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INTRODUCTION

This guide contains some information about your rights, responsibilities and behaviour during hospitalisation, which we hope will make your stay easier.

A multidisciplinary team will take care of you during your stay by deploying human resources, tools and operational skills through personalised care and assistance for patients and in welcoming and communicating with family members.

HOSPITAL LOCATIONS

CEVA: the "Poveri Infermi" hospital is located in San Bernardino, 4.

It is located close to the city, at the intersection of the main roads 28 and 28 bis and is near the Turin - Savona motorway exit; it has two large car parks in the immediate vicinity and is easily accessible by car via the Turin – Savona motorway, Ceva exit. For those using public transport you can reach the hospital taking the urban and extra-urban buses from the station, or alternatively by taxi.

FOSSANO: the Santissima Trinità hospital is located in via Ospedale, 4. Directions:

- by car take provincial road SP20 Cuneo – Turin or the Turin – Savona motorway, exiting at Fossano;
- by train take the Turin - Cuneo line or the Turin – Savona line;
- by bus with bus operators GUNETTO (tel. 0172/691414) or NUOVA BENESE (tel. 0172/692929) for areas nearby.

The Santissima Trinità hospital is located in the city centre near Castello degli Acaja. 200 metres from the Hospital, in Piazza Castello, there is paid parking. 100 metres from the Hospital, in Piazza Vittorio Veneto, there is a free underground car park.

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MONDOVI': the —Regina Montis Regalis hospital is located in via S. Rocchetto 99. Directions:

- **by car** take the Turin - Savona motorway, exiting at Mondovì; from the Mondovì ring road the exit is near the hospital. There is a large free car park in front of the hospital;
- the **bus** connects the hospital with the city centre and train station (www.buscompany.it/ati);
- **by train:** take the Turin-Savona line: from Mondovì station there are shuttle buses for the hospital.

There is a **taxi** service at the train station.

SALUZZO: the Civil Hospital is located in Via Spielberg, 58.

There are three free car parks located nearby and numerous paid parking spaces near the Hospital.

For those using public transport, the bus stop is about 200 metres from the Hospital in Corso Roma in front of the former Courthouse.

By car, via the Turin – Savona motorway, exiting at Fossano or Marene. The railway line is Cuneo - Saluzzo or Savigliano - Saluzzo

SAVIGLIANO: the —Santissima Annunziata hospital is located in via Ospedali, 5.

For those arriving by **car**, the following options are available:

- paid parking in front of the main entrance;
- free parking near the emergency room entrance;
- free parking at roughly 150 metres in Piazza Nizza.

For those using **public transport**:

- the bus stop is about 150 metres from the Hospital in Corso Indipendenza;
- the train station is about 800 metres from the Hospital. The railway line is Turin-Savona or Turin-Cuneo.

There is a **taxi** service at the train station.

By car, via the Turin – Savona motorway, exiting at Fossano or Marene.

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HEALTH FACILITY HEAD OFFICES

In each hospital there are Health Facility Offices where it is possible to:

- Collect birth certificates
- Request information for medical records

Opening hours to the public: from Monday to Friday, from 8:30 a.m. to 12:00

p.m.

DOCUMENTS REQUIRED FOR HOSPITALISATION ADMISSION

• Italian citizen

1. valid photo ID
2. Valid healthcare card

• EU citizen

1. valid national identity card or passport
2. valid European Health Insurance Card (TEAM)

• non-EU citizen

* if resident or domiciled in Italy

1. identity card or residence permit
2. valid health card

* if staying temporarily in Italy

if in possession of valid residence permit, health insurance.

if NOT in possession of valid residence permit, STP code

(Straniero Temporaneamente Presente - "temporary-visit code" for foreigners)

LIFE ON THE WARD

• ARRIVAL

Upon entering the ward, you will be welcomed by the care team, who will provide you with all the information necessary for your stay during hospitalisation and who will be available to answer any questions.

In particular, you will be asked to express in writing:

- consent to access information relating to your presence in the hospital;

- authorisation for correspondence and information;
- authorisation for communicating personal data.

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• What to bring with you

Previous medical records

Remember to bring any previous medical records with you: medical records, radiological and laboratory examination reports, documentation from previous hospitalisation. Activating the Electronic Health Record (www.salutepiemonte.it) can be helpful. With your consent, the staff can activate the ASLCN1 Electronic Health File (www.aslcn1.it).

Medication List

List of ongoing medication therapy, taken at home or in a residential facility (preferably filled out by your doctor). If you are undergoing ongoing medication, you must bring this with you. If this therapy continues during hospitalisation, the medication will be administered by ward staff. In any case, the therapy will be exclusively administered by ward nurses and the patient will not have to take medication of their own initiative.

Clothing / hygiene / nutrition

Pyjamas or nightgowns that can open up at the front and are easy to wear, overalls, robe, underwear, closed footwear with non-slip rubber soles, personal hygiene items (soap, toothbrush, toothpaste and towels). If you wish, you can bring a placemat, a glass and cutlery (the hospital only provides disposable tableware).

The patient can get water and other products from the automatic distributors.

Personal items

We advise you not to keep any valuable items and not to leave money or valuables unattended (mobile phones, laptops, jewellery, etc.).

The hospital is not responsible for any theft, robbery or loss. We recommend that you mark your mobile phone in such a way that it is recognisable.

It is advisable to always take extreme care of all personal items that, in any case, you decide to keep with you.

Dental and hearing aids

If you wear dental and/or acoustic prostheses, you must promptly inform the assisting healthcare professionals. This will ensure safe custody of the prostheses during hospitalisation.

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• ABOUT US

The operators are recognisable by their different coloured uniforms, corresponding to their specific roles. Upon entering the ward, you will be introduced to the different professionals with whom you will come into contact.

Cleaning: furniture, cabinets, beds and bedside tables are cleaned by special staff. Please keep these items tidy, with particular attention to bedside tables and their contents. We remind you that it is not possible to place items on windowsills.

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• A TYPICAL DAY IN THE HOSPITAL

Your day is characterised by healthcare procedures:

- health visits and checks;
- diagnostics tests;
- drug therapy administration;
- physiotherapy sessions, speech therapy...
- assistance while carrying out personal needs.

We invite you to always inform staff in case you leave the ward.

Approximate meal distribution times

Breakfast: 7.30 – 8.30

Lunch: 12 - 13

Dinner: 18.30 - 19.30

• CLINICAL INTERVIEWS

Information about your health status, diagnosis, prognosis and treatment will be given to you by the facility doctor.

Care information will be provided to you by nursing staff. People authorised by you may also receive this information.

Medical visiting times and relatives visiting times for interviews with clinicians are defined by the individual facilities.

• INFORMED CONSENT

Informed Consent is a fundamental pillar of the Doctor-Patient relationship, which places the patient at the centre of decisions concerning your health, guaranteeing respect for your autonomy and dignity.

Every citizen has the right to be adequately informed about the medical care offered to them, and to freely choose whether to accept or refuse it. The Doctor will provide you with all the necessary information so that you can make an informed decision, including details about the treatment, possible alternatives, risks and benefits, also using special information sheets.

Informed consent is formalized through the patient's signature on a special form; other methods for expressing consent are available for those unable to sign.

You can revoke consent at any time, even during treatment.

• HOSPITAL ADMISSION CERTIFICATE

You can request the hospitalisation certificate, to be used for all uses permitted by law, from ward staff

• SMOKING PROHIBITION

In order to protect your health and that of people around you, we remind you that smoking is prohibited in all hospital rooms and its external areas, pursuant to Law nr. 584 from 11/11/1975 and Law nr. 3 from 16/01/2003, Legislative Decree nr.6 from 2016-Art.24, Paragraph 1, Law nr.311 from 30/12/2004.

The smoking prohibition also includes the use of e-cigarettes and other smoke substitutes.

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SAFETY IN THE HOSPITAL IS IMPORTANT

Safety in the Hospital cannot be overlooked, a structural and technological variable from which the health of patients and employees can depend.

The Company is constantly committed to reducing risks present in the facilities with the adoption

of prevention and protection measures to which patients and relatives must also contribute, respecting the rules and instructions provided by the staff.

• FALL PREVENTION

The Company aims to prevent the risk of accidental falls of patients admitted to hospital. For this reason, in line with the recommendations of the Ministry of Health, upon entering the ward you will be asked some simple questions that are intended to evaluate the appropriate preventive measures to be taken to limit the risk of falls. You will be given information to prevent this from occurring (e.g. the use of closed shoes is recommended).

• PREVENTION OF HOSPITAL INFECTIONS

Healthcare-Associated Infections (HAI) are infections due to bacteria, fungi, viruses or other pathogens of which the patient was not already a carrier, contracted during health care, in any health or social care setting.

One of the key principles in preventing infections is proper and punctual hand hygiene: this can be practiced using hydroalcoholic solution available in the ward.

It is important to follow health care professionals' instructions; for any doubts contact the health care personnel.

Preventive measures based on national and international guidelines are taken to prevent infections that may arise during hospitalisation. The medical and nursing staff will give you all the necessary information regarding the rules of conduct to be adopted, which we will ask you to scrupulously implement.

PAIN MANAGEMENT

We will monitor and treat your pain and try to improve your quality of life during your stay.

The "Hospital and Territory without Pain" Committee deals with the preparation and implementation of projects to combat "Avoidable Pain" in the Hospital and treatment in the region.

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VISITING INPATIENTS

Visits to patients are permitted but regulated. Please contact the ward staff to verify the access criteria and methods.

It is advisable not to bring children to the ward and in any case to agree on their access with Facility managers.

RULES OF CONDUCT FOR STAY IN INPATIENT

WARDS

Those who enter the ward must follow the following instructions during hospitalisation:

- comply with the instructions of health professionals;
- respect the privacy and the need for rest and silence of the patients, speaking softly and avoiding unnecessary noise;
- respect the rules of mutual respect in order to help create a collaborative climate.
- comply with the rules on waste management in hospitals (special waste, urban waste, similar to urban waste, waste resulting from exposure to radiopharmaceuticals)

In addition, please:

- do not move beds or seating in the ward; if in need of such equipment, please consult with ward staff;
- it is possible to use mobile phone chargers; for using other electrically powered devices, ask ward staff for permission;
- do not touch the equipment to which patients, equipment or devices are connected but contact

- healthcare professionals for any need;
 - do not enter other hospital rooms or rooms reserved for healthcare professionals;
 - do not administer food and beverages other than those administered by the Hospital, unless authorised by the hospital doctor;
- Note:** before administering food and beverages please consult with staff (e.g. for patients with dysphagia)
- visitors, if they so wish, can help feeding during mealtime, following instructions provided by the staff

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INPATIENT SERVICES AT THE HOSPITAL

- Relatives - caregivers, authorised by the coordinator for assistance of more than 6 hours, can access the **internal canteen** after purchasing meal vouchers at the CUP (Centro Unico di Prenotazione) Office checkout, and consume the meal in the canteen or in the ward;
- in Savigliano, Saluzzo and Mondovì hospital there is an **ATM**;
- public **Wi-Fi** is available in the Savigliano, Mondovì and Ceva hospitals; instructions for using WI-FI can be consulted within the hospital wards
- external **barber/ hairdresser** service professionals can access the ward, subject to authorisation by ward staff

ASSISTANCE

- Hospital social assistance:** can intervene for socially disadvantaged patients, offering advice and support during hospitalisation and after discharge;
- private nursing assistance:** paid assistance is available to hospitalised patients. A list of contacts is on the bulletin board at the ward entrance. The list is updated by the Health Facility Head Offices. Healthcare professionals are not allowed to provide names of persons or associations that provide private nursing care;
- spiritual assistance and care of the spirit:** for spiritual support, contact the ward's Nursing Coordinator;
- voluntary hospital associations:** voluntary associations have access to hospitals, subject to agreement with ASLCN1;
- Hospita project:** allows discounted rates for relatives of hospitalised patients in affiliated hotels.

<https://www.aslcn1.it/ospedali/hospita-soggiorni-agevolati-per-familiari-di-pazienti>

- Patients can request cultural mediation

More information about hospital services and care will be provided by ward staff.

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At the end of the hospital stay, you will be given a nursing and medical discharge letter (which will be added to the electronic health file) to be sent to your doctor, where the medical history, diagnostic examinations and therapy will be reported, as well as the therapeutic diagnostic procedure carried out during hospitalisation, discharge diagnosis, therapeutic advice for continued treatment, and information regarding subsequent checks.

If necessary for your work, you can request a certificate of post-hospitalisation illness from the medical staff.

If further medical - nursing - rehabilitation care is necessary, the relative services for taking charge of the patient and for identifying the appropriate setting will be activated.

PHARMACOLOGICAL PRESCRIPTION

For patients resident in ASL CN1 area, medication prescribed at discharge will be supplied, which will be distributed by the hospital pharmacy according to ward staff indications.

REQUESTING MEDICAL RECORDS COPY

During discharge from the hospital, (or later), it is possible to request a copy of the medical records and documentaion from the Health Facility's Head Office (at Savigliano-Saluzzo and Fossano); at the single branches/checkout office/CUP (for Mondovì and Ceva) or via certified email; you can find information at:

<https://www.aslcn1.it/ospedali/richiesta-cartella-clinica>

Public Relations Office URP (UFFICIO RELAZIONI CON IL PUBBLICO)

The U.R.P. office is available to listen to and accept requests, observations and suggestions from citizens, informs and offers guidance on services provided by ASL and on access methods to these.

- CUNEO: Office located in the head office (via Carlo Boggio 12) on the ground floor open from Monday to Friday from 8.30 am to 12.30 pm
- SAVIGLIANO: Office located in the hospital lobby and open from Monday to Friday from 8.30 am to 11.30 am
- MONDOVI': Office located in the hospital lobby and open from Monday to Friday from 8.30 am to 12.30 pm

For more information www.aslcn1.it; aslcn1.it/urp/ufficio-relazioni-con-il-pubblico URP

MONDOVI': Tel. 0174/677011-Email: urpmondovi@aslcn1.it

URP SAVIGLIANO: Tel. 0172/719570 Email: urpsavigliano@aslcn1.it