



Service Charter

Policlinico Casilino S.p.A.

2026

The "Charter of Public Health Services," provided by the Decree of the President of the Council of Ministers dated May 19, 1995, is the document through which each provider of public health services concretely directs its activities towards its essential mission, which is to provide citizens-users with a satisfactory service from both a human and technical-assistance perspective. It aims to more effectively protect the rights of the user, impacting their relationship with the service-providing structure by means of:

- recognizing the right to information, allowing the citizen to know precisely and comprehensively the services offered and how to obtain them;
- publicizing the standards of quantity and quality of the services offered and verifying the level of user satisfaction;
- making available to the citizen tools for monitoring and improving the quality of services provided;
- guaranteeing the citizen's protection in case of service failure, recognizing the right to lodge a complaint.

The "Service Charter of Policlinico Casilino S.p.A" is divided into six sections:

1. The first section presents the structure, highlighting the institutional goals, guiding principles, and organizational framework.
2. The second part outlines the activities carried out in accreditation with the National Health Service (SSN), along with the criteria and regulations that govern accessibility. For each service offered, the location, reference hours, and access methods are indicated.
3. The third section is dedicated to the services and performances offered under the private regime, Amico Hospital, and The Clinic.
4. The fourth section describes the procedures for requesting and retrieving medical documentation.
5. The fifth section focuses on citizen protection, describing the protection tools (Information and Reporting Office), the hospital infection committee (C-ICPA), the quality standards of the services provided, and the rights and duties of citizens.
6. The last section, in addition to presenting the Patient Assistance Service (SAP) and the clinical trials office, contains other useful information (refreshment points, religious assistance, etc.).

The "Service Charter," conceived primarily as a guide to health services, is available to users for consultation at the Information and Reporting Office (building C, ground floor) and can be consulted on the Policlinico Casilino website, at www.policlinicocasilino.it.

The publication is also intended for those who, due to institutional duties or social roles, are in direct contact with users, acting as a link between them and the hospital services (general practitioners, freely chosen paediatricians, SSN specialists, ASL offices, local health facilities and patients, user and volunteer associations, pharmacies, etc.).

It should finally be emphasized that the "Service Charter" is a "dynamic" document within a process of change and development, which involves its updating.

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1. PRESENTATION

POLICLINICO CASILINO S.P.A.

Policlinico Casilino S.p.A., part of the Lifenet Healthcare Group, is a company that manages a healthcare complex accredited by the Regional Health Service (SSR), located in the south-eastern area of the city of Rome.

The healthcare complex consists of three healthcare facilities: Policlinico Casilino, Poliambulatorio 1040 and the Casilino Outpatient Dialysis Center.

Policlinico Casilino Hospital has a Level I Emergency Department (DEA) which, with approximately 80,000 visits per year, ranks among the leading emergency facilities in the Roman area. The activity lines of this facility are concentrated in several interconnected areas with the patient and their healthcare needs at the centre.

Specifically, the surgical area includes Oncological and Emergency Surgery, which includes the Vascular Surgery Division, Orthopaedics and Traumatology, Plastic and Reconstructive Surgery, Urology and Ophthalmology.

Cardiology, Internal Medicine and the Gastroenterology and Digestive Endoscopy service belong to the medical area.

The emergency area includes, in addition to the Emergency Department, the Intensive Care Unit, with 8 beds and one isolation bed, and the Cardiac Intensive Care Unit (UTIC).

The maternal and child area of Policlinico Casilino, which includes Gynecology and Obstetrics, Neonatology and the Neonatal Intensive Care Unit (NICU), is recognised at regional level as a Level II perinatal care centre and has become in recent years one of the Italian facilities with the highest number of births: over 4,700 per year.

Diagnostic Imaging and the Clinical Pathology Laboratory belong to the diagnostic area which, thanks to state-of-the-art equipment, provide substantial support to the clinical activity of the facility. In particular, the Diagnostic Imaging Department makes use of advanced equipment capable of offering diagnostic services for numerous pathologies, including Cardiac CT and Cardiac MRI (for advanced heart studies), as well as an Interventional Radiology service.

The hospital has 236 inpatient beds, 16 Day Hospital/Day Surgery beds and 9 operating rooms, one of which is “hybrid”, meaning equipped for endovascular and cardiological procedures. In addition, the facility includes a room for pacemaker and defibrillator implantation, two angiographic rooms dedicated to haemodynamics, and three rooms dedicated to digestive endoscopy, where endoscopic ultrasound and ERCP (Endoscopic Retrograde Cholangiopancreatography) are performed.

Poliambulatorio 1040 is dedicated to providing specialist outpatient and diagnostic services under the Regional Health Service (SSR) and on a private basis.

The Casilino Outpatient Dialysis Center, with 20 stations, guarantees haemodialysis treatment for patients with chronic renal failure, offering diversified dialysis techniques thanks to the support of modern equipment available at the facility.

In addition to the services provided to patients under SSN accreditation, the Policlinico Casilino has established two lines of private services, Ospedale Amico and La Clinica.



Offers outpatient services at affordable rates and without waiting lists. The advantages of the service are the guarantee of quality, reduced waiting times for appointments compared to the S.S.N. offer (at most within 15 days of the request), and the cost, on average slightly higher than the amount paid by the patient for the regional ticket.

Website: <https://ospedaleamico.policlinicocasilino.it/>



Offers the quality and comfort of a private healthcare facility and the safety of a large hospital. The service is aimed at insured and/or self-paying patients and guarantees high standards of hospitality and hospitalization, with personalized pathways tailored to the patient's needs, who chooses their trusted doctors and the type of comfort desired. The ward dedicated to private hospitalizations has 22 beds in single and double rooms.

Website: <https://www.laclinicapoliclinicocasilino.it/>

PRINCIPLES, MISSION AND STRATEGIC VISION

FUNDAMENTAL PRINCIPLES

The principles that guide Policlinico Casilino S.p.A. in directing its activities are:

- Equality, understood as the prohibition of any unjustified discrimination on the grounds of gender, race, language, religion and political opinions. The rules governing relations between users/patients/citizens and the services provided, as well as the methods of access to them, are the same for everyone;
- Impartiality, meaning objectivity and fairness towards the user/patient/citizen;
- Continuity, meaning regularity in the provision of services and healthcare services;
- Right of choice, in accordance with current regulations. Patients must be able to choose whom to turn to among those providing healthcare services;
- Participation, as the right to ensure the proper provision of the service, the right of access to information, the right to submit comments, suggestions, statements and documents, and the right to express an evaluation of the service received;
- Efficiency, effectiveness and appropriateness, in order to meet users' needs through the best use of available resources.

MISSION

The protection, improvement and promotion of citizens' health represent the mission of Policlinico Casilino S.p.A. The planning of activities is consistent with national policy guidelines and regional implementation policies. In order to improve responses to the health needs of the population, Policlinico Casilino S.p.A. develops synergies with other healthcare organizations and with local institutions and associations.

The main objectives of the hospital are:

To ensure the services, actions, and interventions necessary for health promotion, disease prevention, and treatment.

To guarantee fair access to the entire range of healthcare services included in the essential levels of care, as identified by the National Health Plan and defined by various national, regional, and local planning stages.

To promote the integration of assistance, training, and innovation functions to adequately meet the constantly evolving health needs of the population.

THE STRATEGIC VISION

The strategic vision of the Policlinico Casilino S.p.A. is to create an organization that:

Promotes relationships with healthcare institutions and the entire socio-economic context of the reference territory, in a logic of synergy and alliance for the well-being and health of the population.

Engages in the constant development of hospital activities aimed at improving the offer, both qualitatively and quantitatively, through the best use of available resources.

Focuses on listening to the expressed needs of users-patients, orienting its services according to the perceived needs.

Invests in its professional capital, providing opportunities for continuous training and professional growth to its collaborators.

In light of the described principles, Eurosanità has developed this Service Charter for the Policlinico Casilino Hospital, which constitutes an information and protection tool for citizens by explicitly defining the objectives and methods by which the organization commits to offering and improving its services.

The Service Charter is available on the website www.policlinicocasilino.it and at the Information and Reporting Office, located in Building C - ground floor.

GOVERNANCE

POLICLINICO CASILINO S.P.A. – Board

Chief Executive Officer – Dr. Paolo Ottone Migliavacca

General Director – Dott. Tullio Ciarrapico

Administrative Director – Dott. Claudio Perazzetti

Health Director - Policlinico Casilino – Poliambulatorio 1040 – Casilino Outpatient Dialysis Center

Health Director – Dott. Alberto Giannotta

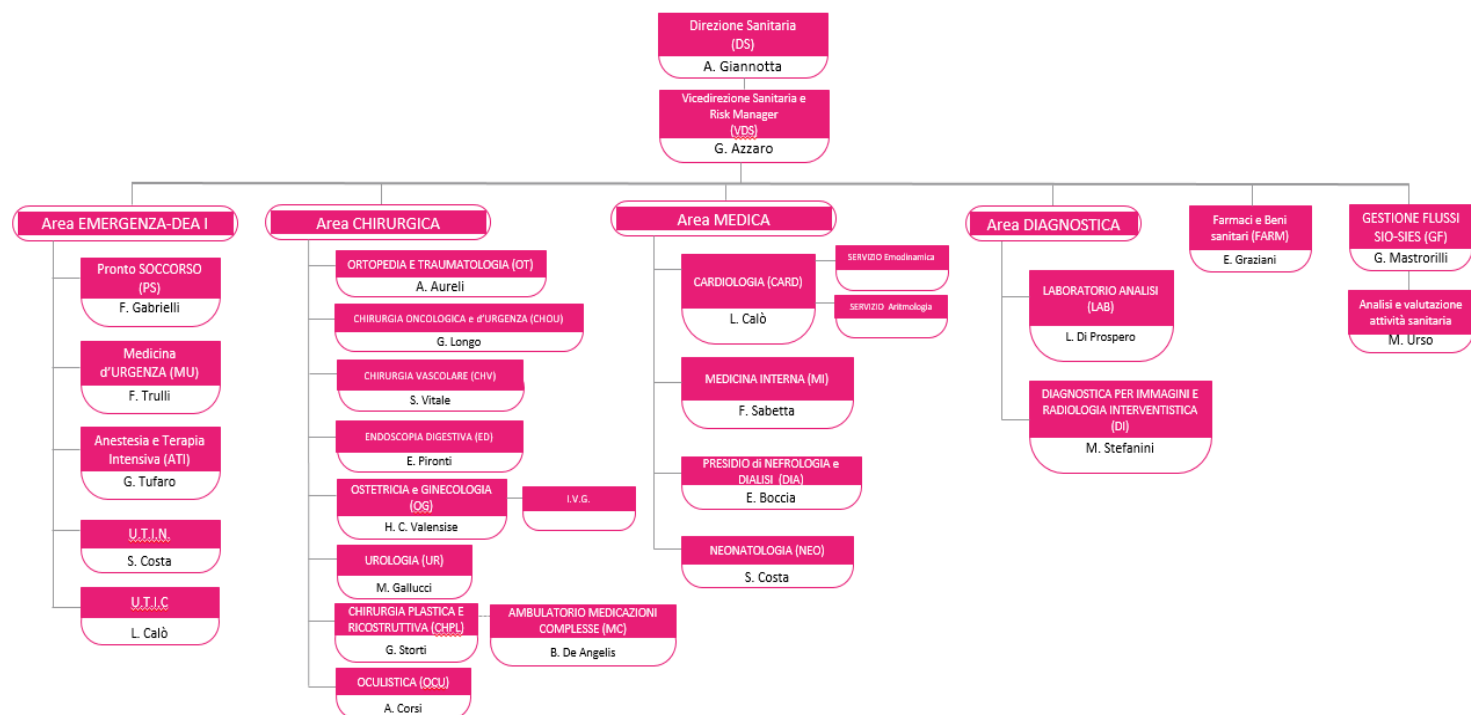
POLICLINICO CASILINO

Buildings A, B, C and Emergency Department

Via Casilina, 1049 – 00169 Rome (RM), Italy

Organization chart

DIREZIONE SANITARIA



Service Locations

Public Relations Office (URP)	Building C - Ground Floor
BAR	Building C Building A (space outside the building)
Chapel	Building C Floor (-2)
Mortuary	Building C Floor (-2)
ATM	Building C - Ground Floor
Pre-hospitalisation	Building C - Ground Floor
Fast Track Emergency department : • Ophthalmology • Urology • Vascular surgery • Plastic surgery • General surgery	Building C Floor (-2)

Location of departments

Neonatology, Neonatal Pathology and NICU	Building A Ground Floor
Obstetrics And Gynecology	Building A Floor 1 and Floor 3
La Clinica - Administrative Offices	Building A (outdoor space)
La Clinica - Solvents Department	Building A Floor 4
Day hospital - Day Surgery	Building A Floor (-1) external access

Cardiology and UTIC	Building B Ground floor and Floor 1
Medicine emergency	Building B Floor 2
Medicine Internal	Building B Floor 3 and Floor 4
Diagnostics For Imaging and Interventional Radiology	Building B Floor (-1)

Emergency department	Building C Floor (-1)
Clinical pathology	Building C Floor (-1)
Nephrology And Dialysis	Building C Ground Floor
Anesthesia and Intensive Care	Building C Floor 1
Orthopedics and Traumatology	Building C Floor 2
Oncological Surgery and emergency	Building C Floor 3
Vascular Surgery Service	Building C Floor 2
Plastic surgery And Reconstructive	Building C Floor 4
Urology	Building C Floor 3
La Clinica - Solvents Department	Building C Floor 4

Outpatient services accredited by the NHS

Blood Draw Centre – Analysis Laboratory	Building C Ground floor
Internal Medicine	Building C Floor (-2)
Vascular Surgery – Angiology	Building C Floor (-2)
Cardiology	Building C Floor (-2)
Orthopaedics & Traumatology – Plaster Room	Building C Floor (-2)
Plastic Surgery	Building C Floor (-2)
Nephrology	Building C Floor (-2)
Gynaecology & Obstetrics	Building C Floor (-2)
Gastroenterology – Digestive Endoscopy	Building C Floor (-2)
Urology	Building C Floor (-2)
Ophthalmology	Building C Floor (-2)
General Surgery	Building C Floor 3 from Monday to Thursday Building C Floor (-2) only on Fridays
Diagnostic Imaging Radiology Services: MRI, CT, Ultrasound, Eco & Mammography; X-Ray & Bone Densitometry	Building B Floor (-1)
Neonatology	Building A Ground floor

Anaesthesiology	Pending institutional accreditation
Pulmonology	Pending institutional accreditation
Endocrine, Metabolic & Nutritional Diseases	Pending institutional accreditation

Outpatient services at Ospedale Amico

Blood Draw (Laboratory Testing)	Building C Ground floor
Allergy and Immunology	Building C Floor (-2)
Anesthesia	Building C Floor (-2)
Cardiology	Building C Floor (-2)
General surgery	Building C Floor (-2)
Vascular surgery	Building C Floor (-2)
Dermatology	Building C Floor (-2)
Endocrinology	Building C Floor (-2)
Gynecology and Obstetrics	Building C Floor (-2)
Orthopedics and Traumatology	Building C Floor (-2)
Pneumology	Building C Floor (-2)
Neonatology	Building A Ground floor
Diagnostic Imaging (Radiology)	Building B Floor (-1)

Outpatient services La Clinica

Blood Draw (Laboratory Testing)	Building C Ground floor
Allergy and Immunology	Building C Floor (-2)
Anesthesia	Building C Floor (-2)
Cardiology	Building C Floor (-2)
General surgery	Building C Floor (-2)
Plastic and Reconstructive Surgery	Building C Floor (-2) and Floor 4
Vascular surgery	Building C Floor (-2)
Dermatology	Building C Floor (-2)
Endocrinology	Building C Floor (-2)
Gynecology and Obstetrics	Building C Floor (-2)
Nephrology	Building C Floor (-2)
Sports Cardiology	Building C Floor (-2)
Physical Medicine and Rehabilitation	Building C Floor (-2)
Orthopedics and Traumatology	Building C Floor (-2)
Rheumatology	Building C Floor (-2)
Food Sciences and Dietetics	Building C Floor (-2)
Otolaryngology	Building C Floor (-2)
Neonatology	Building A Ground floor
Diagnostic Imaging (Radiology)	Building B Floor (-1)

POLIAMBULATORIO 1040

Building D

Via Casilina, 1040 – 00169 Rome (RM), Italy

Outpatient services accredited by the NHS

Internal Medicine	Building D – Ground floor
Wound Healing and Advanced Medication	Building D – Ground floor
Anesthesia	Building D – Ground floor
Neurology	Building D – Ground floor
Gastroenterology – Digestive Endoscopy	Building D – Ground floor
Plastic Surgery	Building D – Ground floor
Ophthalmology	Building D – Floor 1

Urology	Pending institutional accreditation
Vascular Surgery – Angiology	Pending institutional accreditation

Outpatient services at Ospedale Amico

Neurology	Building D – Ground floor
Metabolic Pathology	Building D – Ground floor
Gastroenterology – Digestive Endoscopy	Building D – Ground floor
Urology	Building D – Floor (-1)
Ophthalmology	Building D – Floor 1

Outpatient services La Clinica

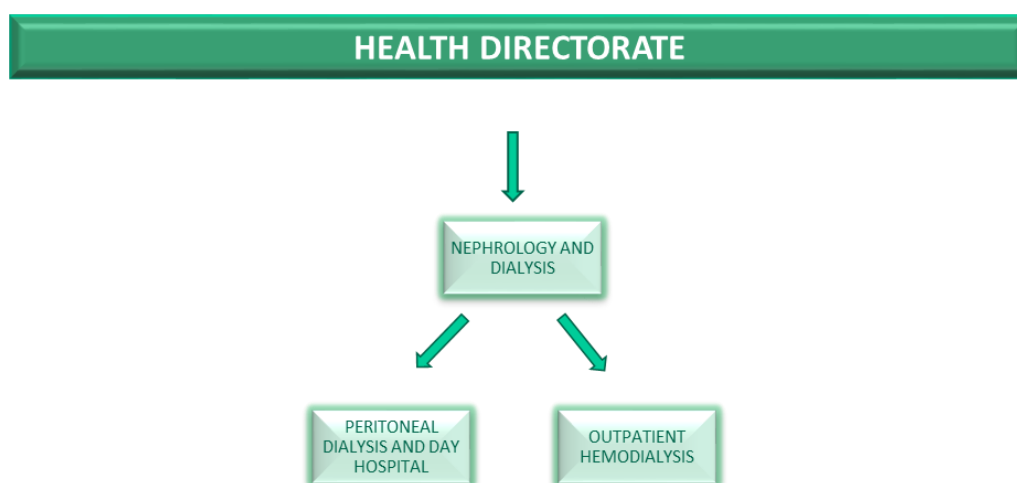
Neurology	Building D – Ground floor
Internal Medicine	Building D – Ground floor
Gastroenterology – Digestive Endoscopy	Building D – Ground floor
Urology	Building D – Floor (-1)
Ophthalmology	Building D – Floor (-1)

CASILINO OUTPATIENT DIALYSIS CENTER

Building E

Via Casilina, 1042 – 00169 Rome (RM), Italy

Organizational Chart



HEALTH DIRECTORATE DOCTOR. ALBERTO GIANNOTTA
NEPHROLOGY AND DIALYSIS - ELIGIO BOCCIA

Outpatient Services Accredited with the National Health Service (SSN)

Dialysis Services	Building E – Ground Floor
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Contacts

- Telephone: +39 06 23188340
- Fax: +39 06 23188208
- E-mail: dialisiambulatorialecasilino@policlinicocasilino.it

Opening Hours

- Outpatient Hemodialysis (Tel. +39 06 23188275)
Monday to Saturday:
 - 1st shift: 06:30 – 10:30
 - 2nd shift: 12:00 – 16:00
 - 3rd shift: 17:30 – 21:30
- Peritoneal Dialysis (Tel. +39 06 23188297)
Monday to Saturday from 08:00 to 20:00

Purpose of the Service

Diagnosis and treatment of acute and chronic kidney diseases.
Conservative and replacement treatment of renal function.
Hemodialysis and peritoneal dialysis.

Services and Treatments Provided

Outpatient Hemodialysis: bicarbonate dialysis, hemodiafiltration, online hemodiafiltration.

Home Peritoneal Dialysis: training for home peritoneal dialysis according to the manual CAPD technique and automated APD technique; outpatient visits for clinical monitoring and dialysis adequacy; peritoneal function test (PET TEST).

Activities Performed:

- Study of kidney diseases, renal failure and pre-dialysis management
- Evaluation of renal function and hydration status in patients with congestive heart failure
- Evaluation and management of the kidney transplant waiting list for uremic patients and follow-up of kidney transplant recipients

Description of Diagnostic and Therapeutic Care Pathways

Patients affected by kidney disease may access the Nephrology and Dialysis Service following nephrological evaluation and/or through direct contact between the general practitioner and the Nephrology and Dialysis Service of the Casilino Outpatient Dialysis Center.

During the first visit, the medical staff completes the computerized medical record and defines the most appropriate care pathway for the patient.

Upon request, a medical certificate for exemption related to kidney disease can be issued.

The Casilino Outpatient Dialysis Center offers different dialysis techniques with the support of modern equipment. Patients requiring renal replacement therapy are provided with hemodialysis or peritoneal dialysis treatments, in accordance with clinical indications and the patient's preferences.

To facilitate therapeutic choice, the necessary information is provided to the patient by the medical and nursing staff, also through printed information material.

The center performs three dialysis shifts per day from Monday to Saturday across 20 dialysis stations, one of which is reserved for patients requiring isolation, serving approximately 120 outpatient patients per week.

Patients undergoing dialysis treatment are subject to monthly blood tests to assess the adequacy of the therapeutic program.

Patients currently treated at other healthcare facilities who wish to request admission to the center may contact +39 06 23188475 to be placed on the waiting list.

Patients who must undergo peritoneal dialysis, approximately three weeks after the surgical placement of the peritoneal catheter, are enrolled in a self-dialysis training program lasting from one to two weeks.

At the end of the training period, suitable patients continue treatment at home according to medical prescription, attending scheduled monthly outpatient check-ups at the peritoneal dialysis clinic of the Casilino Outpatient Dialysis Center (Building E – Via Casilina 1042 – Rome).

Booking Procedures

Patients may request inclusion on the waiting list by contacting +39 06 23188340, Monday to Saturday from 08:30 to 13:30.

General practitioners or specialist physicians who wish to refer a patient may contact the Nursing Coordinator of the Casilino Outpatient Dialysis Center at +39 06 23188475, Monday to Saturday from 08:30 to 13:30.

The Nursing Coordinator will manage the request in collaboration with the Head of the Service.

Indications for Using the Service

During the first visit, the nephrologist evaluates the need for patient admission and provides the appropriate indications.

Equipment

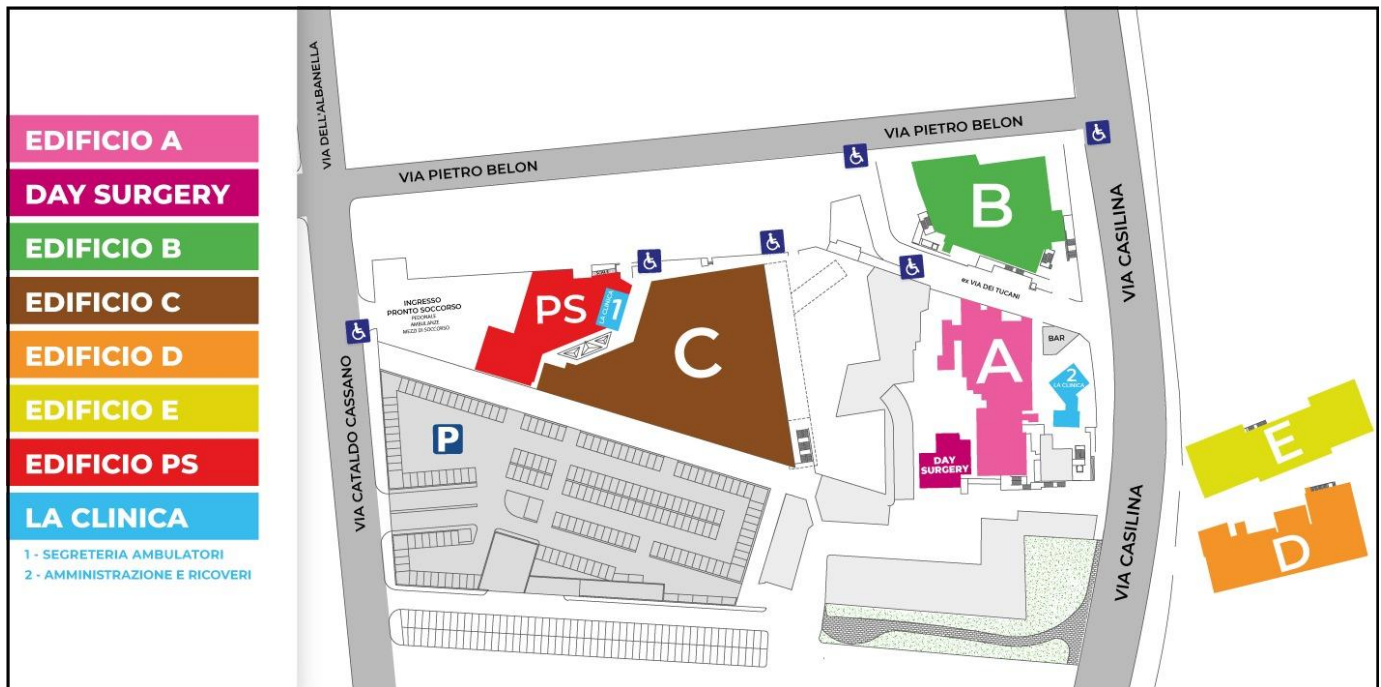
- Hemodialysis monitors for chronic patients - Reverse osmosis system for water treatment for hemodialysis - Portable monitors for bedside dialysis for acute patients - Monitors for automated peritoneal dialysis - Bag warmers for manual peritoneal dialysis	- Weighing beds and weighing chairs - Ultrasound scanner - Blood gas analyzer - Defibrillator monitor - Electrocardiograph - Parenteral infusion pump - Bioimpedance analyzer
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Volunteer Associations

ANED – National Association of Hemodialysis Patients
Via Ulrico Hoepli 3 – Milan
Tel. +39 02 8057927
www.aned-onlus.it

Kidney Patients Association
Nephrology and Dialysis Unit – S. Spirito Hospital
Lungotevere in Sassia – Rome
Tel. +39 06 68352552
www.malatidireni.it

FUNCTIONAL STRUCTURE



The facilities of Policlinico Casilino S.p.A. are easily accessible:

- **From Outside Rome**



By Car:

- Take Exit 18 (GRA), 1 km towards Rome city center



By Public Transport:

- Metro Line C, stop at "Torre Spaccata"
- Bus Line 106 (Grotte Celoni – Parco di Centocelle Metro C)

- **From Within the City**



By Car:

- From Porta Maggiore: start on Via Casilina, after 7 km towards the GRA (third traffic light on the left after Casilino – Ipercoop Shopping Center).

- From Viale Palmiro Togliatti: intersection with Via Casilina, after 2 km towards the GRA (third traffic light on the left after Casilino – Ipercoop Shopping Center).



By Public Transport:

- Metro Line C, stop at "Torre Spaccata"
- From Termini Station: Bus Line 105 to Parco di Centocelle, then Metro Line C.
- Tram of the Laziali Railways: (Via Giolitti – Parco di Centocelle), then Metro Line C.
- Bus Line 313: (Via Longoni INPS – Via Piovanelli / ISVEUR).
- Bus Line 213: (Largo Preneste – Cinecittà MA).
- Bus Line 552: (Piazza dei Gerani – Policlinico Tor Vergata).

Near the hospital, there is a paid parking lot with an entrance on Via Cataldo Cassano (Emergency Department side):



Private cars can access the parking lot from the intersection of Via Casilina and Via dei Colombi, turning left at the first intersection with Via dell'Albanella (after five dead-end streets on the left). Upon reaching the intersection of Via dell'Albanella and Via Pietro Belon, follow the signs to the parking lot.

The parking lot has 500 spaces distributed over 3 levels.

To facilitate access for patients with disabilities or reduced mobility, temporary parking areas have been created. You can view the map "Access for People with Disabilities" at the following link:

<https://www.policlinicocasilino.it/pcnew/wp-content/uploads/2024/04/policlinico-casilino-mappa-per-accessi-persone-con-disabilita.pdf>

Free Wheelchair Service

For all those who park in the paid parking lot, the company responsible for the parking provides a free wheelchair rental service. Anyone who has difficulty walking to the various buildings of Policlinico Casilino, for any reason, can collect a wheelchair for free at the administrative office located at the entrance of the parking lot, by showing the entrance ticket and providing an identity document as a guarantee.

Pink Parking

Within the paid parking lot, there are designated parking spaces for pregnant women.

CUP Desk Locations

At Policlinico Casilino, there are 16 CUP (Centro Unico di Prenotazione) desks dedicated to appointment booking, cancellation, rescheduling, and payment of healthcare fees or charges for private healthcare services:

- 11 desks at the Central CUP - Building C, Ground Floor
- 3 desks at the Radiology Department - Building B, Floor (-1)
- 2 desks at the Building D, located at Via Casilina 1040

The provision of outpatient services is possible only after registration of the prescription in paper format at the CUP counters (red prescription form or printed copy of the electronic prescription). In cases where the

patient does not have a copy of the electronic prescription, they may go to the Public Relations Office (URP) before accessing the CUP counter.

2. ACTIVITIES ACCREDITED WITH THE NATIONAL HEALTH SERVICE

OUTPATIENT ACTIVITY

Policlinico Casilino S.p.A. is a healthcare facility accredited by the Regional Health Service (SSR) and authorized to provide healthcare services on behalf of the National Health Service (SSN).

Healthcare services provided under the accreditation system are accessible to citizens in accordance with the procedures established by current regulations.

POLICLINICO CASILINO

Blood Draw Centre – Analysis Laboratory	Building C Ground floor
Internal Medicine	Building C Floor (-2)
Vascular Surgery – Angiology	Building C Floor (-2)
Cardiology	Building C Floor (-2)
Orthopaedics & Traumatology – Plaster Room	Building C Floor (-2)
Plastic Surgery	Building C Floor (-2)
Nephrology	Building C Floor (-2)
Gynaecology & Obstetrics	Building C Floor (-2)
Gastroenterology – Digestive Endoscopy	Building C Floor (-2)
Urology	Building C Floor (-2)
Ophthalmology	Building C Floor (-2)
General Surgery	Building C Floor 3 from Monday to Thursday Building C Floor (-2) only on Fridays
Diagnostic Imaging Radiology Services: MRI, CT, Ultrasound, Eco & Mammography; X-Ray & Bone Densitometry (MC	Building B Floor (-1)
Neonatology	Building A Ground floor

Anaesthesiology	Pending institutional accreditation
Pulmonology	Pending institutional accreditation
Endocrine, Metabolic & Nutritional Diseases	Pending institutional accreditation

In particular, Diagnostic Imaging makes use of:

- N. 4 1.5 Tesla high field MRI
- N. 1 low field Magnetic Resonance for the evaluation of joint structures
- N. 3 TCs with 128 layers
- N. 1 TCs with 640 layers

POLIAMBULATORIO 1040

Via Casilina, 1040 – 00169 Rome (RM), Italy

Internal Medicine	Building D – Ground floor
Wound Healing and Advanced Medication	Building D – Ground floor
Anesthesia	Building D – Ground floor
Neurology	Building D – Ground floor
Gastroenterology – Digestive Endoscopy	Building D – Ground floor
Plastic Surgery	Building D – Ground floor
Ophthalmology	Building D – Floor 1

Urology	Pending institutional accreditation
Vascular Surgery – Angiology	Pending institutional accreditation

CASILINO OUTPATIENT DIALYSIS CENTER

Via Casilina, 1042 – 00169 Rome (RM), Italy

Dialysis Services	Building E – Ground Floor
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How to book an SSN outpatient service

Outpatient services – Bookings and cancellations

Reservations or cancellations of specialist outpatient services (with referral) to be carried out at the Policlinico Casilino can be made:

- **by calling the Regional CUP**
tel. [06 9939](tel:069939) (MONDAY-FRIDAY: 7.30am – 7.30pm / SATURDAY: 7.30am – 1pm)
- **on the website www.salutelazio.it** (a dematerialized prescription from your family doctor with an indication of priority is essential)
- **in person**, by going to Cup Centrale, Building C – ground floor (MONDAY-FRIDAY: 8:00 – 19:00 / SATURDAY: 8:00 – 13:00)

To make a reservation you must have a prescription from your general practitioner or specialist doctor and a health card.

Services for Patients Under 18 Years of Age

- Services will be provided to patients over 6 years of age only if accompanied by both parents/the legal guardian, or by one parent with written authorization and a copy of the other parent's ID, or by a person with authorization from both parents/the guardian and copies of the relevant documents.

- Services will be provided to patients under 6 years of age only if accompanied by both parents/the legal guardian, or by one parent with written authorization and a copy of the other parent's ID.

Services for Patients Unable to Give Consent

- Services will be provided to patients unable to give consent only if accompanied by their legal guardian.

To cancel an appointment, the following information must be provided: first name, last name, tax code, type of service, and scheduled appointment date. Personal data will be processed in accordance with GDPR 679/2016.

For exams requiring preparation, detailed instructions are available on the website www.policlinicocasilino.it, within the individual specialty sections.

Refunds may be requested in the following cases:

- Full refund of the service or procedure fee if it was not performed due to reasons attributable to the facility (e.g., organizational issues and/or technical failure of equipment).
- Full refund of the service or procedure fee if it was not performed due to clinical reasons identified by the specialist, which prevented the exam from being carried out.
- Partial refund equal to 30% of the total fee for exams not completed due to reasons not attributable to the facility.

No refund is provided in cases of incorrect exam preparation or procedure performed incorrectly by the patient.

Laboratory Performance

Access to the Blood Collection Center (Centro Prelievi) for Laboratory Tests under the National Health System (SSN)

- From Monday to Saturday, laboratory tests can be performed **EXCLUSIVELY BY APPOINTMENT**, which must be made **ONLINE**. Appointments for SSN-covered tests at the Blood Collection Center can be booked at: www.policlinicocasilino.it/prenotazioni-ssn.
- Booking an appointment allows you to select the date and time for one or more tests from the available slots.

Time-Sensitive Tests

Some tests have a strict cut-off time; if you arrive after the specified time, the test will not be performed:

- **Plasma Cortisol** – must be accepted by 8:30 AM
- **Glucose/Insulin Curves** – must be accepted by 9:30 AM
- **GH Curve after Glucose Load** – must be accepted by 9:30 AM
- **Basal and Post-Breakfast Blood Glucose** – must be accepted by 10:30 AM
- **Prolactin (Single Dose or Curve)** – must be accepted by 10:30 AM

It is important to schedule your appointment and arrive at the facility according to the above times for these tests.

Required Documents

At the time of the blood draw, patients must present a valid photo ID (identity card or other document with a photograph) and their health card.

Rules for Minors

- Blood draws are **not performed on patients under 14 years of age**.
- Minors must be accompanied by both parents, or by one parent with written authorization and a copy of the other parent's ID.

Tests Not Performed on Minors

The following tests are **not performed on minor patients**:

- Urethral, vaginal, or rectal swabs
- HIV testing
- Beta HCG (pregnancy test)
- Sexually transmitted disease tests (Herpes genitalis, Syphilis, Chlamydia, HPV, HCV, HBV, Gonorrhea)
- Genetic tests

Collection of reports

DIAGNOSTIC IMAGING- RADIOLOGY DIAGNOSTICS

Diagnostic imaging reports (CT/MRI/Mammography/RX/MOC) can be collected in one of the following ways:

- **ONLINE**
Users will be able to access the "RADIOLOGY REFERENCES" portal via the credentials delivered upon acceptance on the page <https://portalerefertiradiologia.policlinicocasilino.it>
If a paper copy of the report is also requested, it will be issued at a cost of €10.
- **COLLECTION AT THE COUNTER**
The reports can be collected at the CUP Central counters (Building C – Ground floor) from Monday to Friday from 11:00 to 19:00

ANALYSIS LABORATORY

Laboratory analyzes can be collected in one of the following ways:

- **ONLINE**
Users will be able to access the "LABORATORY REFERENCES" portal via the credentials delivered upon acceptance on the page:
<https://portalerefertilaboratorio.policlinicocasilino.it/lab/mylab/#/main>.
- **PICK UP AT THE COUNTER**
The reports can be collected at the CUP Centrale counters (Building C – Ground floor) from Monday to Friday from 11:00 to 19:00

Genetic test and HIV test reports can be collected exclusively from the Testing Center (Building C – Ground floor):

- **Genetic tests** : collection from Monday to Friday, from 10.30 to 13.00.
- **HIV test** : collection from Monday to Thursday, from 12:00 to 13:00, by the person concerned with an identification document.

HOLTER CARDIOLOGY

Holter reports can be collected at the CUP Central desks (Building C – Ground floor) from Monday to Friday from 11:00 to 19:00

HOSPITALIZATIONS IN THE NHS REGIME

At the Policlinico Casilino, patients can be admitted in the following ways:

- Urgent hospitalization and emergency room
- Ordinary elective hospitalization
- Day Hospital and Day Surgery

Waiting time

For hospitalizations under the NHS regime, the Policlinico Casilino he replies to How much provided for by legislation of law:

DCA Lazio Region n. U00155 of 05.06.2019 - "National Waiting List Government Plan for the three-year period 2019 – 2021"

INDICATIONS

Priority class for hospitalization	Directions
A	Hospitalization within 30 days for clinical cases that can potentially worsen rapidly to the point of becoming emergent, or in any case causing serious damage to the prognosis.
B	Hospitalization within 60 days for clinical cases that present intense pain, or serious dysfunctions, or serious disability but which do not show a tendency to worsen rapidly to the point of becoming emergent nor can the prognosis be seriously compromised by waiting.
C	Hospitalization within 180 days for clinical cases that present minimal pain, dysfunction or disability, and do not show a tendency to worsen nor can the prognosis be seriously compromised by waiting.
D	Hospitalization without a defined maximum wait for clinical cases that do not cause any pain, dysfunction or disability. These cases must however be carried out at least within 12 months.

Inclusion on the waiting list occurs at the time of the assessment of the need for elective hospitalization, by the specialist doctor. It is the right of each patient to know their position on the waiting list. Solely responsible of the insertion of the patient the specialist doctor is on the waiting list at the time of the outpatient visit/conclusion of path multidisciplinary. Responsible from the correct estate And management of the booking register is the Director of the Operational Unit.

Any communication from the Policlinico Casilino takes place preferentially For Street telephone; the user will have to therefore be traceable to the number Of telephone registered in registry. If the patient does not respond to the telephone call, attempted on three consecutive days, the next patient will be called.

Self you And inability to be admitted to hospital part of the patient (*documentation formal of the postponement*), this it might be postponed in basic at needs of the patient. If the patient refuses hospitalization without a valid reason, he loses the right to the reservation.

An update of waiting times for hospitalizations is available on the website, section www.policlinicocasilino.it/il-percorso-del-paziente/

Urgent hospitalization and emergency room

Urgent hospitalization occurs through access to the Emergency Department, active 24 hours a day, and classified as level I DEA, corresponding to the most advanced forms of assistance conceived by the NHS

The Emergency Room provides assistance to all those who have an urgent health problem that cannot be resolved by the family doctor or the emergency medical service. The excessive and inappropriate use of the emergency room has as a direct consequence a progressive lengthening of the average waiting times.

Using the emergency room for non-urgent reasons is absolutely to be avoided.

A multidisciplinary medical team ensures the treatment.

In emergency/urgency cases, the medical team carries out the necessary interventions for the resuscitation and stabilization of the patient and evaluates the actual severity of the case, then deciding on the need or otherwise for hospitalization.

Responsibility for the hospitalization and discharge processes lies with the Director of the Emergency Department and the Directors of the healthcare facilities, assisted by the Bed Manager, who has the task of facilitating the hospitalization processes as well as any transfers of patients, as required by DGR no. . 821/2009 and subsequent amendments

The order of access to the emergency room is established on the basis of the severity of the patient's clinical condition and not by order of arrival.

TRIAGE, the first access point for the patient, is managed by adequately trained nursing staff for the timely recognition of patients in critical conditions.

Upon arrival in the emergency room, the TRIAGE nurses assess the severity of each case and assign a "COLOR CODE", which determines the priority of access to the medical examination. The attribution of the code to triage does not depend on the subjectivity of the nurse but is based on international protocols and predefined criteria. The emergency room staff makes their high skills available to ensure timely and appropriate interventions for each patient. Precisely for these reasons it is necessary to have a lot of trust in the work that the emergency room staff carries out, even in emergency situations.

TRIAGE does not reduce waiting times for all users, it redistributes them in favor of those who most need urgent care.

Meaning of the color codes

Code	Description	Definition	Maximum waiting time for access to treatment areas
1 Red	EMERGENCY	Interruption or impairment of one or more vital functions	Immediate access
2 Orange	URGENT	Risk of impairment of vital functions. Condition with potential deterioration or severe pain	Access within 15 min.
3 Light Blue	DEFERABLE URGENCY	Stable condition with no apparent risk of deterioration that usually requires complex services	Access within 60 min.
4 Green	MINOR URGENCY	Stable condition with no risk of deterioration that usually requires simple mono-specialist diagnostic or therapeutic services	Access within 120 min.
5 White	NON-URGENT	Non-urgent problem or of minimal clinical relevance	Access within 240 min.

In order to reduce waiting times, the triage nurse can activate specific care and management paths, codified by internal protocols in the emergency room and called Fast-Track. Patients who access the emergency room and for whom the triage nursing staff deems the need for a specialist outpatient evaluation are referred directly to the specialist clinic relevant to their clinical condition for an initial evaluation.

This allows the waiting times of patients in "less serious" conditions to be reduced and the emergency room to optimize the use of the resources available for the management of complex cases.

The specialist areas to which this path can be applied are:

- Ophthalmology
- Urology
- Vascular surgery
- Plastic surgery
- General surgery

Emergency Room Obstetric

The Policlinico Casilino has an Obstetrics Emergency Room, equipped with specifically equipped and reserved spaces, which allow pregnant women a short stay, to best resolve cases that could otherwise result in inappropriate or untimely hospitalizations. The presence of midwives and a specialist doctor facilitates the simultaneous observation of multiple patients and the identification of the best solution to the need for assistance.

The activation of the service is part of the creation of high-level care paths for pregnant women.

Furthermore, the analgesia service for childbirth has been active for years at the Policlinico Casilino, operating 24 hours a day.

Ordinary elective hospitalization

If during an outpatient visit the doctor detects the need for hospitalization, the patient is placed on the waiting list of the relevant operational unit.

Ordinary hospitalization can take place in common beds, entirely paid for by the National Health Service, or in a separate room, through the purchase of a **premium hospitalization package** which includes:

- hospitalization in a private single room
- possibility of the presence of a companion
- place for the companion to stay overnight
- television
- air conditioning
- safe
- premium menu

To access the differentiated rooms, the booking of the premium hospitalization package must be received by the Head Nurse/ Head Midwife of the Department, taking into account that it is only indicative and that confirmation of availability will only be obtained at the time of admission.

The dietary needs of the patients, during hospitalization, are verified by the dieticians, who have the task of evaluating, at the request of the ward doctor, particular nutritional needs of the patients, for whom they have tailor-made menus.

Admissions to Day Hospital and Day Surgery

As for scheduled hospitalization in the ward, hospitalization in day hospital or day hospital surgery can only take place after a specialist visit, carried out at the clinic relating to the patient's pathology.

The Policlinico Casilino will arrange the subsequent appointment for hospitalization in day hospital or day hospital surgery .

The Day Hospital is aimed at providing multi-specialist and multi-professional services , or particularly complex and/or risky single services. These are hospitalizations consisting of single visits (day of presence) and/or repeated visits (cycles), lasting no more than 12 hours per day.

Hospitalizations in Day Surgery are aimed at carrying out surgical interventions or invasive or semi-invasive diagnostic and/or therapeutic procedures, usually lasting less than 12 hours, under local, loco- regional or general anesthesia. Daytime surgery may also include, for particular clinical cases, an overnight stay, the so-called " one". day surgery ”.

The first access of the patient, equipped with the health card, takes place directly at the Day Block Surgery , located in Building A of the Policlinico Casilino (external access).

APA (Consolidation of outpatient services)

During the specialist visit, the doctor can establish the patient's need for outpatient surgery. In this case, the patient may be placed on the waiting lists and subsequently contacted to carry out the necessary tests preparatory to the operation, which in some cases may be carried out on the same day as the operation.

WHAT TO BRING WITH YOU ON THE DAY OF HOSPITALIZATION

CLINICAL DOCUMENTATION

- Previous clinical signs
- Radiological exams
- Other previous exams

ADMINISTRATIVE DOCUMENTS

- Identity card
- Health insurance card
- Any insurance policies (only for paid hospitalizations)

PERSONAL EFFECTS

- Pajamas
- Slippers
- Nightie
- Underwear
- Personal hygiene supplies
- Material for the care and storage of any prostheses

RECEPTION IN THE DEPARTMENT AND ASSISTANCE

The Policlinico Casilino provides the patient with the necessary therapeutic assistance, guaranteeing the most peaceful and easy stay in the hospital.

The Policlinico Casilino cares about the relationship between citizens: patients, patients and family members. The Hospital therefore intends to be close to all those who find themselves facing and trying to overcome small and large difficulties regarding their state of health, helping patients to achieve, in the most direct and least complicated way, that common right that is access to health services.

For all patients, entering and staying in hospital can represent a particularly difficult moment. In addition to health and treatment problems, hospitalization means detachment from family and normal life habits.

Reception in the ward and hospitalization are consequently two phases and two moments which see the Policlinico Casilino, its structures and those who work there particularly busy.

To deal with the delicate phase of discharge, in particular that concerning elderly patients or those with rehabilitation problems, loss of autonomy and independence, the Policlinico Casilino makes the SAP (Patient Assistance Service) available to citizens , a space for listening, support and connection with the local social network.

To guarantee assistance to newborns of families living in conditions of social hardship, the SAP (Patient Assistance Service) activates the most appropriate administrative procedure to guarantee the necessary support.

HOSPITALITY REQUIREMENTS

The facility ensures that wards and inpatient areas comply with the hospitality requirements established for comfort and safety. Adequate beds, sanitary facilities, climate control, cleaning and maintenance are guaranteed.

The following measures and standards are adopted:

- Rooms and beds: each patient is provided with appropriate beds, with mattresses and linen compliant with hygiene and health standards, and sufficient personal space to ensure comfort and privacy.
- Dedicated sanitary facilities: all rooms and inpatient areas are equipped with clean, functional and properly equipped sanitary facilities, with regular inspection and maintenance.
- Climate control and ventilation: the environments are equipped with heating, cooling and ventilation systems compliant with safety and comfort standards, with regular maintenance and verification of proper operation.
- Cleaning and sanitation: rooms, corridors, common areas and working environments are sanitized daily according to standardized protocols, with records and periodic audits to ensure maximum safety.
- Maintenance and structural safety: the facility carries out regular inspections of electrical, plumbing and fire prevention systems, as well as routine and extraordinary maintenance of the premises, ensuring continuous safety and functionality.
- Comfort and accessibility: functional furnishings, spaces for family members and comfortable common areas are guaranteed, as well as facilitated access for patients with reduced mobility, elevators and barrier-free pathways. In the buildings that host inpatient wards, vending machines for beverages, snacks and personal hygiene products are also available in order to support the comfort and daily needs of patients and visitors.

IDENTIFICATION OF THE REFERENT PHYSICIAN DURING HOSPITALIZATION

At the time of admission, the Head Nurse informs the patient and the persons authorized by the patient about the assignment of a Referent Physician responsible for the relevant clinical activities.

The Referent Physician represents the main point of reference for the patient and for the persons expressly authorized to receive information regarding the diagnostic-therapeutic pathway and the clinical progress.

Communication with the patient and with the persons expressly authorized to receive information

- Dedicated moments for clinical consultations are guaranteed.
- Information is provided in a clear and understandable manner.
- The patient's right to active participation in therapeutic decisions is respected.

VISITING HOURS FOR PATIENTS

All information and visiting hours of the departments can be consulted on the following page:
<https://www.policlinicocasilino.it/orari-di-visita/>

OTHER SERVICES

Organ Donation

The facility supports organ donation by providing information on the related procedures and operational modalities.

MATERNITY JOURNEY

The Policlinico Casilino offers pregnant women the "Maternity Path", for the evaluation of the main parameters of pregnancy, to learn about the characteristics of the care offer, including the organization of childbirth preparation courses.

The maternity program at the Policlinico Casilino is characterized by post- partum care integration between midwives and neonatologists, thanks to the availability of hospital rooms with equipment for the newborn to stay in the same room as the mother: the so-called rooming -in.

The medical, nursing and obstetric staff facilitate the first days of family coexistence in order to greatly facilitate the start of breastfeeding. All this in a specialized environment that pays particular attention to the prevention and treatment of maternal and fetal complications.

It is possible to register newborns from Monday to Saturday, from 08.30 to 12.00, at the hospital bed. For information contact the number 0623188299.

Further information is available on the website at the page: <https://www.policlinicocasilino.it/reparti-e-servizi/ostetricia-e-ginecologia/>

Open Day

The Obstetrics department organizes Open Days dedicated to future mothers to illustrate the maternity program of the Policlinico Casilino. The meetings last approximately an hour and a half.

To participate in the Open Day – Maternity Path, you must fill out the form available on the website at: <https://www.policlinicocasilino.it/percorso-mamma/>

The childbirth preparation course

Through the “Ospedale Amico” service it is possible to enroll in the childbirth preparation course, dedicated to accompanying future parents towards parenthood, so that they can face labor, childbirth and returning home with the newborn with greater serenity and safety.

The antenatal course is structured into 8 online meetings on the Zoom platform (live video conference): the first 4 with the midwife and the remaining with the other specialists involved, neonatologist, anesthetist, psychologist and gynecologist.

Schedule meetings

- 1) “Presentation and training of the group” (Midwives)
- 2) “Pain and labor of childbirth” (Midwives)
- 3) “Resources, when to go to hospital” (Midwives)
- 4) “Breastfeeding and management of the baby in the first days” (Midwives)
- 5) “Birth analgesia and spontaneous and Cesarean birth” (Anesthetist)

- 6) "We are pregnant..." (Psychologist)
- 7) "Growth and vaccinations, doubts and fears related to returning home" (Neonatologist)
- 8) "Childbirth and caesarean section" (Gynaecologist)

For all information and to register for the course, visit the page:

<https://ospedaleamico.policlinicocasilino.it/corso-di-preparazione-al-parto/>

Labor and delivery

In the final phase of pregnancy, an outpatient procedure is planned which allows correct identification of maternal and fetal risk to reduce adverse and unexpected events in the delivery room. For this purpose, the cardiotocography and obstetric risk assessment service is available from the 37th week of gestation, available with reservation on 06 23188714 .

Hospitalizations are also provided for obstetric pathology conditions that require hospital surveillance (hypertension, slow growth, threat of preterm birth or twins) in connection with a dedicated pathology clinic which can be accessed from outside by booking.

Obstetric pathology clinics

- Hypertension in Pregnancy
- Growth retardation of the fetus
- Gestational Diabetes
- Twin pregnancy

The epidural analgesia service is available upon request of the patient, following an anesthetic visit at the Policlinico Casilino, and is active 24 hours a day, every day. To book your anesthetic visit, contact:

- the Regional RECUP on 06 9939
from Monday to Friday, from 7.30 to 19.30, and on Saturday from 7.30 to 13.00

In our structure, the labor of childbirth is followed by midwives, the birth is carried out in the most physiological way possible, with the patient choosing, together with the midwife who follows her personally, the position and method of the birth itself (squatting, on all fours or supine). respecting choice and control of maternal and fetal well-being.

Episiotomy is reserved only for cases in which it is considered essential.

In the event of a natural birth or a planned cesarean section, the father, partner or designated companion will be able to witness the labor and enter the delivery room.

If it is necessary to perform an emergency caesarean section, the father, partner or trusted person will not be able to enter the operating room; will be able to reunite with the mother and newborn as soon as possible.

Breastfeeding is promoted with immediate bonding of the newborn to the mother. After childbirth, "rooming in" is implemented with possible night-time help for the mother and newborn in the most delicate conditions.

In the case of maternal discharge and the child not being discharged , it is possible to take advantage of the hospitality of some hotel facilities affiliated with the Policlinico Casilino.

Visitors at the obstetrics department

To protect the health of the newborn and the mother, access is allowed exclusively to the father or the contact person, who will not be able to take turns with other family members or friends for the entire duration of the new mother's hospitalization.

The identity of the contact person is verified by the midwife who is in charge of the giving birth and who will provide all the information relating to the rules of conduct to be followed.

Vademecum for pregnant women

It is possible to download the “Handbook for pregnant women” at the following link:

https://www.policlinicocasilino.it/pcnew/wp-content/uploads/documenti/ostetricia-ginecologia/vademecum-reparto-maternita_ENG.pdf?_=03-03-26

3. SERVICES AND PERFORMANCES IN PRIVATE BUSINESS

Policlinico Casilino S.p.A offers users the opportunity to carry out healthcare services even privately.

OSPEDALE AMICO

Ospedale Amico is the Policlinico Casilino service created to offer private outpatient services and guarantee patients a quality service at affordable costs. With Ospedale Amico it is possible to book specialist visits and instrumental tests quickly and at low rates.

Reservations

It is possible to access reservations for specialist visits and instrumental tests in the following ways:

- **By telephone** via the telephone number 06 86358560, from Monday to Friday from 08:00 to 19:00 and on Saturdays from 08:00 to 13:00.
- **Online** directly from the website <https://ospedaleamico.policlinicocasilino.it/> (some of the services cannot be booked, it is necessary to carry out a preliminary specialist visit).
- **In person** by going to the CUP Centrale counters, Building C - Ground floor, from Monday to Friday, from 07.45 to 19.00, on Saturday from 07.45 to 12.30.

Furthermore, there are dedicated numbers available for booking:

- **EYE CARE SERVICES** – tel. 06 23188780, from Monday to Friday from 8:00 to 18:30 and on Saturdays from 08:00 to 13:30;
- **GASTROENTEROLOGY AND DIGESTIVE ENDOSCOPY SERVICES** – tel. 06 23188778, from Monday to Friday from 8:00 to 18:30 and on Saturdays from 08:00 to 13:30
- **DIAGNOSTIC IMAGING SERVICES** – tel. 06 23188315, from Monday to Friday from 8:00 to 18:30 and on Saturdays from 08:00 to 13:30;
- **NEONATOLOGY SERVICES** – tel. 06 23188318, from Monday to Saturday from 09:00 to 13:30

Cancellation of reservations

It is possible to cancel reservations in the following ways:

- By telephone via the telephone number 06 86358560, typing "key 2" and leaving the message with your personal details and telephone number.
- By filling out the cancellation form found on the service pages of the website
- If the booking was made online, it is possible to cancel the appointment directly from the personal area of the application <https://editoreamico.policlinicocasilino.it/prenotazioni-online/>

Payments

Payment for services can be made on the same day as the exam or visit, starting one hour before the appointment time at the CUP counters of the Policlinico Casilino, in the following ways: Bancomat, Bancoposta, credit cards and cash.

- CUP Centrale - Building C, Ground floor
From Monday to Friday from 07.45 to 19.00. On Saturday from 07.45 to 12.30.
- CUP Polyclinic (Via Casilina 1040 for the services of the departments located in the polyclinic)
From Monday to Friday from 07.45 to 19.00. On Saturday from 07.45 to 12.30.
- CUP Radiology - Building B, Floor -1 (for Radiology services)
From Monday to Friday from 08:00 to 19:00. On Saturday from 08:00 to 14:00.

The Amico Hospital Service offers the possibility of booking specialist visits and instrumental and diagnostic tests for the specialties listed:

- Allergology
- Anesthesiology (anaesthesiological visit for childbirth)
- Cardiology
- Vascular surgery
- Dermatology and dermoscopy
- Endocrinology
- Gastroenterology and Digestive Endoscopy
- Obstetrics and Gynecology
- Analysis Laboratory
- Internal Medicine (pulmonology and metabolic pathology)
- Neonatology
- Neurology
- Ophthalmology, orthoptics, pediatric ophthalmology and neonatology
- Otolaryngology
- Orthopedics (visits for hip or knee prosthetic surgery)
- Diagnostic Imaging
- Urology and Andrology

For details of the services available you can consult the website:

<https://ospedaleamico.policlinicocasilino.it/> - "Specialist clinics" section.

LA CLINICA

The patient can request paid services with the right to choose the specialist doctor who carries out the requested services in a freelance activity. Payment will be made directly by the patient at the relevant Administrative Offices of "La Clinica" and/or through agreed funds and insurance companies.

Free-lance services can be requested for specialist visits, instrumental investigations and hospitalizations, with the guarantee of being followed by a doctor chosen from among the highly qualified professionals who work daily in the large structure of the Policlinico Casilino. Hospitalizations and multidisciplinary consultations are carried out in complex, surgical or medical pathologies.

"La Clinica" has 22 authorized beds with services operating 24 hours a day, offering the patient the maximum technology, in a private environment and with all comforts.

By choosing "La Clinica", within a level I DEA healthcare facility, the patient will be able to count on the constant activity of the Intensive Care Unit, structured according to the most modern and advanced standards of care and able to cope to critical and emergency situations. The team of anesthetists is always involved in the patient's treatment process and the most modern post-operative analgesia protocols are applied, for pain-free surgery.

The paid hospitalization regime gives the right to private use of the hospital room, with the possibility of hosting a companion. The treating specialist doctor will have the Administrative Offices prepare an estimate of the expenses relating to hospitalization.

"La Clinica" of the Policlinico Casilino has activated numerous agreements with the majority of organizations and/or funds that manage health policies, for the provision of both outpatient and inpatient services. Reimbursement procedures for health insurance policies and supplementary funds may vary depending on the company and fund.

The insurance agreements and agreements are constantly updated, therefore we advise patients to always inquire directly with their insurance company and/or body to verify in advance the terms, conditions and methods for taking advantage of the agreement. The Administrative Offices of "La Clinica" are however available for any information relating to the procedures for activating insurance/provident funds.

To find out about all the agreements activated at "La Clinica" consult the page:

www.laclinicapoliclinicocasilino.it/la-clinica/#convenzioni/

The Clinic offers the following services:

- laboratory analysis
- specialistic examinations
- radiological and diagnostic imaging tests
- digestive endoscopy procedures
- outpatient surgery
- medical and surgical hospitalizations

The patient, via email or telephone, will receive all the information necessary to carry out the healthcare services he needs: where to go, the cost, times and any indications for preparation. On the appointed day the patient must go to the "La Clinica" Administrative Offices to carry out the various administrative

procedures : acceptance, payment, presentation of the insurance and/or agreement documents; will then be directed to the relevant department and/or service to carry out the service.

Please note that some insurance companies allow users to book exams and services directly on their websites.

How to book

- **Specialist outpatient visits** - tel. 06 23 188 880 (MON-FRI: 8:00 – 19:00 / SAT: 8:00 – 14:00)
e-mail prenotazioni@laclinicapoliclinicocasilino.it
- **Booking of hospitalizations, surgeries and endoscopies** - tel. 06 23 188 569
e-mail ufficioricoveri-endoscopie@laclinicapoliclinicocasilino.it
- **Admissions administration secretariat** - tel. 06 23 188 779
e-mail amministrazione@laclinicapoliclinicocasilino.it

It is possible to request health services in the following specialties:

- Allergy and Immunology
- Anesthesia
- Cardiology
- General and Emergency Surgery
- Plastic and Reconstructive Surgery
- Vascular surgery
- Dermatology
- Endocrinology
- Gastroenterology and Digestive Endoscopy
- Respiratory system diseases
- Infectious diseases
- Physical Medicine and Rehabilitation
- Internal Medicine
- Nephrology
- Neonatology
- Neurology
- Ophthalmology
- Oncology
- Orthopedics and Traumatology
- Obstetrics and Gynecology
- Pediatrics
- Food Sciences and Dietetics
- Urology and Andrology

You can consult the website <https://www.laclinicapoliclinicocasilino.it/>

4. REQUEST AND COLLECTION OF HEALTH DOCUMENTATION

It is possible to request and obtain, a true copy of the original, the health documentation upon payment of the secretarial fee:

At the time of the request it is necessary to fill in a specific form in which to indicate the data relating to the patient and the type of hospital service of which a copy is requested (the department in which the hospitalization took place and the period in which it occurred).

There is no urgency for health documentation, but it is granted in the case of serious health reasons documented by a specialist, at a cost of €10 (the request will be processed within 10 working days).

PROCEDURE FOR REQUESTING HEALTH CERTIFICATION

Request and collection at the cup counter

The request for a copy of medical records can be made directly by the person holding the certification or by another authorized person (parent exercising parental authority, guardian, heir, support administrator or guardian). It is possible to download the substitute declaration for the collection of the health certification, at the link: www.policlinicocasilino.it/ritiro-referti/

To make the request go to:

- CUP COUNTERS (Building C – Ground floor), from Monday to Friday from 2.30pm to 6.30pm.

It is possible to request and obtain, a true copy of the original, the health documentation upon payment of the secretarial fee:

- Folder Day Hospital/Day Surgery Clinic (cost €15)
- Medical records for other departments (cost €25)
- Intensive Care Medical Record (cost: €30)
- First Aid Kit (cost: €5)
- Certificate of outpatient services (cost: €6)
- Certificate of hospitalization after discharge (cost €2)
- Copy of radiological examination report on CD or DVD (cost €10)
- Folder outpatient /APA cost (€10)

The medical record is issued in an authentic paper copy - for records stored in the archive within 15 days of the request - following payment of the secretarial costs; in the event that, at the time of the request, the documentation is not complete, it will be available within a maximum of 30 days.

The health certification can also be requested and collected by a third person with written authorization. The proxy must be signed by the person entitled and be accompanied by:

- photocopy of the valid identity document of the holder of the health documentation
- photocopy of the health card or tax code of the holder of the health documentation
- photocopy of the valid document of the person delegated to request and/or collect the health documentation.

Request for shipping of the health certification

The form with the request to send the certification must be forwarded:

- by fax to the number 06 23188419 or by e-mail to the email address ufficio.cup@eurosanita.it

The medical record is issued in an authentic paper copy (it is not sent via email) - for records stored in the archive within 30 days of the request - following the advance payment of the secretarial costs including shipping; in the event that, at the time of the request, the documentation is not complete, it will be available within a maximum of 45 days.

You can download the form to request shipment of the health certification, at the following link: www.policlinicocasilino.it/ritiro-referti/

The form must be accompanied by the following documentation:

- Copy of the identification document of the applicant and entitled person.
To request the medical records of a minor or by authorized persons (guardian, heir, support administrator or curator), the self-declaration form for the collection of the health certification must also be attached. It is possible to download the substitute declaration for the collection of the health certification, at the link: www.policlinicocasilino.it/ritiro-referti/
- Copy of the payment receipt for the required documentation (made by advance bank transfer, to the current account indicated in the form).

Online Request – Free with SPID or CIE

The first copy of medical records related to a hospital stay can be requested **free of charge online** using SPID or CIE, by accessing: copiacartellagrattuita.policlinicocasilino.it

The requested medical documentation will be made available according to the following timeframes:

- A. Request submitted after the patient's discharge: within 30 days from the date the request is submitted.
- B. Request submitted during the patient's hospitalization: within 30 days from the patient's discharge date.
- C. Request submitted during the patient's protected discharge period: within 60 days from the date the request is submitted.

Notification of the publication of the documentation on the portal will be sent via SMS.

The documentation will remain available online for 30 days from the date of publication; after this period it will be automatically removed from the portal and cannot be restored.

5. PROTECTION OF CITIZENS

PROTECTION TOOLS

Information and reporting office - reception of foreign citizens

Eurosanità recognizes and values users' right to clear and exhaustive information and promotes listening activities, considering it an important resource for improving the quality of services and performances provided at the Policlinico Casilino.

In order to facilitate the communication and information process between the Company and Users, the Policlinico Casilino has established the Information and Reporting Office, placing it on the staff of the General Management.

The Information and Reporting Office, located in the main entrance of Building C, offers welcome and orientation to users and guarantees information regarding services, methods of access to healthcare services and treatment paths.

The Information and Reporting Office observes the following opening hours to the public:

- from Monday to Friday – from 07:00 to 19:30
- Saturday – from 07:00 to 13:00

Contacts:

Telephone: +39 06 23188305 - e-mail: informazioni@policlinicocasilino.it

The dedicated Operators ensure the management of complaints through the timely initiation of the specific administrative procedure or by intervening for an immediate resolution of the problem represented, where possible.

Specifically, the Information Office of the Policlinico Casilino ensures:

- information on health activities and services and regarding the methods of access and provision of services (times, locations, necessary documents);
- the issuing of STP and ENI cards;
- listening , orientation and support in resolving critical issues;
- the implementation of suggestions, needs and reports;
- the collection and management of reports (from complaints to commendations) that users wish to bring to the attention of the General Management;
- the distribution of information material relating to the health services offered at the Policlinico Casilino and any connected or affiliated facilities.

The Information Office reports to the General Management through a six-monthly report on reports. This activity helps to guide company choices, with a view to effective collaboration in formulating improvement proposals, with particular attention to updating information and organizational and logistical aspects.

Reports

Praise or suggestions can be presented at the Information Office of the Policlinico Casilino in the following ways:

- contact at the counter
- contact of the user on 06 23188305
- e-mail : segnalazione@policlinicocasilino.it

To guarantee the protection of personal data and/or data relating to health as well as the confidentiality of information relating to patients/users of Eurosanità SpA, the **presentation of requests for information relating to medical assistance received and/or in progress as well as the presentation of reports**, must comply with the methods and terms indicated on the following page of the site: <https://www.policlinicocasilino.it/segnalazioni-richieste-informazioni-sistenza-medica/>

STP/ENI

The Information Office of the Policlinico Casilino ensures the issuance of health care certificates for foreigners temporarily present (STP or ENI card) who benefit from the hospitalization services at the Policlinico Casilino.

The counters issue the ENI (non-registered European) and STP (temporarily present foreigner) codes, according to the indications and procedures of the Lazio Region.

At the Information Office, the information documentation and forms necessary for issuing the STP/ENI card are available in Italian, English, French, Bulgarian, Romanian and Polish.

PREVENTION OF HEALTHCARE-ASSOCIATED INFECTIONS (ICA)

Our facility adopts preventive measures to reduce the risk of healthcare-associated infections.

Procedures for hand hygiene, sterilization and environmental sanitation, appropriate use of personal protective equipment (PPE), and active surveillance of infectious events are implemented. Staff are trained in accordance with regional and national protocols. Patients receive information on appropriate behaviors during hospitalization.

The following procedures are implemented:

- Hand hygiene: mandatory for all healthcare staff, with support for proper hygiene practices for patients and visitors, in accordance with WHO recommendations and regional protocols.
- Sterilization and disinfection of instruments: all medical and surgical devices are sterilized and maintained according to validated protocols, with full traceability.
- Environmental sanitation: rooms, inpatient areas, operating theatres and common areas are regularly sanitized following standardized procedures, monitored through checklists and periodic audits.
- Proper use of PPE: all staff receive training on personal protective equipment, including procedures for donning and disposal, and appropriate use according to clinical risk.
- Continuous staff training: periodic refresher courses and mandatory training on HAI prevention, hygiene regulations and the management of potential infectious outbreaks.
- Patient information: each patient receives clear instructions on behaviors to follow during hospitalization (personal hygiene, visits, reporting symptoms) in order to contribute to infection prevention.
- Involvement of family members and visitors: clear guidelines on access rules, hygiene and the use of PPE in common areas and inpatient wards.

The facility also ensures periodic verification of the effectiveness of preventive measures through internal audits and monitoring of key safety indicators, ensuring continuous improvement in the quality and safety of care.

THE HOSPITAL INFECTIONS COMMITTEE (C-ICPA)

In 2014, the C-ICPA, Committee for the surveillance and control of infections related to healthcare processes, was established at the Policlinico Casilino.

The Committee is responsible for defining the strategy against hospital infections, in particular the aspects concerning the organization of the surveillance system, the prevention measures, the appropriate involvement of the laboratory services, the method and means for informing the staff, the verification of the effective application of the surveillance and control programs of their effectiveness and the training of staff.

QUALITY

The structure's primary commitment is to achieve the satisfaction of the patient's needs, with whom it wants to build a relationship of trust, based on the widespread transparency of every act, both administrative and healthcare.

Quality improvement has the objective of raising awareness, creating culture, motivating, focusing staff attention on the founding principles of a quality system, and on structural, logistical and relationship improvement with the citizen-patient.

The overall improvement of the conditions of accessibility and reception of the services offered by the Policlinico Casilino, starting from the simplification of the booking and payment procedures for services, up to the redevelopment of the front-office function and the creation of quality and comfort standards in all waiting places.

The improvement of the conditions for using services, through the creation of infrastructures aimed at optimizing hospital routes.

Organization of departments by care complexity and intensity of care to guarantee global care of patients with specifically dedicated staff modulated in quantities proportional to the intensity of the need.

The strong commitment to auditing and the planning of clinical-care pathways:

- Improvement of signs and internal routes
- Expansion of the offer with technology
- Greater attention to the discharge processes for patients with more significant problems through the creation of close collaboration between the Polyclinic and the treating doctors
- Respect for the environment in such a way as to guarantee the common interest of sustainability and energy saving.

With a view to continuous improvement, it is very important to have feedback and information on the experience that the patient has had within our hospital. For this reason, starting from 2016 the Policlinico Casilino has carried out the survey of the quality of care perceived by users through the administration of a questionnaire (so-called Customer survey Satisfaction).

The analysis and results of the surveys conducted are published on the page:

www.policlinicocasilino.it/customer-satisfaction/

Quality Standards and Commitments to Citizens

Policlinico Casilino S.p.A. undertakes specific commitments towards citizens in order to guarantee healthcare services based on principles of quality, safety, transparency and attention to the individual.

In particular, the facility undertakes to:

- ensure clear and accessible information on how to access services and on the healthcare services provided;
- ensure the release of medical documentation within the established timeframes;
- provide responses to complaints and reports from users within the established timeframes;
- promote listening and dialogue with citizens also through the Public Relations Office (URP);
- use users' reports and suggestions for the continuous improvement of services.

The declared commitments are monitored within the framework of the facility's Quality Management System and constitute a reference for activities aimed at the continuous improvement of services.

RIGHTS AND DUTIES OF CITIZENS

The patient must be the first actor in the choices that concern his health; the participation of the patient and his family is fundamental, given the positive effects on treatment adherence, safety and health outcomes.

To increase the safety level of your hospital stay there are things that the patient and family can do.

COMMUNICATION

- Good communication is important. Ask questions if something is unclear or if you are undergoing surgery or therapy
- Healthcare personnel entering the room should introduce themselves and explain the reason for their presence. If not, the patient can ask for clarification
- Inform staff whenever you believe your health condition has changed
- Notify the doctor or nurses of any type of symptom
- Inform the nursing staff if you wish to leave the ward
- When you are discharged, you need to be aware of what you can do at home and what medications you need
- Ask what the date of the next appointment is (if scheduled)

REDUCTION OF INFECTIONS

- Wash your hands and ask your family and visitors to do the same
- Ask doctors, nurses and other healthcare workers whether they have adopted safety hygiene measures
- Do not enter other patients' rooms

PATIENT IDENTIFICATION

Before each procedure or test, expect to be asked for your first and last name and date of birth for correct identification.

INFORMED CONSENT

Depending on the treatment you are undergoing, we will ask you to sign a medical and data processing consent form. Make sure you have read and understood the information before signing the forms. Have the information contained in the documentation received explained to you, in words you can understand.

SECURITY OF PERSONAL EFFECTS

The Policlinico Casilino is a public place. For valuables, in the departments, there is a safe for storing patients' personal effects.

DRUG SAFETY

Upon entering the hospital for hospitalization, the patient must bring with him the drugs used or the necessary information on the drugs taken, prescribed by the doctor. The patient must inform the healthcare professional of any allergies or adverse reactions to drugs or foods.

Upon discharge, the patient is formally provided with all the information relating to the prescription of drugs and how to take them

FALL RISK PREVENTION

The patient must:

- Tell the nurse if you have difficulty walking and ask for support when you get out of bed
- Make sure, when he is in bed, he can easily reach the alarm and help systems or anything else he needs. If this is not guaranteed, ask for the support of healthcare personnel to ensure this condition.

SAFETY INFORMATION

Information on the safety of patients, users, companions and visitors is made known through specific signs whose contents concern the management of emergencies, behavioral rules, danger signs (e.g. radiation, etc.) and anything else necessary to ensure the health and safety of users.

PRIVACY AND CONFIDENTIALITY

The "Policlinico Casilino" undertakes to process the personal and particular data (data relating to health) of the citizen/user/patient in compliance with their fundamental rights and dignity, with particular reference to privacy and confidentiality, in relation to personal identity of the individual subject (respecting confidentiality in interviews, courtesy distances, news/information to third parties on the state of health, subject to the consent of the interested party, in the emergency room and in the departments).

In particular, the structure guarantees the protection of privacy through:

- calls to the waiting rooms
- collection of reports by adopting solutions aimed at respecting, in relation to health services or administrative obligations, an order of precedence and calling of interested parties, regardless of their nominative identification
- protection of personal data collected using data minimization techniques and adequate IT security measures
- creation of the health dossier subject to specific consent from the interested party
- forms made available to users for the exercise of their rights regarding privacy and included on the site www.policlinicocasilino.it/modulistica-pazienti

6. OTHER SERVICES AND USEFUL INFORMATION

PATIENT ASSISTANCE SERVICE (SAP)

The Policlinico Casilino makes the Patient Assistance Service (SAP) available to citizens. The SAP is a listening, support and connection service with the social and territorial network for patients hospitalized at the Policlinico Casilino. It represents a multidimensional connection space in which users can be listened to, advised and directed in the area.

The SAP activities in our hospital are:

- Assistance to the patient during hospital stay, in the delicate phase of discharge and upon returning to one's home;
- Support to departments to facilitate patient discharge;
- Organisation, upon request, of transfers to suitable public healthcare facilities for continuity of care: rehabilitation, post-acute care, long-term care, hospice , etc.;
- Connection and exchange with the territorial network through contact with the competent territorial structures to which users will be directed;
- Support to the Health Directorate in reporting to the juvenile court for those situations of risk for minors (drug-addicted parent, psychiatric, etc.), as well as abandoned newborns.

The service is carried out by social workers.

CLINICAL TRIALS OFFICE

Over the years, the Policlinico Casilino has taken on an increasingly active role in the national and international scenario of Biomedical Research, becoming part of the reference centers in the Clinical Trials sector. Several factors have favored the development of interesting research initiatives: the presence of the University of Rome Tor Vergata in the management of part of the care functions, the highly qualified staff, the use of latest generation technologies and the high number of patients, who enrich the clinical case history on a daily basis.

Clinical trials, whether sponsored or "non-profit", of an observational or interventional nature, are carried out in compliance with current legislation on clinical studies, in accordance with the principles of the Declaration of Helsinki and the Oviedo Convention, in accordance with the Good Clinical Practice (DM 15/07/1997 and subsequent amendments) and in compliance with the laws on the prevention of corruption and privacy.

In order to optimize the specific work processes and regulate the administrative, organizational and economic aspects connected to the conduct of Clinical Trials, the Company established a specific Service, the Clinical Trials Office, in September 2016.

The Clinical Trials Office of the Policlinico Casilino carries out the administrative, accounting and organizational activities connected to the start and execution of Clinical Studies.

The Lazio 2 Ethics Committee, with operational headquarters at the ASL Roma 2, expresses binding opinions on the Observational and Interventional Studies to be launched at the Policlinico Casilino. In addition to the function of evaluating and approving the Study Protocols, the Ethics Committee carries out monitoring and control activities.

Clinical Trials Office

Operational headquarters: Via Casilina, 1049 – Rome

Contacts: Tel. 06 23188421 – Fax 06 23188424 - e-mail: bioetica@policlinicocasilino.it

DONATE BLOOD

The Association of Blood Donors and Volunteers Roma Est odv has the aim of contributing, through the promotion of voluntary, periodic, responsible, anonymous and free donation, to the blood needs of the hospitalization and treatment facilities of ASL ROMA 2 (formerly ASL ROMA B), as well as regional and national self-sufficiency of blood, blood components and blood derivatives.

Founded in 2008 with the name “Gruppo Donatori Policlinico Casilino”, since 2017 the Association has taken the name of “Blood Donors and Volunteers Roma Est”.

Since its establishment, the Association has given rise to numerous initiatives dedicated not only to the collection of blood, but has also oriented its activities towards raising awareness among all citizens of the culture of blood donation, actively collaborating with other Associations and with local institutions.

All information is available on the website: <https://www.donasangueromaest.org/>

USEFUL INFORMATION

Refreshment points

The Polyclinic is equipped with various refreshment points which respect the following opening hours:

Central Bar, with adjoining newspaper shop, located on the ground floor of building C, open from Monday to Saturday, from 6.30am to 8pm, Sunday and holidays from 7am to 7pm

Bar located on the ground floor of building A, open from 7.30am to 7pm, excluding Sundays and public holidays.

ATM service

Inside the hospital there is an ATM of the Monte dei Paschi di Siena bank, on the ground floor of building C.

Spiritual assistance

In recognition of the transcendental dimension of each person, a spiritual assistance service is provided, entrusted to Catholic priests belonging to the Order of the Mother of God (Leonardini Fathers). This assistance includes, among other activities: the celebration of Holy Mass in the Hospital Chapel (Building C, floor -2), the administration of the sacraments, prayer and personal dialogue. The service is offered to patients, their families and anyone in the facility who considers it to be in need. Access to services is guaranteed through the continuous visit of the chaplains and their assistants to the departments or by requesting it from the department staff, who inform the ministers.

As regards emergency interventions (baptism or anointing in danger of life) there is a 24-hour on-call service available.

For patients who profess a faith other than Catholic, contact the hospital chaplains to be put in contact with the ministers of the respective religions who, upon request, will be informed.

Useful Numbers

- **SWITCHBOARD:** +39 06 231881
- **INFORMATION AND COMPLAINTS OFFICE:** +39 06 23188305
- **REGIONAL CUP (APPOINTMENT CENTER):** 069939
- **MEDICAL DIRECTORATE:** +39 06 23188234
- **OSPEDALE AMICO:** +39 06 86358560
- **LA CLINICA:** +39 0623188880