

USEFUL INFORMATION

F.A.Q.

WHEN SHOULD I ACCESS THE EMERGENCY ROOM ?

The Emergency Room is a healthcare service that provides 24-hour assistance (Savigliano and Mondovì) in emergency and urgent medical situations, i.e. acute, non-deferrable conditions that require immediate evaluation and intervention.

It is appropriate to go to the Emergency Room in the presence of :

- acute or sudden clinical conditions ;
- rapid and significant worsening of health status ;
- situations that cannot be safely managed by postponing access to hospital health services.

The Emergency Room does not replace local health services and is not recommended for minor, chronic or preventable health problems. For such issues, it is advisable to contact your general practitioner, paediatrician, Continuity of Care facility or local clinics.

HOW DOES EMERGENCY ROOM ACCEPTANCE WORK ?

Upon arrival, the citizen is welcomed by nursing staff who perform registration and triage. Access to the service can be either directly or through the 118 local emergency system .

Further information is available in the information sheet that was given to you by the nurse at the time of triage



WHAT IS TRIAGE AND WHY IS IT NECESSARY?

Triage is a structured nursing assessment that allows for the assignment of a colour/numeric priority code for access based on the severity of clinical conditions, regardless of the order of arrival .

Triage is necessary :

- to ensure immediate assistance to the most serious patients in real danger of life ;
- to ensure appropriate and safe use of health resources ;
- to protect all patients present in the Emergency Room .

During the waiting period, the patient's clinical condition is monitored and reassessed; the assigned code may be modified if the patient's clinical condition changes .

After triage, you will be given a sheet of paper indicating the number you will be called under for the appointment, the colour code you have been assigned and the treatment area .

In the event of equal priority codes, priority is given to children, the elderly, vulnerable individuals and to persons with disabilities or mental disorders .

1	ROSSO	EMERGENZA
2	ARANCIONE	URGENZA
3	AZZURRO	URGENZA DIFFERIBILE
4	VERDE	URGENZA MINORE
5	BIANCO	NON URGENZA

WHAT ARE FAST TRACKS?

Fast Track is an organisational process that allows, in selected cases and according to company procedures, direct referral of the patient, following triage, to the specialist without a consultation with the Emergency Room Doctor .

It is active during peak hours at the Emergency Rooms of Savigliano and Mondovì and is reserved for patients with a white, green or blue code, with non-urgent single-specialty problems, compatible with the exclusion criteria established by the Triage Doctor/Nurse .

The specialties involved are :

- Gynaecology ;
- Ophthalmology ;
- Otorhinolaryngology ;
- Orthopaedics .

In the absence of the need for further investigations, discharge is performed directly by the specialist .

HOW IS THE PAEDIATRIC PATIENT MANAGED ?

Children and young people up to 16 years of age are accepted and treated at the Emergency Room and are seen by the Paediatrician on duty (Savigliano and Mondovì) or by the Emergency Room Doctor (Saluzzo and Ceva)

The consultation can be performed at the Emergency Room or at the Paediatrics Department, depending on the clinical conditions and the organisation of the service .

Discharge is always arranged by the paediatrician, to ensure appropriate care.

IS A TICKET REQUIRED ?

For admissions classified as code white, a 25 Euro fee is payable upon discharge (Law no. 296/2006). Further information is available in the information sheet given to you by the nurse during triage and displayed on the relevant signs

PROCEDURES DEDICATED TO VICTIMS OF VIOLENCE

The ASL CN1 Emergency Room guarantees a dedicated, protected and confidential procedure for victims of violence .

The procedure includes :

dedicated healthcare ;

protection of privacy and security ;

activation of the Pink Code (for women);

connection with the territorial network and the police forces ;

exemption from paying the ticket .

In cases of crimes that are automatically prosecutable, healthcare workers are required to report the matter to the Judicial Authority, as required by the current legislation.



WHAT ARE THE REGULATIONS ON ASSAULTS IN EMERGENCY ROOMS?

The Emergency Room is a place of care and protection for patients and staff .

Verbal or physical aggression towards healthcare personnel constitutes a crime and is prosecuted under current legislation (Art.583 of the Criminal Code – Law 113/2020 – Legislative Decree 137/2024 (converted into law)

The ASLCN1 Emergency Room has video surveillance systems available to public safety authorities .

Collaborative behaviour and compliance with staff instructions help ensure safety and quality care for all .



FINAL NOTE

Appropriate use of the Emergency Room ensures timely assistance to those in the most serious conditions and maintains the efficiency of the service for the entire community .

For information or clarifications, please always contact the staff .

If certifications or supporting documents are required for work reasons, it is important to notify the administrative staff or the Emergency Room Doctor during access to the service in order to allow such requests to be fulfilled.