

SERVICE CHARTER

CASA DI CURA SAN GIOVANNI



Via Matteo Civitali, 71 – 20148 Milan

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NOTICE FROM THE CLINIC DIRECTOR

This Service Charter serves as a resource through which Casa di Cura San Giovanni aims to inform citizens comprehensively about its operations and organizational structure.

It is a tool designed to create a direct connection with our users to promote information, protection, and participation, while upholding our commitment to respecting and verifying the quality standards we have established.

The San Giovanni Nursing Home delivers its services in alignment with the stipulations outlined in the Quality Manual (MQ), the standards set forth by the Lombardy Region, and the Operating Instructions (IO) documentation.
present within the structure itself.

MEDICAL DIRECTOR DR. CARLO NEBULONI



HISTORY

The Casa di cura S. Giovanni, a private institution accredited by the National Health System, was inaugurated in 1968 and is situated at Via Matteo Civitali, 71 in zone 16 of Milan, in proximity to the football stadium and the racecourse.

It pertains to a user base exceeding 500,000 citizens living across the western sector of the city.

The expansion and renovation of the external access, reception entrance areas, operating block, outpatient clinic, and hospital wards have been completed.

The interventions implemented, along with the design criteria and the rationale behind the decisions made, align with the most contemporary design standards in hospital environments and the environmental characteristics of the intervention area.

The overall design of the facility aligns with the requirements outlined by the accreditation standards established by the Lombardy Region, thereby establishing a reference model for healthcare services provided to citizens within its jurisdiction.

CLINIC POLICY



PREMISE

This document currently delineates the company's policy concerning matters related to the quality management system.

The document, prepared by General Management, seeks to establish the overarching guidelines for the execution of corporate healthcare activities:

- incorporates the criteria and principles of the reference standards
- It is disseminated to company employees to ensure adherence to and understanding of the contents.
- It is evaluated every three years based on management outcomes, regulatory requirements, and the interests of stakeholders.

The directives outlined in this Corporate Policy Document primarily aim to:

- adherence to the obligatory stipulations outlined in the legislative regulations
- the effective and efficient administration of business processes
- ongoing enhancement
- the ongoing satisfaction of the Stakeholders (Users, Institutions)
- developing the performance enhancement strategy and enhancement initiatives

OUR MISSION

The San Giovanni Nursing Home is dedicated to delivering a qualified service in prevention, assistance, and care within the framework of its authorized healthcare activities, guided by the principles of equality, impartiality, freedom of choice, and quality.

Consider the user expectations, which can be delineated as:

- competence of healthcare and nursing personnel
- availability and benevolence in interpersonal relationships
- professionalism and confidentiality of the personnel
- brief wait times
- clarity of information
- comfort and suitability of the structure

The objectives of the Quality Policy, endorsed by General Management, are as follows:

- Develop, produce, and deliver health, catering, and hotel services with the level of reliability that users can rightfully anticipate.
- Develop, produce, and deliver the specified services in alignment with the qualitative characteristics requested by users, both explicitly and implicitly.
- Develop, produce, and deliver the aforementioned services in alignment with user needs and requests, while adhering to the applicable rules, laws, and regulations.
- adopt the quality standards set forth by the Joint Commission International
- proceed with the expansion and renovation of the care facility

The commitments undertaken by the San Giovanni Nursing Home are:

- to ensure, through the structuring of work, an environment that honors individuals and obligations
- Foster professional and personal development for all employees by giving particular attention to individual needs and aptitudes.
- Enhance and promote the professional development of all collaborators providing their services to the nursing home.
- to ensure, through the development and execution of services, the resources essential for the ongoing enhancement of the established quality standards

The Company, utilizing its personnel and resources, thus operates in accordance with the following principles:

- sustain a high level of expertise;

- Enhance staff motivation by instituting training and professional development programs tailored to all levels of the organization, while also promoting awareness of Quality.
- Optimize overall efficiency through precise and ongoing resource management.
- ensure the protection of the Service Charter across all levels of the company.

The General Management commits to issuing a new edition of this document every three years. Last updated December 2024.

ETHICAL CODE



Ethical tenets

Casa di Cura San Giovanni srl is dedicated to fostering its own growth by pursuing the following objectives:

- It considers honesty and adherence to the regulations in force in Italy, particularly in the Lombardy Region, as fundamental principles in its operations. All recipients are obligated to understand and comply with the laws and Codes of Ethics relevant to their profession as applicable to their work.
- It strives for excellence in the delivery of its services, in the professional competencies, and in the dedication of its physicians and staff;
- Implements an ongoing initiative to enhance company services and processes, focusing on the physical integrity and respect of the patient, their satisfaction, the protection of employees, and the competence, awareness, and capabilities of healthcare, administrative, and technical personnel.
- It guarantees optimal diagnostic and treatment outcomes regarding appropriateness, timeliness, effectiveness, systematicity, and continuity as dictated by the patient's condition, providing comprehensive information on the adopted treatment methods.
- It ensures that its doctors and employees have access to quality, safe, and healthy working environments.

- It neither tolerates nor encourages behaviors that may incite individuals to act unlawfully.
- It acknowledges human resources as the essential and irreplaceable asset for its success, drawing inspiration in the management of employment and collaborative relationships from a profound respect for workers' rights, fostering their complete valorization and professional development while refraining from any discriminatory practices.
- It commits to enhancing the management of technological resources essential for promoting and solidifying a culture of safety, fostering risk awareness, and encouraging responsible behavior from all recipients.
- It recognizes the ongoing enhancement of processes and systems as a fundamental requirement for the pursuit of excellence, fostering the professional development of collaborators and employees.
- It fosters innovation, scientific inquiry, education, and training.
- It prioritizes the prevention of situations where conflicts of interest may arise, ensuring they are consistently avoided.
- Ensures the confidentiality of the information it holds and refrains from seeking or processing confidential data, except in cases of explicit and informed consent and/or adherence to applicable legal provisions.
- It acknowledges the significance of environmental respect and mandates that the Recipients assess the ecological impact of their decisions to mitigate any adverse effects. It organizes its activities by striving for an optimal balance between economic initiatives and environmental requirements.
- It prohibits all Recipients from accepting, offering, or promising, even indirectly, money, gifts, services, or performances that are not owed in relationships with public officials or individuals responsible for public services.

The Ethics was formulated based on the Corporate Organizational Model.

In accordance with Legislative Decree 231/2001

Link to the complete document



[Corporate Code of Conduct](#)

ORGANIZATION MODEL: Legislative Decree 231/2001

Casa di cura San Giovanni srl has implemented the corporate organizational model as mandated by the D. Lgs. 231/2001.

The form is accessible in paper format at the Nursing Home switchboard.

All personnel at the Nursing Home are required to thoroughly comprehend and implement the provisions of the Model.

INFORMED CONSENT FOR MEDICAL TREATMENT

Every patient is entitled to receive information from the physician regarding their health status, the nature of their illness, and the recommended treatments, including tests, medications, and potential surgical procedures. Additionally, patients should be provided with detailed information about the methods, outcomes, and possible repercussions of the proposed treatments, as well as any alternative options available.

This enables the patient to accept or decline the physician's recommendation by indicating their consent to the suggested treatments through the signing of the relevant "Informed Consent" form.

The physician is not permitted to proceed without the patient's informed consent, except in emergency circumstances where the patient faces a life-threatening situation and is unable to provide consent.

TREATMENT OF PERSONAL DATA

All patients who may benefit from any services offered at the Casa di Cura San Giovanni will receive a form containing their personal information, which must be completed and signed.

In accordance with EU Regulation 679/2016 and Legislative Decree 196/2003, the information supplied by the patient, or obtained during medical activities, will be processed by the institute in adherence to these regulations.

The patient's personal information will be collected, documented, processed, and archived as part of the hospital's institutional operations.

LOCATION

San Giovanni Care Facility



Via Matteo Civitali, 71, 20148 Milano

How to contact us:

Public transportation

- PURPLE LINE MM5 towards San Siro Stadio, San Siro Ippodromo stop, exit towards via Pessano.
- Tram line 16 Segesta station plus shuttle service
- Bus line 95 stop at Paravia
- Bus line 49 stop at Don Gnocchi

By automobile - via the highways

- A1 (Autostrada del Sole - Rome, Florence, Bologna): after the Melegnano toll booth, proceed on the Tangenziale Ovest towards Malpensa and exit at Milano Via Novara. Subsequently, follow the signs for San Siro.

- **A4 (Milan-Turin):** after the Milano Nord toll booth, proceed onto the Tangenziale Ovest towards Linate and exit at Milano Via Novara. Subsequently, follow the signs for San Siro.
- **A4 (Milan-Bergamo-Verona-Venice):** from the Milano Nord toll booth, proceed towards Milan and exit at Milano Certosa. Subsequently, follow the signs for San Siro.
- **A7 (Milan-Genoa):** after the Milano Sud toll booth, proceed on the Tangenziale Ovest towards Malpensa and exit at Milano Via Novara. Subsequently, follow the signs for San Siro.
- **A8 - A9 (Milan-Lakes-Como-Lecco-Switzerland):** from the Milano Nord toll booth, proceed on the Tangenziale Ovest towards Linate and exit at Milano Via Novara. Subsequently, follow the signs for San Siro.

SERVICES

NATIONAL HEALTH SERVICE – HEALTH SYSTEM OF LOMBARDY REGION

The San Giovanni Nursing Home holds accreditation from the National Health System (SSN) for:

- Initial specialist consultations
- Specialist consultations or follow-up appointments
- Diagnostic imaging efficacy
- Laboratory test analysis
- Shockwaves
- Injections of medicinal agents
- Hospitalizations

OUTPATIENT SERVICES AND DIAGNOSTIC IMAGING

The San Giovanni Nursing Home offers outpatient services and advantages.

The services are provided under both the accreditation framework of the National Health Service and the solvent framework.

The nursing home offers healthcare services exclusively on an outpatient basis for the medical-surgical specialties for which it is authorized and accredited by the NHS.

Assistance from medical and nursing personnel is assured in compliance with current legislation.

LABORATORY ANALYSIS SERVICES

The San Giovanni nursing home features an internal blood collection point, operational from Monday to Friday between 8:00 and 10:00.

The laboratory activity has been delegated to the Analysis Laboratory of the Istituto Auxologico Italiano.

OPERATIVE UNIT

The San Giovanni Nursing Home has established Operating Units for hospitalization and treatment in orthopedic medical-surgical specialties, for which it is authorized and accredited by the National Health System.

OUTPATIENT FACILITY

HOW TO RESERVE

Outpatient services can be booked.

- By visiting the office located at Via Matteo Civitali n.71, from 08:00 to 20:00.

from Monday through Saturday

- By contacting the Company Cup at 02-4047645 ext 1, between 08:00 and 20:00, Monday through Saturday.
- By dialing the toll-free CUP number for the Lombardy Region at 800638638 (from a landline) or 02 999599 (from a mobile phone)

Data requested during the booking process, whether by telephone or in person:

- Regional service card
- Personal information (surname, first name, date of birth, address)
- Phone number

Request submitted by your family physician or by a hospital facility, where the diagnostic inquiry is clearly specified.

If the prescription omits the exemption codes, the services contained within it will require payment of the fee.

To cancel appointments:

Call 02.4047645 extension 1 to speak with the operator. Cancellations must be made at least 4 hours prior to the scheduled service date. Failure to cancel within the specified timeframe will result in the obligation to pay the full cost of the service, in accordance with the current price list of the Lombardy Region.

OUTPATIENT UNDER SOLVENT REGIME

- Diagnostic tests and specialist consultations can be scheduled with the physicians conducting outpatient services at the facility. Users, potentially supported by private health insurance directly or indirectly associated with the Health Facility, may acquire additional information by calling.
- **By dialing 02-4047645 ext 0, between 08:00 and 20:00.**

from Monday through Saturday,

PAYMENT OPTIONS

To settle the payment for the Ticket or for the complete service rendered, the patient may utilize:

- CASH
- ATM
- CREDIT CARD
- NON-TRANSFERABLE BANK CHECK

PRIMARY AFFILIATED ORGANIZATIONS

- **BLUE ASSISTANCE**
- **INSALUTE**
- **FASDAC**
- **FASI**
- **FASI OPEN**

- **FASI ASSIDAI**
- **HEALTH ASSISTANCE**
- **POSTE VITA**
- **POSTE ASSICURA**
- **POSTE IN SALUTE**
- **MY ASSISTANCE**

Direct Agreement: the contracted institution assumes direct responsibility for the complete or partial payment of the services rendered to its client.

Indirect Agreement: The patient, while still enjoying advantageous economic conditions, pays in full for the services rendered and subsequently seeks reimbursement from his or her insurance company or insurance fund.

OUTPATIENT SERVICES

Orthopedics and Traumatology:

Services rendered:

- Consultation with a specialist
- Hand and wrist disorders
- Pathology of the foot and ankle
- Knee disorders
- Shoulder and elbow disorders
- Hip pathology
- Spinal pathology
- Traumatic limb disorders
- Ambulatory surgery
- Shockwave therapy
- Infiltrations of therapeutic agents
- Growth factors
- Tecartherapy
- Physiotherapy
- Osteopathy
- Ozone therapy

Urology:

Services rendered:

- Urological and Andrological Specialist Consultation
- Uroflusometry
- Comprehensive urodynamic assessment
- Uro-rehabilitation for urinary incontinence
- Diagnosis and management of couple infertility
- Erectile dysfunction and premature ejaculation
- Diagnosis and management of venereal infections
- Outpatient surgical procedures of the urogenital system

Gynecology:

Services rendered:

- Consultation with a specialist
- Pap Test
- Prenatal appointments

Dermatology:

Services rendered:

- Consultation with a specialist
- Ambulatory surgery

Cardiology:

Services rendered:

- Consultation with a specialist
- Electrocardiogram
- Echocardiography
- Cardiac color Doppler ultrasound
- Dynamic Holter Electrocardiogram
- Stress test utilizing a cycle ergometer
- 24-hour patient assessment monitoring

General Surgery:

Services rendered:

- Consultation with a specialist
- Ambulatory surgery
- Hernia and Laparoscopy

- Abdominal disorders
- Gastroenterological disorders
- Colorectal proctology
- Senology

Angiology – Vascular Surgery:

Services rendered:

- Consultation with a specialist
- Angiology
- Pathological conditions of the veins
- Venous echocolor Doppler
- Ecocolor Doppler of the supra-aortic trunks
- Sclerotherapy
- Mini-stripping

Otolaryngologist:

Services rendered:

- Consultation with a specialist
- Pure tone audiometry test
- Laryngoscopia
- Clinical assessment of vestibular function
- Aural irrigation

Aesthetic medicine:

Services rendered:

- Consultation with a specialist
- Outpatient aesthetic surgery
- Filler
- Skin biorevitalization
- Skin biorestructuring
- Gentle Exfoliation
- Sclerosing injections
- Skin biorevitalization utilizing growth factors

Cosmetic surgery:

Services rendered:

- Consultation with a specialist
- Ambulatory surgery

Neurology and Electromyography:

Services rendered:

- Consultation with a specialist
- Electromyography



LABORATORY TESTS

LABORATORY ANALYSIS SERVICES

The San Giovanni nursing home features an internal blood collection point, operational from Monday to Friday between 8:00 and 10:00.

The laboratory activity has been delegated to the Analysis Laboratory of the Istituto Auxologico Italiano.

No reservation is necessary. Hours of operation:

Monday through Friday

from 8:00 to 10:00

Acceptance:

At the entrance of the Nursing Home, there is a dispenser featuring progressive numbers for accessing outpatient admission desks number 4 and number 5.

A referral from the appropriate physician and the health card are necessary.

Upon receipt of payment for any ticket, the staff provides the user with a payment invoice, a form for collecting the tests, and assigns a new progressive identification number for presentation at the polyclinic.

Timelines and procedures for report collection*Times:*

The date for the collection of reports is specified on the pre-printed form provided upon acceptance.

Users are encouraged to contact the reception for outpatient admissions via telephone to inquire about the advance availability of reports.

Site:

At the reception - outpatient registration

Operating hours:

During weekdays

Monday to Friday: 2:00 PM to 7:30 PM.

Documents required for submission:

- Form/Delegation for the Retrieval of Medical Reports
- identification document

DIAGNOSTIC IMAGING

ULTRASOUND SERVICES	RADIOLOGY DEPARTMENT	MAGNETIC RESONANCE IMAGING SERVICE
Abdominal ultrasonography	Conventional radiology	MRI of the Ankle and Foot
Echocardiography	Thoracic Radiology	MRI COXOFEMORALIS/FEMORALIS
Ultrasound examination of soft tissue	Abdominal imaging	MRI OF THE KNEE/LEG
Breast Ultrasound Examination	Osteoarticular Radiology	RMN GOMITO/AVAMBRACCIO
Osteoarticular ultrasonography	Urological radiology	MRI of the Wrist and Hand
Urological and Andrological Ultrasound		MRI of the Cervical Spine
Ecocolordoppler		MRI of the Lumbosacral Spine

		MRI OF THE SHOULDER AND ARM
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ORTHOPEDIC SURGERY

PERFORMANCE:

List of primary services offered in the orthopedic division of Casa di cura San Giovanni.

In the orthopedic department of Casa di cura San Giovanni, we address all acute and traumatic conditions of the shoulder, elbow, knee, wrist, hand, hip, ankle, and foot, as well as all disorders affecting the spinal column.

Acute and traumatic shoulder pathologies are addressed, including acromioclavicular dislocation, glenohumeral dislocation and instability, fractures, and fracture-dislocations. Additionally, degenerative and overload conditions such as tendon calcifications, overload tendinosis of the rotator cuff, rotator cuff tears, and elbow stiffness are treated. Contemporary minimally invasive arthroscopic techniques are employed for these conditions. In sports, particularly in throwing disciplines, the shoulder endures significant overload and may also experience instability issues. The application of endoscopic techniques facilitates the resolution of micro-instability and micro-tear of tendons resulting from repetitive athletic movements. An active, dedicated clinic.

Comprehensive treatments for all knee joint pathologies, ranging from the simplest to the most complex, utilizing both arthroscopic and prosthetic techniques. Services are available for patients of all ages, from children to the elderly. Specialized care for athletes, including management of meniscal and ligament injuries, cartilage defects, osteotomies, knee prostheses, and the application of biotechnologies in the treatment of cartilage defects. An actively dedicated clinic.

Management of all ankle and foot pathologies, spanning from childhood to geriatric populations. Percutaneous corrective interventions for hallux valgus, hammer toes, and deformities in children and adolescents (such as flat foot and cavo valgus). Evaluation of surgical interventions. Ankle prosthesis and arthrodesis for arthrosis or traumatic sequelae. Treatment of lower limb fractures in general, with a particular focus on the foot and ankle, utilizing contemporary minimally invasive techniques.

Management of traumatic conditions affecting the hand, wrist, and entire upper limb includes fractures, tendon-vascular-nerve-skin injuries, inflammatory degenerative disorders (such as arthrosis and rheumatoid

arthritis), and congenital anomalies. The most commonly encountered conditions are: carpal tunnel syndrome treated via endoscopy; trapeziometacarpal arthrosis (rhizo-arthrosis); rheumatoid arthritis of the hand and wrist; traumatic and degenerative disorders of the wrist and hand; and Dupuytren's disease.

Treatment of hip pathology: coxarthrosis, avascular necrosis of the femoral head, trochanteritis, and snapping hip. For all these conditions, the most advanced computer-assisted hip prosthesis technologies are employed.

The orthopedic division also addresses all spinal pathologies, including percutaneous microdiscectomy procedures for herniated discs of the lumbar-sacral spine. This encompasses degenerative conditions such as herniated discs and cervical or lumbar myelopathy, as well as traumatic injuries including fractures and post-traumatic deformities.

PRE-HOSPITALIZATION

On the day of the pre-hospitalization tests, the patient must present the following documentation at the outpatient reception:

- Valid identification document
- Regional Service Card (Health Card))

IMPORTANT

The Patient:

- You must arrive fasting from midnight the prior day to have your blood sample collected.
- You should maintain your current medication regimen (to be taken with water), unless otherwise directed by your physician.
- It is essential to bring all previously conducted tests and diagnostic evaluations in the event of cardiac and/or pulmonary conditions.
- Please bring a comprehensive list of all medications you are currently taking to present to the cardiologist and/or anesthetist conducting the pre-operative assessment.

HOSPITALIZATION

On the day of hospitalization, please present the following documentation to the Admissions Office:

- Hospitalization request finalized by an authorized physician.
- Valid identification document
- Regional service card (health card)

- Any exceptions
- Valid residence permit for non-EU patients

IMPORTANT

The Patient:

- You must arrive fasting from midnight the preceding day.
- It is imperative to adhere to the directives of your Specialist Doctor concerning the administration of any medications or ongoing therapies.
- You should consistently have your medications on your person.
- You must consistently bring tests, diagnostic evaluations, and reports from prior visits.

INPATIENT SERVICE

Preparation for hospitalization and surgery:

Bring sufficient clothing and undergarments for the anticipated duration of your stay (even if it is only for one day) along with personal hygiene products.

Prior to the procedure, it is advisable to remove makeup and nail polish, refrain from wearing earrings, rings, necklaces, piercings, and similar items, ensure hair removal in the treatment area, and follow any additional preparations outlined in the procedure preparation sheet provided on the day of pre-hospitalization.

It is advised to refrain from leaving valuables unattended in patient rooms. Management disclaims all responsibility for any theft or damage to personal belongings.

VISITING HOURS

Visitation of patients is allowed.

- On weekdays between 3:00 PM and 5:45 PM
- On Saturdays, visiting hours are from 10:00 to 11:00 and from 15:00 to 17:45. Access to the solvent rooms is complimentary until 20:30.

Please keep in mind that:

- Children under five years of age are prohibited from entering the departments.
- The use of mobile phones in the hallways of the floors is prohibited.
- Smoking is unequivocally forbidden in all areas of the Nursing Home.

- A maximum of one companion per patient is allowed to enter the ward.

MEAL

Meals are served in the room at 11:30 and 17:30. The catering service is conducted in accordance with a food hygiene safety prevention plan. This service is entrusted to a certified catering company.

Dietary Manual:

The Handbook is structured according to various typologies to facilitate its effective use:

- Basic menu: "free diet" tailored for individuals without specific dietary restrictions.
- Dietary menus: designed for patients with particular diet-related conditions.
- Specialized diets: diets tailored specifically for each patient according to their unique needs and challenges.

Reference is made to the "2009 Guidelines for Hospital Catering in the Lombardy Region."

INPATIENT ROOMS

In the facility, the hospital rooms accommodate two individuals and are equipped with a bathroom and air conditioning. All beds offer high comfort and feature a hydraulic height adjustment system.

The department offering the highest level of hotel comfort (subject to a specific fee) is available to patients under a paying regime as well as to SSR patients who benefit from the "hotel difference."

Single hospital rooms and double rooms designated for single occupancy are available for family members' overnight stays. The rooms are equipped with a television, air conditioning, a mini-bar, Wi-Fi internet, and a safe.

Family members of the patient may request lunch, dinner, and overnight accommodations in advance.

DISCHARGE

Upon discharge, the department staff will provide a discharge letter addressed to the attending physician, which includes instructions and information regarding hospitalization and post-discharge therapy.

Medical records: the patient may request a photocopy of their medical records from the Admissions Office, which can be sent or delivered in person within 40 days from the date of request, depending on the patient's preferences.

Payments may be made in cash or via debit or credit card.

MEDICAL RECORD

A copy of the medical record can be requested by completing the appropriate form, which is available at the facility's counters or can be printed directly from the website.

The request form for a copy of the medical records may be submitted directly to the reception of the Nursing Home, sent via fax to 02-48705681, or emailed to s.morini@casadicurasgiovanni.it.

The applicant is required to remit a payment of €25.00 via bank transfer to Banca Intesa San Paolo, IBAN: IT 180030690956300006276176, or through an ordinary postal order addressed to Casa di Cura San Giovanni. In both instances, it is essential to specify the reason for payment as "request for a copy of the medical record" along with the applicant's name. A copy of the payment must accompany the request form for the Medical Record. Additionally, the Medical Record may be requested directly from the admissions office, with the payment of €25.00 made at that time.

Typically, the medical record is archived at the end of the month subsequent to the date of discharge. Consequently, any certified copy of the medical record necessitates a timeframe that aligns with its archiving and subsequent photocopying. The theoretical availability is thus estimated to be 10 days from the conclusion of the month following discharge.

ENVIRONMENTAL SANITATION

The daily sanitation of patient rooms, restrooms, and communal areas is ensured by a specialized company, conducted in the morning, afternoon, and as needed, adhering to the latest hygiene standards, utilizing specific cleaning agents and a significant amount of disposable materials.

Moreover:

- The sanitization of environments is conducted in accordance with internationally validated protocols.
- The sanitization of bed linen is conducted using procedures and methodologies designed to uphold hygiene at the highest standards.
- The disposal of medical waste occurs in accordance with prevailing regulations.
- Microbiological environmental assessments (water, air) are scheduled periodically in compliance with current regulations.

FIRE PREVENTION

An Emergency Plan has been established at the Nursing Home, outlining specific operational procedures for the staff. The facility's personnel have undergone specialized training to effectively respond in the event of a fire, ensuring the protection and safety of all residents. Additionally, the facility is equipped with:

- Sufficient fire-fighting apparatus
- Automated smoke detection system

- Fire route
- Emergency exit indicators
- Evacuation routes equipped with automatic emergency lighting systems.
- Availability of a trained emergency team
-

FUNERAL SERVICES

A mortuary is located at the nursing home. For inquiries, please reach out to the switchboard.

Family members must select the funeral service provider they trust. The facility upholds this right by prohibiting all Nursing Home staff from contacting or recommending funeral companies in any capacity.

FOREIGN CITIZENS

Community members:

- Holders of a TEAM card or a replacement or equivalent certificate are entitled to essential health services.
- Holders of E106 forms (employees, students) and E121 forms (retirees) are entitled to comprehensive healthcare assistance.
- Individuals engaged in work activities under a regular contract in accordance with Italian law are fully equivalent to those registered with the SSN.

Non-EU citizens lacking a regular residence permit and indigents (holders of the STP form) are eligible for:

- Critical or necessary outpatient and hospital care, regardless of duration, for medical conditions and injuries.
- Preventive medicine interventions and associated healthcare services to protect both individual and public health.
- Social protection for pregnancy and maternity (ensuring equal treatment with Italian citizens)
- Protection of the health of minors (up to the age of 18)
- Vaccinations conducted in accordance with regulations and within the framework of collective preventive measures authorized by the Regions.
- International prophylactic interventions
- Prophylaxis, diagnosis, and treatment of infectious diseases, along with potential management of associated outbreaks.

In such instances, benefits may be granted upon the submission of a self-certification by the foreign national regarding their state of indigence (regional STP form – Foreigner Temporarily Present). The identification of the individual through the STP code does not confer the right to register with the SSN and is entirely distinct from it.

To acquire temporary health cards, you must reach out to the ASL.

CODE OF CONDUCT

All users are respectfully requested to adhere to a few fundamental rules of conduct that facilitate the proper execution of care and therapeutic activities:

Smoke:

By law, smoking is prohibited in all areas of the nursing home, including the stairwell.

Mobile Phones:

The utilization of cell phones in certain environments may disrupt electromedical equipment.

The use of cell phones is allowed, provided that consideration is given to other patients, and it is requested that the ringer be set to a low volume during the day.

Television:

It is advisable to maintain the television volume at a minimal level to avoid disturbing other patients.

Decorum and respect for environments:

Patients are requested to maintain the tidiness of their rooms by refraining from leaving personal items outside the designated lockers or bringing personal deckchairs or chairs into the room. For hygiene purposes, visitors are prohibited from sitting on the patient beds.

CLINICAL RISK MANAGEMENT

Patient safety and clinical risk management are paramount concerns for all health systems, which are currently required to make a specific commitment to defining policies and strategies in this domain.

In the healthcare sector, as in other intricate systems, accidents and adverse events may arise that can be mitigated through the implementation of adequate and appropriate preventive measures and the elimination of causal factors. Patient safety strategies are grounded in a systemic approach, encompassing the analysis of errors, the identification and management of factors that may contribute to or cause harm to patients, and the establishment of suitable, effective, and efficient care processes. The issue of safety significantly influences the quality of care and the public's

trust in the National Health System, necessitating a collaborative effort from all stakeholders, particularly citizens, patients, and family members.

Involving individuals in decisions about their health fosters greater awareness and responsibility, which ultimately leads to more effective adherence to their therapeutic programs and the activation of their healing resources. The positive interaction between patients and healthcare services enhances the organizational climate and encourages citizens to utilize services more appropriately by providing valuable feedback and suggestions.

Consequently, managing informed and aware patients is deemed essential for therapeutic efficacy, procedural safety, and, by extension, clinical risk management.

The prerequisites:

1. Continuity of patient care during emergencies or unforeseen circumstances (technical, organizational, technological)
2. Utilization of the guidelines for good clinical practice in the care processes that manage the most frequent or severe clinical events, as well as the most significant technical procedures.

(selected by risk, frequency, cost) notifying staff of the availability of such documents, which must be readily accessible and reviewed or updated at least every three years.

1. Storage, management of pharmaceuticals, medical devices, and protocols for drug recalls and

Medical instruments and diagnostic solutions

1. Methods for the collection, conservation, and transportation of organic materials for testing.
2. Cleaning, washing, disinfection, and sterilization techniques for all instruments and accessories.
3. Inventory procedures, routine and exceptional maintenance, procurement planning

Biomedical equipment and medical devices that consider

of obsolescence, adaptation to technical standards, and potential availability of new technologies for the enhancement of health care, as well as the safe, appropriate, and economical use of biomedical equipment

1. The presence of guidelines and protocols pertaining to the use of systems and equipment deemed hazardous.
2. Quality assessment and enhancement initiatives through quality improvement programs, including internal annual periodic meetings of the Quality Improvement Group,

regarding all matters pertaining to patient safety, adhering to the following:

JCI International Goals for Patient Safety:

- Accurately identify the patient.
 - Enhancing the efficacy of communication
 - Enhancing the safety of high-risk medications
 - Ensure that surgery is conducted on the appropriate patient, utilizing the correct procedure, and targeting the designated body part.
 - Mitigate the risk associated with healthcare-associated infections.
 - Minimize the risk of patient injury subsequent to a fall.
1. Regular assessments of the comprehensiveness of health documentation, resulting in a well-documented and substantiated report.
 2. Risk assessment (Legislative Decree 81/08, et al.)

QUALITY

[Participation in the Quality Improvement and Patient Safety Working Group](#)

Casa di cura San Giovanni is actively involved in the Lombardy Region initiative aimed at enhancing quality and patient safety.



Continuous quality improvement is a comprehensive, organization-wide initiative aimed at fostering and maintaining a culture of ongoing enhancement rooted in a user-centered definition of quality.

The initiatives undertaken by the Working Group of the Lombardy Region were fundamentally three:

- Analysis of the results from the performance evaluation of the Lombardy Hospital Companies.
- Analysis of the improvement plans for all hospitals in Lombardy.
- development of a self-evaluation instrument

Subsequently, the following measures were implemented across all hospitals in Lombardy:

- **development of enhancement strategies**
- **Continuous quality and patient safety assessment and enhancement initiatives.**

through a comparison designed to facilitate the most effective process for establishing standards that each hospital must define for itself, within a quality program that aligns more closely with its needs, interests, and capabilities.

[Enhancement initiatives](#)

This iteration of the Service Charter delineates the enhancement objectives selected in accordance with the Code of Ethics and the Organizational Model implemented by Casa di Cura San Giovanni.

- Enhancing and investing in diagnostic imaging
- Decrease in the proportion of complaints concerning reception and information regarding the organization of departments and care services.
- Decrease in complaints concerning hotel-related matters
- Review of content information in consents for surgical procedures for a minimum of 30% of consents evaluated.
- Effective Utilization of Blood Transfusions: Reevaluation of Pre-Deposit Requirements and Selection of Homologous and/or Autologous Blood
- Enhancing the efficacy of the patient falls assessment and prevention system

Enhancement and expansion of IT protocols and systems.

CERTIFIED ELECTRONIC CORRESPONDENCE

Certified electronic mail (PEC) is an electronic mail system that authenticates the sending and receiving of electronic documents, applicable solely when both parties possess a certified electronic mailbox. This entails providing the sender, via the mail manager, with a receipt that serves as legal proof of the message's transmission and any accompanying documentation. Likewise, upon the message's arrival at the recipient's end, the PEC manager issues a receipt of delivery or non-delivery to the sender, complete with an exact time stamp. Receipts are generated ONLY when both the sender and recipient utilize a PEC mailbox, and in such instances, certified electronic mail messages hold the same legal standing as a registered letter with return receipt. The following certified electronic mail mailbox is currently active:

casadicurasgiovanni@pec.it

FOOD AND BEVERAGE MACHINES

In the waiting room on the ground floor, there are three vending machines available for beverages and snacks.

Current legislation stipulates that the foods dispensed by vending machines meet 40% of the criteria for being classified as "healthy foods," including options such as fruit juices without added sugars, cereals, yogurt, salads, fruits, dried fruits, and bars. All products are inspected daily by the contractor to prevent the distribution of expired or non-certified items.

PUBLIC TELEPHONE

In the waiting room on the ground floor, a public telephone is available 24 hours a day for cash use.

TRANSPORT

Information regarding public transportation and ambulances can be obtained at the main reception; it is also possible to arrange for a city taxi.

HOTELS

At the admissions office counter, information is available regarding nearby hotels with which the nursing home has established agreements.

EVENTS

The Casa di cura San Giovanni features a conference room on the top floor, a luminous area distinguished, like the entire facility, by a meticulous selection of colors.

Technical apparatus:

50 seats, video projector (compatible with PC), screen, flip chart

Casa di cura San Giovanni is dedicated to advancing educational initiatives within the health sector, ensuring the highest quality of training in alignment with national and regional health regulations.

Organizes courses designed for the ongoing professional development of healthcare practitioners, ensuring the quality of training.

It seeks to achieve professional training objectives focused on enhancing individual skills and knowledge pertinent to specific healthcare sectors, as well as training goals designed to cultivate competencies and understanding in activities and procedures that promote the enhancement of quality, efficiency, effectiveness, appropriateness, and safety in healthcare practices.

Furthermore, it fosters continuous professional development in the health sector by utilizing its own resources and employing professionally qualified educators, encompassing the strictly medical and scientific dimensions.

