Friday from 09.00 to 13.00.

Physical Medicine and Rehabilitation and Diagnostic Equipment

Where: building G, ground floor

Head: dr. Isabella Guarino

Contacts

Tel. ward 095 7262442 - 7264893 (on weekdays from 08:00 to 13:00), fax 095 7262441

Access, visits and talks

For physiatric visit (first visit, control, aids prescription), reservations through toll free number 800837621. Physiatric visit for spasticity treatment, neurophysiatric visit, charging pumps, leaks, mesotherapy analgesic, manual medicine and rehabilitation protocols, for reservationse pleas call 0957262442.

Medical Area

General Medicine

Where: building L4, floor 3 (Clinics and Day-Hospital: building L1, ground floor)

Head: dr. Lorenzo Malatino

Contacts

Tel. ward 095 7262593 – 095 7262586, Management office 095 7262582; fax 095 7262053 – 095 7262063

Access, visits and talks

For outpatient visits, reservations toll free number 800837621. Visits to patients on weekdays and holidays are allowed from 12.30 to 14 and from 18.30 to 20. Talks with doctors are expected from 12.30 to 13.30.

Oncologia Medica

Where: building E, floor 2

Responsible: dr. Giuseppe Banna

Contacts: tel. 095 7262208 (from Monday to Friday from 9 am to 13). For info about reservations: 095 7262805 (from Monday to Friday from 9 am to 12.30 pm). Email: oncologiacatania@yahoo.com

Diabetes and Metabolic Diseases

Where: building Q, ground floor (Diabetic Foot clinic: building Q, floor 1)

Head: prof. Massimo Buscema

Contacts

Tel / fax 0957262403

Access, visits and talks

For acceptance in Diabetes, please call 095 7262405. Diabetic Foot, 095 7262411.

Cardiology

Where: F2, floor 3 (cardiological stay); floor 0 (Clinics and Cardiological Service), floor 2 (Cardiac Intensive Care Unit, semi-intensive and operating rooms).

Head (acting): dr. Antonello Milazzo

Contacts

Tel. 095 7263116 (floor 2) - 095 7263153 (floor 3) - 095 7263046 (Cardiological Service - floor 0) - 095 7263540 (clinic of cardiac stimulation – floor 0)

Access, visits and talks

The admission is made through access from the emergency department or from myocardial infarction network for patients with acute cardiovascular diseases; internal transfers, for patients staying in other departments; elective hospitalizations, for patients on the waiting list with cardiovascular problems. Visits to patients: daily, from 13 to 15; Talks hours: weekdays, from 13 to 14. For access to clinics, book through the Reservation Center (800 837 621).

Hemodynamics and Interventional Cardiology

Where: F2, floor 2

Contacts: tel. 095 726 3116

Cardiac Electrophysiology

Where: F2, floor 3

Contacts: tel. 095 726 3513

Cardiology Service with instrumental non-invasive diagnostics

Where: F2, floor 0

Contacts: tel. 095 726 3046

Respiratory Diseases

Where: building L2, ground floor

Head: dr. Francesca Gibellino

Contacts

Tel 095 7262602 – 0957264913, 095/7262092

Access, visits and talks

Reservations for all services are provided by Reservation Center (800 837 621, 095 7262107), except for the patch test that is booked at the Unit Desk at the above number. In the Unit a Anti-Smoking Center operates: smokers who wish to pursue a smoking cessation path can access this clinic with prescription from their doctor.

Audiology and Phoniatics

Where: F3, floor 2 (clinics)

Head: dr. Maurizio Vancheri

Contacts

Tel 095 7264215

Access, visits and talks

For information and reservations, please call 095 7264215 from Monday to Friday from 9 am to 13.

Human Nutrition and Dietetics

Where: building Q, floor 1

Responsible: dr. Vincenzo Zanon

Contacts

Tel 095 7262435, 095726 2418, 095 7262422; fax 0957262428

Access, visits and talks

For the first visit and taking charge, booking via Reservation center. For hospitalized patients, counseling is required by departments. After acceptance by reservation and the first visit (specialist medical examination, anthropometric survey, food investigation etc.), return visits (for delivery diet, etc.) and controls are fixed according to the clinical needs of each patient.

The clinics are open Monday to Friday from 9.00 to 13.00; Monday and Wednesday from 15.30 to 17.30.

Infectious Diseases

Where: building L (entrance L3 – L7), ground floor

Head: dr. Carmelo Iacobello

Contacts

Ward tel 095 7262017, fax 095 7262007. Email: malattieinfettive@ospedale-cannizzaro.it

Access, visits and talks

The patient is hospitalized according to the urgency or telephone contact, based on the waiting list. At discharge is given a clinical report to be delivered to the General Practitioner, that indicates any subsequent both clinical and laboratory controls, specifying the date, time and location. For all patients there is a clinical control after discharge.

Diagnosis and treatment of AIDS and chronic infectious liver disease

Where: building L (entrance L3-L7), ground floor

Contacts: tel 095 7262022 – 2021, fax 095 7262007

Nephrology and Dialysis

Where: F2, floor 7

Head (acting): dr. Giuseppe Seminara

Contacts

Tel medical center 095 7263369, hemodialysis 095 7263376-78-72, clinic 095 7263380 – fax 095 497396.

Access, visits and talks

The clinic access is by reservation via reservation center. The waiting time for the planned admission is fixed by physicians according to the clinical priority of the case and the type of disease. The transparency of the planned admission procedures is ensured thanks to the waiting lists.

Surgical Area

General Surgery

Where: F2, floor 4

Head: prof. Domenico Russello

Contacts

Tel secretary 095 7263584 – 095 7262221, fax 095 7263234

Access, visits and talks

The Unit carries out planned and emergency admissions. These can come either from the emergency department or other hospital facilities, while those planned are carried out according to a computerized list of waiting in which patients are placed by the doctors of the same unit and where the admission priority is accurately reported according to pathology. Medical visits can be agreed at the Reservation Center. The hospitalized patients may receive visits every weekday from 12:30 to 14 and from 18 to 19, on holiday from 12:30 to 14:30 and from 18 to 19. The visit is allowed in turn to a single person. Family members can contact the ward doctor after the medical examination at 12:30. The Head is available every day at 9 am before the operating room.

Minimally Invasive hepatobiliary Surgery

Where: F2, floor 4

Responsible: prof. Gaetano La Greca

Contacts: tel 095 7263584 - 095 7263586

Emergency Diagnostic Ultrasound

Where: F2, floor 4

Responsible: dr. Mario Scuderi

Contacts: tel 0957263199

Emergency Endoscopy

Where: F2, floor 1

Responsible: prof. Michele Di Blasi

Contacts: tel 0957264858

Ophthalmology

Where: F3, floor 7 (stay), F3 ground floor and building Q (clinics)

Head: dr. Massimo Fichera

Contacts

Tel 095 7264456, 095 7264432, 0957262423

Access, visits and talks

Reservations via Reservation Center. Visiting relatives on weekdays 15-17, 15-17 and 10-12 public holidays. The talks with department physicians are held on weekdays, from 15 to 17.

Otolaryngology

Where: F3, floor 7 (clinic: F3, floor 2)

Head (acting): dr. Vincenzo Saita

Contacts

Tel 095 7264419, 095 7264456

Access, visits and talks

Reservations via Reservation Center. Visits every day from 9 am to 12 noon. The simple structure of Surgical Oncology cervicofacial formerly named phonosurgery, it pertains to this department.

Vascular Surgery

Where: F2, floor 6 (clinic: F2, floor -1)

Head (acting): dr. Antonino Scolaro

Contacts

Tel 095 7263343, 095 7263342 - fax 095 7263343, email chvascolare@ospedale-cannizzaro.it

Access, visits and talks

Reservations can be made via Reservation Centre, for information call the numbers listed above. The relatives reception takes place every day from 15 to 17, on public holidays also from 10 to 12.

Endovascular aortic and minimally invasive surgery

Where: F2, floor 6

Responsible: dr. Antonino Scolaro

Contacts: tel 095 7263337, fax 095 7263343

Thoracic Surgery

Where: F2, floor 6 (clinic F2, floor -1)

Head: dr. Maurizio Nicolosi

Contacts

Tel 095 7263317, fax 095 7263308

Access, visits and talks

Reservations can be made via Reservation Centre. Visiting relatives allowed on weekdays 15-17, 15-17 and 10-12 public holidays. Clinic of Thoracic Surgery is open Monday and Wednesday from 10.30 to 13.

Thoracic Endoscopic and Videosurgery

Where: F2, floor 6 (admissions) e -1 (diagnostics)

Responsible: dr. Francesco Calanducci

Contacts: tel 095 7263627, fax 095 7263021

Urology

Where: F2, floor 5

Head (acting): dr. Michele Pennisi

Contacts

Tel 095 726 3285 – 095 726 3288

Access, visits and talks

The specialist outpatient visits can be arranged through the Reservation Center. For the andrology clinic, please call the Reservation Center; in oncological surgery: internal booking by medical staff. The visits to patients are allowed every day, from 15 to 17. The simple structure of Neuro-urology, managed by dr. Michele Pennisi, pertains to this department.

Maternal and Child Area

Head: prof. Paolo Scollo

Gynecology and Obstetrics

Where: building E2, floor 0 (stay, clinics and management office) e -1 (Emergency Room, delivery room, operating rooms, Medically assisted procreation).

Head: prof. Paolo Scollo

Contacts

Tel secretary Management office 095 7262274, fax 095 7262264, doctors 095 7262275, clinics 095 7262261, MAP 095 7262256. E-mail: [GINECOLOGIA@OSPEDALE-CANNIZZARO.IT](mailto:ginecologia@ospedale-cannizzaro.it)

Access, visits and talks

The emergency treatment is carried out through the Obstetrics / Gynecology Emergency Department. For hospitalization (Monday and Wednesday morning), you must show the request of a physician and the acceptance takes place directly at the department. For admission to day hospital: on Tuesday morning, diagnostic tests and electrocardiogram, Saturday morning compiling gynecological and anesthesia medical records, Tuesday or Friday morning the

surgical procedure. The department is equipped with an Solidarity Clinic, open Friday from 9 to 14 (tel. 0957262261).

Visits to patients on weekdays 15-17, 10-12 and 15-17 public holidays. The talks will take place every afternoon (Monday to Friday) from 15, with the ward doctor. Talks with the Head must be agreed with the secretary.

Minimally Invasive Gynecologic Surgery

Where: E2, floor 0

Responsible: dr. Giuseppe Scibilia

Contacts: 095 7262274

Acceptance and Obstetrics and Gynecology Emergency

Where: E2, floor -1

Contacts: 095 7262273

Pediatrics

Where: F3, floor 5

Head: dr. Antonella Di Stefano

Contacts

Tel 095 7264334 - 095 7264332, fax 095 7264338

Access, visits and talks

Urgent admission through the emergency room or by transfer from other hospitals, planned hospitalization via direct access with National Health Service request. Admissions to DH and / or DS with NHS request.

For parents or caregivers, there are no time restrictions for visits, for others the flow will be monitored by the staff based on the number of visitors and the patient's condition, according to the following schedule: Monday to Saturday at 15-17, Sunday and holidays 11-12 and 15-17.

The Head receives parents every morning after 13, the doctors are available to talk with parents every day during the morning visit and in the afternoon after 17.

Acceptance and Pediatric Emergency Room

Where: F1, ground floor

Responsible: dr. Francesco Di Pietro

Contacts: 095 7263823

Neonatology with Neonatal Intensive Care Unit

Where: Building E, floor 1

Head (acting): dr. Pietro D'Amico

Contacts

Tel. management office 095 7263806, nursing coordinator 0957262213, clinic 095 7262223

Access, visits and talks

The admissions will carry out: new born from the delivery room (infants "inborn"), by Pediatric Emergency, via 118, in return for running complex instrumental tests or special care needs (eg. First vaccination in preterm extremes infants). For outpatient visits, booking by reservation center. Parents can get in the department every day, usually from 16:30 to 18 hours, outside these hours according to care needs, to encourage breastfeeding. Relatives can come every day, usually from 16:30 to 18, through the dedicated path. Daily talks, to the baby bed or in the meeting room, are planned during visiting hours.

Multidisciplinary Breast Care service

Where: E5, floor 1 (clinical breast diagnostic: F3, floor 2)

Head: dr. Francesca Catalano

Contacts

Tel ward 095 7262208 - 095 7262805, clinical breast diagnostic clinic 095 7264519

Access, visits and talks

The reservations of all services are made via Reservation Center or the number 0957262805 from Monday to Friday from 09.00 to 12.00. For ultrasound breast toll free number 800837621 is active every month and it allows to book for the following month. These scans are performed at the Clinic n. 2 Gynecology, Building E (ground floor).

Neuroscience Area

Head: dr. Erminio Costanzo

Neurology

Where: F3, floor 6

Head: dr. Erminio Costanzo

Contacts

Secretary tel 095 7264355, fax 095 7264373. Email: info@neurologiacannizzaro.com

Access, visits and talks

The talks with the doctors are provided every day (except holidays) from 15 to 17. Reservations are made through the Reservation Center every 15th of the month for General Neurology and specialist clinics. For Dementia - Alzheimer Evaluation Unit, contact the association "AIMA" at numbers 3488398890 - 3389419930. Visits to patients are allowed every day from 15 to 17, on holidays from 10 to 12 and from 15 to 17.

Neuroradiology

Where: F3, floor 2

Head: prof. Concetto Cristaudo

Contacts

Tel. acceptance tel 095 7264569, email neuroradiologia@aoec.it

Access, visits and talks

Access to Diagnostic Tests for outpatients is done only on prescription by a hospital doctor. The request must be made at the acceptance desk, on the 3rd floor in F3.

Minimally Invasive Spine Surgery

Where: F3, floor 2

Responsible: dr. Luigi Manfredi

Contacts: 095 7264951

Neurosurgery and Gamma Knife

Where: F2, floor 8 (clinics: F2, floor -1; gamma knife F3, floor 0)

Head (acting): dr. Gaetano Blandini

Contacts

Secretary management office (ore 9-13) tel 0957263435, fax 095 7263428; secretary Gamma Knife (ore 12-14) tel 095 7264606, fax 095 7264605

Access, visits and talks

Urgent hospitalization from the emergency department or from other hospitals. For access to planned admission, after medical examination in the Neurosurgery clinic, the patient is placed on a waiting list and admitted based on the priority of the disease. Specialist visits can be scheduled via Reservation Center. The family and visitors reception is allowed every day (weekdays and holidays) from 13 to 14 and from 19 to 20.

To evaluate a case by direct consultation with neurosurgeons of the Gamma Knife Center, reservations by calling 095 7264606, 12-14 hours, every day except Saturdays and holidays, or send an email with the request indicating phone number at gkcatania@gmail.com. To evaluate a remote clinical case, follow the steps listed in the page of the hospital website.

Spinal Unit

Where: building S (stay floor 1, clinics ground floor, pool and sports and neuromotor gyms floor 4)

Head: dr. Maria Pia Onesta

Contacts

Tel acceptance 095 7263900, ward 095 7264984

Access, visits and talks

To reserve specialist outpatient visits and pre-admission assessment: physiatrist visit, neurologist, neuro urology, pain therapy visit, call acceptance tel 0957263900 (from Monday to Friday from 8.00 to 20.00 - Saturday from 8.00 to 14.00). To request a hospitalization, download the evaluation form available on the hospital's website, fill it out with the help of your GP and send it by fax to 095 7264247.

Visits to patients are possible: on the ward, from Monday to Friday at 17-19, Sunday and holidays from 11:30 to 13:30 and 17-19.30; in the living room, from Monday to Saturday from 12:30 to 13:30 and 17-19, Sundays and holidays 12:30 to 13:30 and 17-19.00.

PSYCHIATRIC SERVICES

Building I, floor 1

Head of dep. module Catania 5: dr. Filippo Selvaggio

Responsible of SPDC Unit: dr. Maurizio Nicolosi

Contacts: tel acceptance 095 7262515

SOCIAL CARE

In the hospital a Social Service works with the task of supporting patients admitted to favor protected discharges. With this purpose, the Social Care staff collaborates with local services in order to activate home assistance, following the transfer in rehabilitation institutions, in Assisted Residences Health, in Hospice, in nursing structures for convalescence and post-acute care. The service operates in partnership with the Judicial Authority (Tribunal for minors etc.) to transfer to the host/dormitories centers; Social Secretariat; cultural mediation activation.

RELIGIOUS ASSISTANCE

In the hospital there are a Catholic Church (building P) and a chapel (ground floor F2) for religious services. Mass is celebrated in the following hours:

Weekdays: small chapel - 12.00; Holidays: large chapel - 10.00;

On weekdays, Holy Communion is distributed on request to bedridden patients, while on holidays the Extraordinary Ministers of the Eucharist visit all departments and all the rooms. Users who belong to other religions can receive religious assistance by asking the Public Relations Office.

BASIC PRINCIPLES

The Hospital's activities are guided by the following principles:

- **Equality:** no discrimination in providing services can be accomplished for reasons related to sex, race, ethnicity, language, religion, political opinion, psycho-physical and socio-economic conditions; to guarantee everyone equal opportunities to use of services, the Hospital is committed to ensuring widespread information and to remove any obstacles to the full exercise of the right of equality.
- **Fairness and transparency:** the behavior of the Hospital operators' towards citizens-users are inspired to impartiality and transparency; waiting lists are handled in chronological order, without prejudice to the particularly serious and urgent disease. Citizens can contact the Public Relations Office (URP) to request information about services and related waiting times. For all the services provided by the Health Service it is not due any compensation to the staff. The freelance activities fee held within the Hospital is regulated by precise internal rules that are made public by the right information channels. For each service in freelance professional activity is always given a receipt or invoice proving payment.
- **Continuity of care:** the Hospital is committed to ensure that services related to the emergency are active 24 hours a day, all other services are designed to ensure continuous regular and uninterrupted service. If the operation is irregular or it is necessary to stop the delivery of services, citizens are promptly informed about the reasons for and management takes all proper measures to minimize disruption.
- **Freedom of choice:** as part of outpatient diagnostic and specialist services provided from the hospital, the citizen is entitled to choose the surgery or the laboratory where to get the service, by exercising their right to choose in relation to right information provided about the services. With this purpose, the Public Relations Office (U.R.P.) is active in the Hospital, with the task of providing the public with all relevant information on services and the ways to access them.

- **Participation:** in order to promote all forms of participation, the Hospital ensures the pursuit of simplification of procedures and a complete and transparent information is committed to promote access and improve service, in terms of timeliness and proper conduct. Each user has the right of access to information concerning him and which are held by operators, in the ways regulated by Law no. 241/90 and by Legislative Decree 33/2013 with regard to access to documents. Under Article 5 of the aforementioned decree, Hospital makes public documents, information or data, recognizing the right of anyone to request them, when publication has been omitted. Subjective entitlement of the applicant is free and must be submitted to the Responsible of the administration Transparency. You may submit statements, documents and comments and make suggestions that can lead to improve services, with immediate feedback by the offices.
- **Efficiency and Effectiveness:** the Hospital plans its services according to the criteria of effectiveness and efficiency, which are elements of quality of care. It is also committed to streamline, to reduce and to simplify the procedures for access to services, booking of services, payment of fees and withdrawal of health records, providing to send them home.

HEALTH CARE: ADMISSIONS AND CLINICS

Emergency hospitalization

The treatment of the emergency-urgent patients is the main mission of the hospital, which ensures the emergency hospitalization for situations whose gravity requires immediate diagnostic and therapeutic treatment. Urgent hospitalization is prepared by the doctor of the Emergency Room who, in addition to ensuring the diagnosis and intervention of emergency treatment, necessary to solve the clinical problem and to stabilize the patient's condition, evaluates, by consulting other specialists or by performing diagnostic tests and instrumental laboratory, the severity of the user's conditions and the consequent need for hospitalization.

Once arrived to the emergency room, the patient accesses medical examination in the order of priority set by the use of codes corresponding to the level of urgency. This procedure is called “triage”. It uses four colors to make universally identified the urgent need of treatment for an individual user, as shown below:

■ **WHITE CODE:** assigned to non-serious cases, that is “not urgent” and in any case can be delayed and even resolved outside the hospital (General Practitioner, emergency medical service, etc.).

■ **GREEN CODE:** assigned to patients without impairment of vital functions and who in any case require a clinical evaluation deferrable compared to the most urgent cases.

■ **YELLOW CODE:** assigned to patients who have a partial impairment of vital functions, for which it is believed there is an immediate danger of life, but still provides for assistance as soon as possible.

■ **RED CODE:** assigned to those patients with one or more compromised vital functions, so severe as to be considered in immediate danger of life. The patient receives emergency assistance and is immediately transferred in a critical area in order to be stabilized.

Full admission

The hospital ensures hospitalization in case of diseases whose treatment is not urgent. This can take place on the proposal of the general practitioner or other confidence doctor; this proposal is always examined by the hospital specialist. The hospitalization, as a rule, is planned. Before admission, the doctors of the department activate, if necessary, procedures for pre-admission by placing the diagnostic and/or therapeutic preliminary investigations aimed at limiting the period of hospitalization.

The planned hospitalization is arranged:

- by the General Practitioner;
- by the territorial medical doctor on call;
- by a medical specialist;
- by the ward doctor in charge of acceptance who, assessed the real need, provides for hospitalization in case of availability of beds or for the inclusion in the list of planned admissions in their division.

The following documentation is required for admission:

- valid ID;
- unexpired health card;
- admission request by the General Practitioner or by an hospital or outpatient specialist;
- personal health records, including a list of medications taken, ongoing therapies, letters of discharge, as well as copies of medical records related to previous hospitalizations, and results of recent tests performed.

The European Union citizens staying temporarily in Italy, in addition to the identification document, must present the European Health Insurance Card (EHIC). Citizens of non-EU countries, in addition to the identification and health card, need a residence permit.

The Hospital enters the patient's identification data in a special book of registry. Applicants may ask the Secretary or the Unit nursing coordinator about reservations and about waiting times.

Day Hospital

The Day Hospital, that is hospitalization in diurnal cycle, is characterized by admissions or planned admission cycles, each lasting less than a day. It consists of diagnostic, therapeutic and rehabilitation service, that do not request hospitalization but which, because of their nature or the complexity of works, require to guarantee a system of medical and nursing continues multidisciplinary care, not obtainable in outpatient context. The Day Hospital is proposed directly by the specialist of the hospital after he evaluated the pathology and the patient's social situation.

Day Surgery

Day Surgery is to perform surgery under local anesthesia, loco-regional or general, as part of a planned admission limited to daylight hours only, usually between 7:00 and 18:00, and in any case the lasting less than 24 hours. It is a type of assistance always preceded by pre-surgical hospitalization for preoperative investigations. These admission arrangements are proposed to patients who meet specific requirements and who have a proper family situation and housing.

Day Service

In accordance with the Decree of the councilor of the Sicilian Region published in Sicilian Official Gazette No. 30 of 3/7/2009, by the Day Service prescribers activate the PAC (Complex Packages Outpatient) transferring performance from inpatient to integrated outpatient, secured by Day Service.

Outpatient Specialist Care

For clinical activities that do not require hospitalization, the Hospital provides outpatient specialist care, consisting of specialist visits, diagnostic imaging and laboratory services, and other services included in the specialist services table. To gain access to specialist outpatient services, user must obtain the request of the General Practitioner or specialist prescription, which specifies the client's care personal data, the code of the prescription, the type of service requested, the diagnostic question.

Services in return for payment

The Cannizzaro Emergency Hospital has a structure for admissions for freelance Intramoenia activities, which offers single room. The access to this service is in return for payment including:

- special additional comfort;
- health care services under free lance professional activity in constant hospitalization.

The management of these spaces for a fee does not imply, in any case, a reduction of guaranteed standards in inpatient rooms.

The services in return for payment are located in building F3, fourth floor. Here, the medical staff performs the freelance activity during hospitalization, on freedom of choice. You can learn about the nature, structure and available operators, access modes, rates and terms of payment by contacting each Unit. For further informations, 095 7264293.

MULTICULTURAL HOSPITAL

The telephone interpreting service

In the hospital, a remote telephone language interpretation service is active, designed to help foreign users to access the services.

The service, called “Helpvoice®”, is the ability to obtain simultaneous translation for 120 languages, 24 hours 24, 365 days a year, by calling the dedicated local users number 015 0990851 or toll free number 800 432 665.

HOW TO

How to book a visit or an examination

1. Bring the correct prescription according to National Health Service, full of all the informations required (name, last name, social security number, address, required service and possible indication of the reason for exemption from paying the ticket);

2. Book the service:

- Submitting such a request at the Reservations and Ticket Office that is open Monday to Friday from 8.30 to 12.30 and from 15 to 17.30;

- By calling from a landline to free toll number 800837621 or from both landlines and mobile number 095 7262107, from Monday to Friday from 8.30 to 13.00.

- By sending an e-mail to ufficioticket@aoec.it, enclosing the readable image of the prescription;

- By submitting the request to the fax number 0957262526, with a copy of the prescription and stating your telephone number.

3. Go directly to the clinic / department on the day and time scheduled for the service if exempt or, if not, upon payment of the ticket at the office, that is open from Monday to Friday from 8.30am to 12.30pm and from 15.00 to 17.30 (only for Intramoenia cash, up to 19) and on Saturdays from 8.30 to 12.30.

To access the laboratory analysis is not necessary prior booking; you can contact some surgeries through the contacts of the respective Unit.

How to ask for folders o referrals

The request and the health records withdrawal (copy of medical records, nursing certificates and certificates from Emergency Room) must be made by the person or by another person with a written proxy. Upon application, the documentation may be sent by mail.

Requests submitted on the forms (see page dedicated to forms), must be submitted to the Acceptance and Admission Office, located on the ground floor in building F2 and open to the public:

- Monday to Friday 8.30 to 12.30
- Monday and Wednesday also in the afternoon from 15 to 17.30.

Contacts: tel. 0957263518, toll-free number 800 424 121.

How to get to the Hospital

The Cannizzaro Hospital is located in the north-east of Catania, on the border with the town of Aci Castello, near km 91 of the SS 114, at an easily accessible point, well connected and served by an excellent road system.

By car - If you are coming from the motorway A18 Messina-Catania: after the toll of St. Gregory, take the first exit towards Catania Centro, cross the road and exit at Catania East; so you enter on the ring road to go to the north - Acireale, following the "Hospital" signs. If you are coming from the motorway A19 Palermo-Catania: exit the highway and cross a stretch of highway in the direction of A18 to take the ring road of Catania, which you will have to go all to the north - Acireale, following the "Hospital" signs.

By train - From Catania railway station, you can reach the Hospital by Amt (municipal transport company) city bus n. 448, which makes a stop at the entrance of the hospital, from where begins the internal shuttle service. Alternatively, the taxi from Catania Central Station takes 10-15 min.

Public transport - In addition to n. 448, which leads directly from the station to the hospital, you can also use the Amt line n. 244, which moves from Piazzale Sanzio and transits the roundabout in front of the entrance, making a stop nearby.

How to find accomodation

In the hospital area there are several facilities that offer accommodation such as bed and breakfasts, guest houses, hotels etc. As well as on commercial and IT channels, you can acquire information by the tools available on the notice boards. Even nursing coordinators and staff, when required, will direct the

family to find the most suitable accommodation. Of note, near the hospital, in Via Messina n. 715, the "Smiles House", the host structure of the parish of "Santa Maria delle Grazie" in Carruba - Ognina, built to house inpatients' families. To access it or to get information, contact the responsible priest Mario Torracca, by the phone number 095494223 or email pastorale.salute@diocesi.catania.it.

The cancer patients who need to have lengthy treatments away from home can find accommodations in "Casa Lina", the host structure promoted by "Medicare" non-profit organization, located in Via Umberto Cagni n. 9 (Picanello area). To access it or to get information, contact the association at the number 347 7064563 or email info@medicareonlus.org.

What to bring to hospital

Bring only the belongings that are really needed and items for personal hygiene: toothbrush, toothpaste, combs, soap, razor, deodorant, underwear, pajamas, bathrobe, towel and slippers. It is very important to bring the discharge letters (in case of previous hospitalizations), diagnostic tests (radiography, ultrasound), the results of laboratory examinations; inform the staff about routinely medications, special diets followed, any allergies.

It is advisable to carry a minimum amount of money, even avoid wearing jewelry or other valuables to prevent theft.

By law, smoking is absolutely forbidden throughout the hospital.

Accessories and utilities

BANK

MONTE DEI PASCHI DI SIENA: building D, ground floor;
opening: 8:20-13:35/14:30-15:45; bancomat: h24

BAR

From Monday to Friday 07:00-15:30, Saturday 07:00-15:00.

Possible purchase magazines and / or newspapers and meals for coeliacs.

INSIDE FREE SHUTTLE BUS

Hours: 7:30-14: 00 continuous service; 14: 00-17: 00 every 20/30 minutes.

WORKPLACE CANTEEN (open to the hospitalized family members, access subject to certification of the department)

Building M4; Hours: 13: 15-14: 45

MORGUE

Building H; Hours: 8:00-14: 00; in the afternoon, contact the Triage or the nurse coordinator of Emergency Room.

PARKING (spaces allowed)

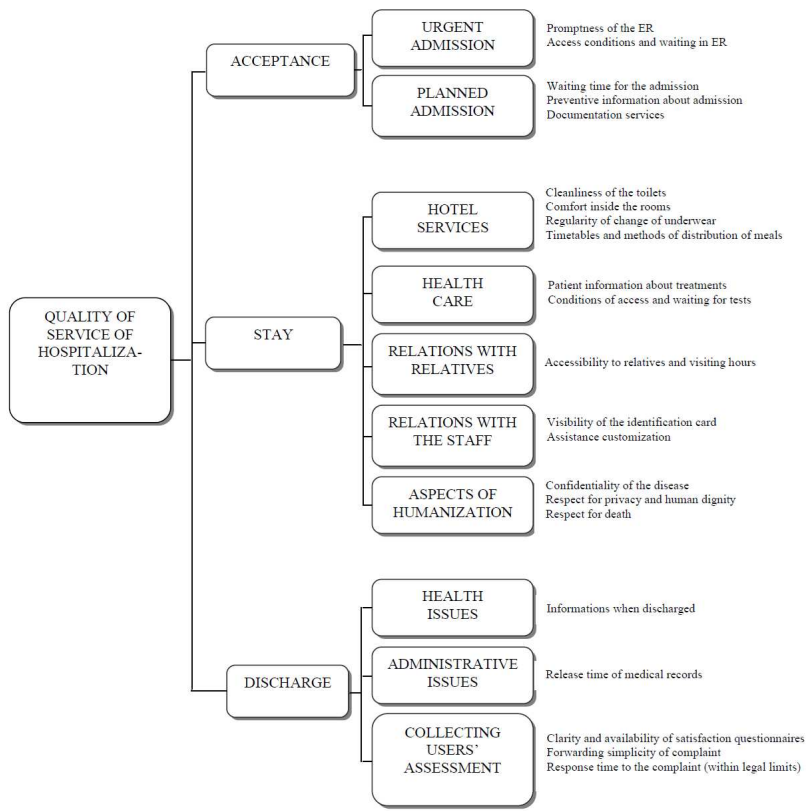
Hours: H24. Cost: Free for the first 15 minutes, after € 0.50 per hour and / or fraction. The 24 h to access P.S are free. Parking is free in the area before access bars. To park in spaces for disabled, display card and identity document.

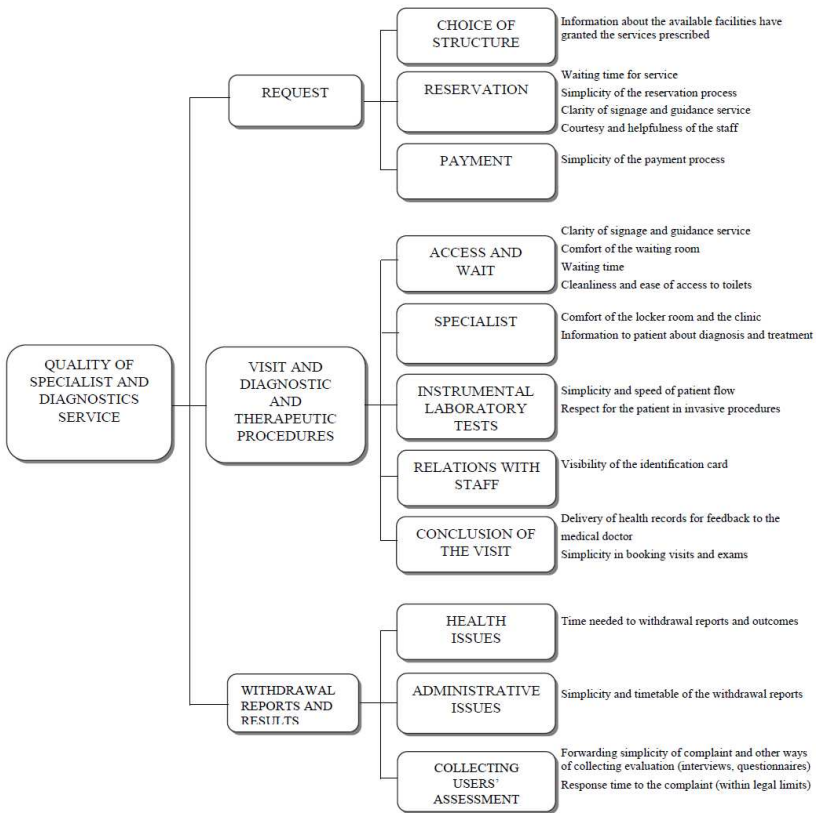
CONVENTION CENTER

Building P. Building P. It can accommodate about 400 people and is equipped with audiovisual technology. Inside there is further room equipped with 80 seats.

QUALITY STANDARDS: COMMITMENTS AND ASSESSMENT

The Hospital establishes standards of quality of care, measured by a questionnaire as a tool to evaluate the services users received. The Quality Office verifies quality indicators defined and assesses if objectives have been achieved. If from the analysis emerge discrepancies between the standard of quality defined and its measurements, the staff always tests the possible causes and, if considered, implements appropriate corrective actions. The results achieved and improvement activities will then be communicated to all staff and stakeholders.





PROTECTION AND VERIFICATION MECHANISM

The Cannizzaro Emergency Hospital is committed to ensure protection of citizens-users of its services if there is any disservice, defined as lack of effectiveness and efficiency, which has denied or limited the usability of the services by the complainant; and for breaches of the law or regulations governing the use of health services.

The protection is activated by presenting:

- a report, when the denial or limitation of service is a result of any malfunction;
- a complaint, when the Hospital limits or denies the usability of services in irregular way.

The protection may be requested by:

- written note submitted by mail or fax;
- filling out forms specially developed by the Hospital;
- phone talk with the operators of the Public Relations Office;
- talk with the operators of the Public Relations Office and signing verbalization.
- email.

PUBLIC RELATIONS OFFICE AND COMPLAINTS

Building F2, ground floor

Telephone 0957263603, fax 095 7262466, email urp@ospedale-cannizzaro.it

Opening: Monday to Friday 8:30 to 12:30, Monday and Wednesday 15:30 to 17:30

The Public Relations Office facilitates communication between citizens and Hospital, directing users about the services offered, increasing participation in the hospital's life and listening to users to allow a better organization and service.

The Office then:

- provides information to citizens about the services offered by the Hospital and the way to access them;

- handles complaints, immediately intervening where possible and taking care of the procedure;
- receives reports and praise;
- supports the creation of user satisfaction surveys, monitoring the perceived quality;
- disseminates citizens the Charter of services and various information materials.

(For insights www.aocannizzaro.it).

USEFUL CONTACTS - OFFICES

Management office

Building D, floor 2

GENERAL MANAGEMENT	Tel.: 095 726.23.66 - Fax: 095 095 49.74.76 dirgen@ospedale-cannizzaro.it
ADMINISTRATION MANAGEMENT	Tel.: 095 726.21.38 / 24.85 - Fax: 095 726.23.63 diramm@ospedale-cannizzaro.it
HEALTH MANAGEMENT	Tel.: 095 726.41.17 / 21.44 - Fax: 095 726.21.20 aoc.dirsan@ospedale-cannizzaro.it
GENERAL MANAGEMENT AND AFFAIRS SECRETARY	Tel.: 095 726.41.13 / Fax: 095 726.23.63 lorenzagiusto@libero.it

Human Resources Management, Organizational Development and Labor Relations

Phone: 095 726.21.88

Fax: 095 726.27.01

Email: person@ospedale-cannizzaro.it

Technical

Responsible Ing. Maurizio Rampello

Where: Building D- Ground Floor

Phone: 095 726.43.00

Fax: 095 726.21.70

Email: ufftec@ospedale-cannizzaro.it

Economic Financial and Assets

Responsible Dr. Rosario Privitera

Where: Building D - Floor 3

Telefono: 095 726.41.40

Fax: 095 726.21.58

Email: ecofin@ospedale-cannizzaro.it

Purchasing and Bursar

Responsible: Dr. Salvatore Torrisi

Where: Building D - Floor 3

Phone: 095 726.21.32
Fax: 095 726.23.75
Email: provveditorato@ospedale-cannizzaro.it

Legal Service

Responsible Adv. Liliana Iachelli
Where: Building D - Floor 1°
Phone: 095 726.21.39
Fax: 095 726.21.39
Email: servizio.legale@ospedale-cannizzaro.it

Prevention and Protection Service

Responsible Surveyor Antonino Sciortino
Where: Building D – Ground Floor
Phone: 095 726.48.28
Fax: 095 726.21.70
Email: spp@ospedale-cannizzaro.it

Management Control

Responsible Dr. Maria Laura Mammana
Where: Building D - Floor 3
Phone: 095 726.41.41
Fax: 095 726.23.79
Email: marialaura.mammana@aoec.it

Quality System

Responsible Dr. Mario Bollo
Where: Health Management office
Phone: 095 726.23.28
Fax: 095 726.24.66
Email: aoc.dirsan@ospedale-cannizzaro.it

Risk Management

Responsible Dr. Anna Maria Longhitano
Sede: Health Management office
Phone: 095 726.24.86
Fax: 095 726.24.66
Email: aoc.dirsan@ospedale-cannizzaro.it

Public Relations

Responsible Dr. Gabriella Geraci

Where: Acceptance
Phone: 095 726.36.03
Fax: 095 726.23.56
Email: urp@ospedale-cannizzaro.it

Statistical Information System

Responsible Dr. Alberto Favetta
Where: Health Management office
Telefono: 095 726.24.95
Fax: 095 726.24.66
Email: aoc.dirsan@ospedale-cannizzaro.it

Institutional Communication – Press Office

Responsible Dr. Orazio Vecchio
Where: Building D - Floor 2
Phone: 095 726.21.33
Fax: 095 726.23.63
Email: uffstampa@ospedale-cannizzaro.it

General Protocol

Where: Building D - Floor 2
Phone: 095 726.23.96
Fax: 095 726.23.79
Email: protocollo@ospedale-cannizzaro.it

Transparency – Corruption Prevention

Responsible Dr. Mirella Cannada
Where: Building D - Ground Floor
Phone: 095 726.23.35
Fax: 095 726.21.24
Email: mirella.cannada@aoec.it

Development and Innovation Service

Responsible Dr. Giuliana Cardone
Where: Building D - Floor 2
Phone: 095 726 2485
Fax: 095 726 2363
Email: giuliana.cardone@aoec.it



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