



## **EXTRACT OF CHARTER OF SERVICES OF THE CASA DI CURA IGEA**

Medical Director: Dr. Clelia Basile

### **HOW TO REACH THE CASA DI CURA IGEA**

The Casa di Cura IGEA is located in Via Marcona, 69. It has an entrance for ambulances from the driveway and lift in the courtyard for stretchers and disabled, it is also accessible from the entrance of Via Piolti de' Bianchi, 17 (disabled access) and Via Hajech, 20.

The outpatient departments are located at the headquarters in Via Marcona 69, in Via Piolti de' Bianchi 3 and 17, Via Hajech 20 and Via Dezza 48. All departments are wheelchair accessible.

The clinic is serviced by public transport urban and suburban.

For lines and schedules please consult the following websites: [www.atm.it](http://www.atm.it) - [www.trenord.it](http://www.trenord.it)

### **To Contact Us:**

Switchboard (40 lines)	02-70.142.1
Fax	02-70.142.536
Reservations outpatient services	02-70.142.555
Office of Admissions	02-70.142.351/353
Reservation P.E.T. / TC.scan	02-70.142.574
Public Relations Office	02-70.142. 441/351

### **INFORMATION SERVICE**

To facilitate the users the Casa di Cura IGEA has the service **Switchboard - Reception** at the entrance.

The signaling system is simple and effective, and allows users to move easily within the structure and to easily identify the different departments. In the public places are illustrated leaflets containing detailed information on the structure.

The identification of staff, at your disposal for any further information is facilitated by the use of the uniform and identification card.

## **TYPE OF BENEFITS PROVIDED**

Casa di Cura IGEA is a modern polispecialistic clinic with 90 beds and two beds technicians. It receives users in excellent environmental, structural and comfort conditions and provides services and performance of the diagnosis and treatment aimed at solving the health problems of the patient.

## **DEPARTMENTS**

<b>DEPARTMENT OF MEDICINE</b> <i>Responsible Dr. E. Schwarz</i>
<b>Units</b>
Cardiology
General Medicine
Day Hospital
Macro Ambulatory High Complexity Dealership (MAC)

<b>DEPARTMENT OF SURGERY</b> <i>Responsible Dr. C. Corona</i>
<b>Units</b>
General Surgery
Ophthalmology
Orthopedics and Traumatology
Urology
Medical Assisted Procreation 2nd Level
Neurosurgery
Post Operative Intensive Care
Day Surgery
Low Complexity Operative Dealership Surgery (Bic)

Departments take advantage of all the support services for internal and those affiliated with other structures.

## DEPARTMENT OF LABORATORY MEDICINE

Responsible **Dr. A. Cantù**

The **Service of Laboratory Medicine** is licensed and accredited with the SSN for the delivery of services to outpatients and inpatients; is directed by a qualified biologist, assisted by biologists and medical specialists, laboratory technicians and nursing staff, administrative and auxiliary.

Access to the services offered by the Service of Laboratory Medicine is directed by exhibiting the prescription of the family doctor.

Samples taken for laboratory tests are performed everyday from Monday to Saturday, from 7:30 am to 10:00 am without an appointment in via Piolti de' Bianchi, 3.

## IMAGING

Responsible **Dr. M. Cappelletti**

The **Service of Diagnostic Imaging** has advanced equipment. The installed equipment are highly sophisticated and the latest generation. All exams are digitized and encoded according to the standard "DICOM " and through the "RIS/PACS " we can create, display, and distribute all images, both for the purposes of reporting to archiving.

For RX contrast, TC scan and RMN, as well as electronic archiving of the entire examination and report on system " RIS/PACS", viewable on the wards, there is the release of a CD containing the images of the examination and the report of the same.

The **Section for Magnetic Resonance** proposes the application of the technique in the field:

- **Neurological - Angiography - Internal Medicine**

The performance of diagnostic imaging are provided in the two structures as specified below.

### **Diagnostic Imaging - First Service Via Marcona, 69**

- Traditional Radiology - Medical Exams contrastographic in presence of Anaesthetist
- Ultrasound Internistics - Obstetrics - Gynecology - Breast - Pelvic - Prostate - Transrectal - Transvaginal - Osteoarticular
- Mammography
- highfield open MRI : the most advanced technology that exists today
- Computed Tomography Multilayer **Somatom Definition Flash**

### **Diagnostic Imaging - Second Service Via Dezza, 48 (at the Casa di Cura Privata del Policlinico )**

- Traditional Radiology
- Ultrasound Internistics - Gynecology - Breast - Pelvic - Prostate - Transrectal - Transvaginal - Osteoarticular
- 2 Magnetic Resonance open high-field (1.5 Tesla ) magnets shorter exist today

## NUCLEAR MEDICINE

Responsible **Dr. A. Triulzi**

**Nuclear medicine** has advanced instrumentation including a hybrid Tomograph that matches the tomograph Positron Emission Tomography with Computerized Tomography recently acquired.

Benefits payable:

- PET-TC - Positron Emission Tomography / Computed Tomography

Specifically, **PET** is a **noninvasive diagnostic technique of nuclear medicine**, very useful in various medical fields such as oncology, neurology, cardiology, orthopedics and infectious inflammatory disease. A fundamental characteristic of PET is to **provide detailed and precise information on the metabolism of organs and tissues of the human body**, following the behavior of some molecules (first of all those of glucose). The correct operation of the PET is linked to the introduction of a radiopharmaceutical (in most cases it is fluorodeoxyglucose )

intravenously. The TC is instead a **diagnostic test performed by X-ray apparatus that allows the acquisition of images of the structure and/or form of the various human tissues.**

The PET- TC is therefore able to **simultaneously obtain images of metabolism (by PET ) and structure (from the TC )** , allowing the acquisition of information about the anatomy of the tissues examined.

## **OCCUPATIONAL HEALTH AND ENVIRONMENTAL HYGIENE**

*Coordinator: Dr. G. Pianosi*

Via Marcona, 44 – 20129 Milano

Phone: 02/7526.141 - Fax: 02/7526.1444

E\_mail mdl@casadicuraigea.it

The Division of Occupational Medicine and Environmental Hygiene place at all types of companies and enterprises control of the working environment and in particular specializes in :

- assessment of environmental risk factors
- planning and implementation of health checks required by the regulations and assessment of each side as laboratory tests, specialist visits and tests
- design of prevention interventions
- specialist advice and collaboration in the drafting of the document risk assessment
- measurements and dosages related to pollutants, in order to ensure the protection of workers' health and the environment.

## **THE SPECIALISTIC CLINIC**

Casa di Cura IGEA offers the opportunity to book health benefits :

**by phone** 02/70142.555

**going in person** to the booking points (Via Piolti Via de' Bianchi 3 and Via Dezza 48)

**e\_mail** prenotazioni@casadicuraigea.it

For appointments under an agreement with the National Health Service (SSN) is required to be in possession of a valid prescription of their patient's family doctor or medical specialist accredited SSN completed with the diagnostic question.

All payments of the prescribed fees will take place during the acceptance phase, prior to the delivery of the service itself

### **Via Marcona, 69**

- Visits Specialist
- Exams Diagnostic Equipment
- Examination of Diagnostic Imaging (First Service )

### **Via Piolti De' Bianchi, 3**

- Visits Specialist
- Laboratory tests
- Exams Diagnostic Equipment
- Investigations of Nuclear Medicine (PET - TC)

### **Via Dezza, 48** (at the Casa di Cura Privata del Policlinico)

- Examination of Diagnostic Imaging (Second Service )

## **SERVICES PERFORMED AT THE SPECIALIST CLINIC**

### **Allergology / Dermatology**

- Visits Specialist
- Allergologic Tests - Test Exposure to Drugs

### **Angiology / Vascular Surgery**

- Visits Specialist
- Color Doppler Ultrasonography of Jars

### **Cardiology**

- Visits Specialist
- E.C.G.
- Ergometry (Stress Test)
- Holter - Ambulatory Blood Pressure Monitoring
- Color Doppler Ecocardio

### **General Surgery**

- Visits Specialist

### **Dermatology**

- Visits Specialist - Interventions with diathermo

### **Dietetics**

- Visits Specialist - Dietary Programs Custom

### **Endocrinology / Diabetology**

- Visits Specialist

### **Laboratory tests analysis (withdrawals)**

### **Gastroenterology / Surgery and Endoscopy**

- Visits Specialist
- Videoendoscopy of -Gastro - Esophagus Duodenum , Colon and Rectum
- Breath Test

### **Nuclear Medicine**

- P.E.T. / T.C. (Positron Emission Tomography / Computed Tomography )

### **Internal Medicine**

- Visits Specialist

### **Nephrology**

- Visits Specialist

### **Neurosurgery**

- Visits Specialist

### **Neurology**

- Visits Specialist
- Electroencephalogram
- Electromyography

**Ophthalmology and Orthoptic**

- Specialist visits - exercises orthotics - Laser - Visual fields
- Excimer Laser
- OCT
- Fluorangiography
- Pachimetrie - Topographies

**Oncology**

- Visits Specialist

**Physical Medicine and Orthopedics and Traumatology**

- Visits Specialist - Leaks articular

**Obstetrics and Gynecology**

- Visits Specialist - Pap Test

**Otolaryngology**

- Visits Specialist
- Consideration Audiometry - Cochleovestibular - Impedenziometric - Fibrolaringoscopia

**Pneumology**

- Visits Specialist - Computerized Spirometry

**Psychiatry - Clinical Psychology**

- Visits Specialist

**Rheumatology**

- Visits Specialist

**Urology**

- Visits Specialist
- Uroflussodinamic and complete urodynamic examination
- Urogenital Instillations - Urethral dilatations
- Pelvic Floor Exercise
- urethrocystoscopy

**Service Medically Assisted Procreation (PMA)**

### The Hospitalization

Casa di Cura IGEA ensures the planned admission .

The request for admission of a patient at the Casa di Cura IGEA must be completed by:

- your family doctor
- a Physician Specialist working in S.S.N.
- Medical Personnel from the Territorial
- the Medical Practitioners working at the Casa di Cura IGEA.

### Payment Services

The Clinic provides activities in solvency, both for admissions and for outpatient services , and has an agreement with a number of Insurance, Companies, Pension Funds, Supplementary Provisions, Mutual, the provisions of which the Casa di Cura IGEA abides.

### Comfort and ancillary services

The patient rooms are equipped with private bathroom, heating-ventilation (hot /cold), color TV,- Public areas at the hospital floors are disabled facilities, waiting rooms equipped with color TV and hot beverage machines , mineral water , cold drinks and snacks. In the customer satisfaction questionnaire was an entry for assessing the quality of comfort.

### The Resignation

At the time of discharge will be released the report to the treating physician with any therapy to be followed and the list of possible checks.

### Request of Copies of the Hospital Medical Records

Copies of hospital medical records must be obtained from the Admissions Office in the days and hours of opening to the public.

Copies folders Ambulatory / BIC / MAC can be obtained from the clinic with the same mode.

The requested copy will be delivered to the patient or person authorized by him, in the manner prescribed by law.

### The visits to patients

Casa di Cura IGEA has established the following schedule for visits to patients:

From 17:00 to 18:00 on weekdays.

From 10:30 to 11:30 and from 15:00 to 19:00 on Saturdays, Sundays and public holidays.

Note also that access is forbidden for children under 12 years.

For special needs or requests, the Medical Department, may grant permission visit at times other than those stated above.

Patients are asked not to leave the department and not spend time in the outdoor and public areas after 21.00.

## PUBLIC RELATIONS OFFICE

Responsible: Dr. G. Iosa

E-mail: [urp@casadicuraigea.it](mailto:urp@casadicuraigea.it)

Under the direct contact with the public, the Public Relations Office activates initiatives aimed at overcoming any shortcomings and receive any comments, requests or complaints presented by persons or associations or representative bodies.

Casa di Cura IGEA guarantees the protection of the citizen through the possibility of complaint following an alleged inefficiency received, action or behavior which have denied or limited the usability performance.

The mode of presentation of claims is governed by specific regulations.

The Citizen / users may submit a complaint to the person in charge of URP or its designee by providing their comments orally, or may deliver a written complaint using the form or on plain paper.

## **BOOKING AND ACCEPTANCE**

### **Exams and Visits**

BOOKING: Phone 02-70142555

E-mail: prenotazioni@casadicuraigea.it

E-mail: pet@casadicuraigea.it (for reservations and information PET)

In person at Via Piolti De' Bianchi, 3

From Monday to Friday: from 7:30 to 19:00

Saturday: from 8:00 to 13:00 hours

ACCEPTANCE:

From Monday to Friday from 7:30 to 19:00

Saturday from 7:30 am to 12:00 pm

DEPARTMENT OF LABORATORY MEDICINE ( WITHDRAW )

From Monday to Saturday from 7.30 am to 10.00 am

### **Documents required**

Documentation required for acceptance at the clinic for specialist services provided in agreement with the SSN includes:

- The Health Insurance Card (EHIC) of the National Health Service
- The prescription made by the attending physician on the appropriate Recipe Regional/National,
- Any card for exemption.

Documentation required for acceptance at the clinic for specialist services provided as a solvent includes:

- A valid ID
- The Health Insurance Card (EHIC) of the National Health Service
- The prescription made by the treating physician , complete diagnosis

The procedure for acceptance of the Clinic provides for the delivery to the withdrawal form with proxy (if any), indicating the date and manner of withdrawal reports .

### **Admissions to hospitalization**

INFORMATION Phone 02-70.142.351/353

ACCEPTANCE OF ADMISSIONS

From Monday to Friday hours: from 7:30 to 18:00

Saturday: from 8:00 to 12:30 hours

### **Documents required**

Documents required to proceed in admission includes:

- A valid ID
- The Health Insurance Card (EHIC) of the National Health Service
- the requirement for admission made by the treating physician
- any medical documentation to support the patient.