



**ICCS**

Istituto Clinico Città Studi

# Customer Services Charter

Sistema Sanitario

Regione  
Lombardia

Useful Numbers:

Switchboard

02 - 23.93.1

Central Booking Centre (CUP) for outpatient visits and examinations  
with the National Health Service

02 – 23.93.3011

Paying Services

02 – 23.93.2041

Admissions Booking Office

02 – 23.93.4003

## Corporate Mission

Provide high quality services with the basic scope of meeting the health-related needs of citizens.

### Provide care

For the sick person, with total respect for his/her dignity, needs, distress and hope.

### Promote

Innovation and ensure the transparency of professional conduct, sharing both general and specific goals, overcoming the sectoral specialised vision in view of continuously improving the organisation.

### Offer services and performance

Istituto Clinico Città Studi:

- ensures the best performance in terms of diagnosis and treatment, regarding appropriateness, promptness, efficacy and continuity required by the patient;
- undertakes to enhance the efficient management of hospital resources and to pursue economic management, in compliance with the most advanced quality standards;
- ensures the patient's central role by promoting and defending patients' rights.

### Translate

Intentions and values into concrete, constant and consistent actions through the primary commitment of the management and the active participation of all professional figures.

### Motivate

Ongoing learning, education and training for professional, scientific and technical know-how.

### Encourage

Cooperation and involvement, a multidisciplinary approach, team work and shared responsibility.

### Acknowledge

And underscore the importance of the commitment of all protagonists.

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# PRESENTATION OF THE HOSPITAL AND BASIC PRINCIPLES

## Introduction

The Customer Services Charter (CdS) is a document that hospitals operating in the public services sector provide in compliance with Italian Prime Minister's Directive of 27/01/1994 and Italian Prime Minister's Decree of 30/12/1998. For the healthcare sector, the reference plan was adopted with Italian Prime Minister's Decree of 19/05/1995.

## Essential principles

### User Rights

### Equality

Istituto Clinico Città Studi (ICCS) is inspired by the principle of equal rights of citizens and of impartiality. Neither distinction nor discrimination can be applied for reasons of sex, race, language, religion and political opinions, when performing the service.

### Impartiality

ICCS bases its conduct towards users on criteria of objectiveness, justice and impartiality.

### Continuity

ICCS undertakes to guarantee continuity of the service.

### Information

The patient is entitled to know the name of the doctor and of the other people participating in the treatment.

He/She is entitled to be precisely and exhaustively informed by the doctor about the status of his/her health, the treatment required, the prospects of healing, and the reason for extending the stay in hospital. The ward doctors will meet relations on request and in the hours agreed on with the charge nurse of the wards, in compliance with the commitment to confidentiality.

The patient is requested to provide his/her **informed consent** for all surgical interventions and the related anaesthesiological procedures, invasive diagnostic investigations and radiological investigations that require the injection of contrast medium and transfusion of blood and blood derivatives.

## Healthcare information and documents

The doctors and healthcare professionals guarantee the patient clear, simple, basic, exhaustive and comprehensible information.

The User is entitled to participate in defining treatment plans, to be informed about how the disease can affect his/her quality of life and about therapeutic and caregiving remedies that can eliminate or at least reduce any conditions of distress and pain. He/she is entitled to see his/her clinical record and request a copy of the same. The clinical record must be clear, legible and complete with all information regarding diagnosis, treatments and interventions performed.

## Confidentiality

The Patient is entitled to request that no information about his/her health conditions should be provided without his/her consent. All medical and nursing staff is bound to professional secrecy. The Patient is entitled not to receive visits from people he/she does not wish to see. In compliance with provisions laid down by Italian Legislative Decree 196/2003 "Personal Data Protection Code", the ICCS guarantees the use of data only for the scope envisaged and allowed by the law.

The copy of the clinical record can only be requested by the party directly concerned, by the entitled parties or by the delegated person. The same rule applies to the reports of diagnostic investigations and to any copies that might be requested at a later date.

## Personal dignity

Every User, even those with incurable diseases, is entitled to respect for his/her personal dignity and to receive all the necessary care. ICCS acknowledges and respects the needs of the terminally ill patient by treating primary and secondary symptoms with adequate pain therapy and with a response to emotional, religious, cultural problems of the patient and of his/her relations.

## Personal responsibility

The Patient is entitled not to accept the proposed therapies or procedures. In this case he/she must accept total responsibility for the decision and for any consequences with a written statement that shall remain attached to the clinical record.

The patient is also entitled to leave the facility against the opinion of the attending doctors by accepting the responsibility for the decision with a written statement. For patients who are minors or incapable, the responsibility can be taken by parents or, anyhow, by the guardian or legal representative.

## Complaints

Complaints and their correct management are an important tool for ongoing quality improvements. Every patient is entitled to submit suggestions and complaints. A form for the presentation of suggestions and complaints is at the disposal of all inpatient and outpatient users.

Nursing coordinators, doctors, Healthcare Administration, Administrative Office and Public Relations Department undertake to transparently and promptly manage situations and events that have generated complaints.

## Duties of Users

- Comply with the deadlines and hours established in order to respect the normal performance of activities and to protect the rights of other users.
- Respect the work and professional expertise of healthcare professionals as an essential condition to implement a correct therapeutic and caregiving programme.
- Adopt a responsible conduct that respects other users and healthcare professionals.
- Carefully use the premises, equipment, furnishings and medical devices present at ICCS.
- Do not smoke in any area of ICCS.
- Do not use mobile phones that can interfere with the function of electromedical equipment (infusion pumps, automatic respirators, etc.). Mobile phones can be used in silent mode only if there are no electromedical devices on the ward.
- Do not introduce pets inside the perimeter of ICCS. ACCESS IS ALLOWED TO GUIDE DOGS FOR THE BLIND AFTER AGREEING ON THIS WITH HOSPITAL STAFF.
- Limit the access of minors to inpatient wards to protect their health. IN SPECIAL CASES, WAIVERS MUST BE DEFINED WITH STAFF ON THE INPATIENT WARD.

## Instruments to implement the principles

Istituto Clinico Città Studi undertakes to:

- use all instruments required to adopt the quality and quantity standards of the service;
- simplify the procedures adopted to offer increasingly efficient, effective and flexible services;
- be available to provide information related to the services offered;
- establish relations with users studied to respect them, be courteous towards them and make it easy for them to exercise their rights and to perform their duties;
- evaluate the quality of the services offered.

## INFORMATION ABOUT THE FACILITY AND SERVICES PROVIDED

### A historical outline

Established in 1946, the Nursing Home acquired its current name Istituto Clinico Città Studi S.p.A. (ICCS) by changing the previous name “Casa di Cura Santa Rita” (St. Rita Nursing Home).

Istituto Clinico Città Studi is a private multi-specialist facility that operates both with National Health Service (NHS) accreditation and on a private basis.

### Accreditation

After having been authorised and accredited in the past to perform medical activities, in 1999 Istituto Clinico Città Studi received accreditation and signed the related contract in January 2000.

Istituto Clinico meets the structural, technological and organisational requirements, both general and specific, established by the Lombardy Regional Administration. These requirements called “accreditation requirements” are the same for public and private facilities.

With the contractual agreement defined between Istituto Clinico and the Lombardy Regional Administration, ICCS undertook to respect and maintain requisites for the performance of diagnostic and treatment activities on behalf of the National Health Service.

Istituto Clinico is a provider, accredited by the Lombardy Regional Administration, of Continuing Medical Education (ECM).

### Structural and technological aspects

The Institute has fixed medical teams for accredited specialisations, and the presence of specialist doctors 24 hours a day allows to face every emergency. The structure has modern operating rooms and cutting edge equipment that allow highly complex interventions and minimally invasive surgery.

There is an Emergency and Admissions Department (DEA), precisely a First Aid Department with a complex structure designed to manage both medical and surgical urgencies. The Emergency Department is part of the regional Emergency / Urgency network and is linked to the switchboard of the health emergency number 118. The emergency-urgency area is completed by the Intensive Care and Coronary Care Unit, by the Haemodynamics and Interventional Cardiology Units and by the Stroke Unit.

Inpatient wards have rooms with one to four beds, all with attached bath and TV. All rooms have air-conditioning and are fitted with modern medical systems.

There is also a paying ward with single rooms that feature high hotel standard services.



Patient admission activities make use of sophisticated and efficient diagnostic services that are also at the disposal of outpatients. These include imaging diagnostics and endoscopy, fitted with sophisticated and modern devices, including cutting edge modern Multislice CT scan equipment and two high field 1.5 Tesla Magnetic Resonance devices that allow to perform complex diagnostic studies and radiological interventions, ultrasound scans and interventional endoscopy.

Outpatient activities are carried out in fully equipped and comfortable medical offices. Besides general visits, follow-up visits and specialised visits, it places at the disposal of users laboratory and instrumental diagnostics and outpatient surgery that can even be very complex.

The entire facility has optic fibre cables and an IT network. Access through personal computers from every work station allows sharing on the network of all IT resources, besides processing and filing for rapid and efficient management of all activities.

## DIRECTIONS

### ATM road transport

To reach via Jommelli no. 17, take one of the following buses:

- bus 81 (via Porpora stop, at the corner of viale Lombardia),
- bus 62 (viale Lombardia stop, at the corner of via Vallazze),
- bus 55 (stops closest to piazza Aspromonte or via Porpora, at the corner of via Lulli),
- bus 91 (the most convenient stop is piazzale Piola),
- bus 39 (the closest stop is via Pacini, at the corner of via Ampère).

### By underground

The closest stops are “Piola” (line M2 - green) and “Loreto” (line M1/M2 - red/green).

We recommend against using personal vehicles as the hospital does not have space for the cars of visitors, and the possibility of parking in the area is limited.

### By railway

From the main railway stations (Centrale, Cadorna and Lambrate) take the underground (line M2 - green) and get down at the stops “Piola” or “Loreto”.

### By car

Arriving from the motorway the exits closest to via Jommelli are “Lambrate” and “Rubattino” on the East ringroad of Milan.

## Airports

**From Malpensa:** take the train Malpensa Express (every 30 minutes) that reaches the Cadorna station in about 50 minutes. Then take the underground and get off at the stop "Piola" or "Loreto".

**From Linate:** take bus no. 73 (direction "San Babila").

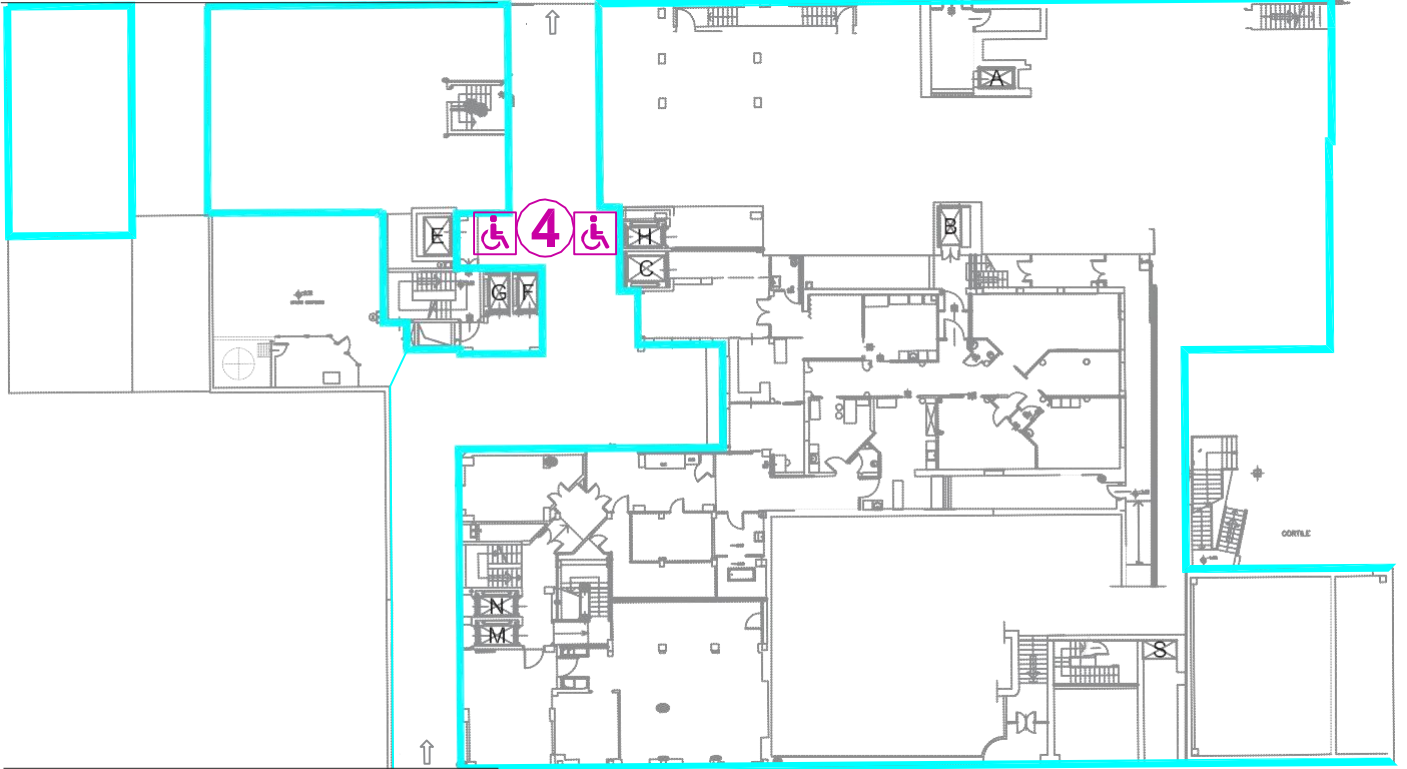
Istituto Clinico Città Studi is situated in via Jommelli, Milan

- 1 Emergency Department Via Jommelli, 13
- 2 Entrance for visitors Via Jommelli, 17
- 3 Entrance for the disabled (elevator) Via Jommelli, 19
- 4 Entrance to the Diabetic Foot Centre Via Jommelli, 13 (portico of the Emergency Department, elevator E)
- 5 Outpatient Clinics Via Jommelli, 17
- 6 Outpatient Clinics Via Catalani, 4
- 7 Outpatient Admissions, NHS Blood Drawing Centre Via Jommelli, 2
- 8 Outpatient Admissions for Paying Patients Via Jommelli, 17
- 9 NHS Admissions Office Via Catalani, 14
- 10 Admissions Office for Paying Patients Via Jommelli, 17

via Catalani

6

9



1

2

5

3

via Jommelli

8

10

4

← 7





## HOSPITAL ORGANISATION

### Department – Emergency Area

Emergency and Admissions Department (DEA) / First Aid Centre  
Resuscitation and Intensive Care – Sub-intensive Stroke Unit  
Haemodynamic Activity  
Cardiology Department  
General Surgery Department  
Plastic Surgery Department  
General Medicine Department  
Interdepartmental Centre for the Diabetic Foot  
Orthopaedic and Traumatology Department  
Intensive Care Unit  
Coronary Care Unit  
Surgical Block  
Day Hospital Centre  
Day Surgery Centre

### Department – Surgical Area

Vascular Surgery Department  
Neurosurgery Department  
Ophthalmology Department  
Gynaecology Department  
Medically Assisted Procreation  
Otorhinolaryngology Department  
Urology Department  
Day Surgery Centre

### Department – Rehabilitation Area

Specialised Rehabilitation Department  
Day Hospital Centre

### Department – Retired Persons' Area

General Medicine Department - Retired Persons

## Department – Services and Outpatient Clinics

### Polyclinic

- Anaesthesia
- Cardiology
- General Surgery
- Plastic Surgery
- Vascular Surgery - Angiology
- Dermatology and Venereology
- Endocrinology
- Gynaecology
- Neurosurgery
- Neurology
- Ophthalmology
- Orthopaedics and Traumatology
- Otorhinolaryngology
- Pneumology
- Urology

Digestive Endoscopy Unit

Laboratory Medicine Unit

Radiology / Central Imaging Diagnostics Unit

Sterilisation Centre

## Healthcare Services for Foreign Nationals

Istituto Clinico Città Studi provides healthcare services also for non-Italian nationals who need them. European Union citizens are entitled to receive free services at the Emergency Department and to have free admission to hospital, if they have a health card or certification issued by the healthcare institute of their country of residence. For all other services, they must have vouchers for healthcare assistance for persons insured by foreign institutions during a temporary stay in Italy, issued by the ATS (Health Protection Agency) for temporary domicile or residence.

Citizens of non-European Union member countries must have a health card issued by the ATS (Health Protection Agency) of the current domicile or residence. For further information, foreign nationals residing temporarily in Italy can contact their reference ATS.

Everybody is, however, provided urgent services and services associated with the protection of collective health as established by Italian Presidential Decree no. 394 of 31 August 1999 and subsequent Circular Letter of the Ministry of Internal Affairs of 24/04/2001.

### Emergency Department Waiting Times

On arriving at the Emergency Department, the Patient is assessed to establish the degree of urgency and priority of the treatment. The order of arrival does not necessarily correspond to the order of performance of the medical examination.

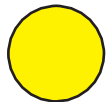
If a patient who arrives after another one is examined first, this means that the patient presents a serious clinical condition that requires instant medical care.

Priority is assessed by specialised staff, using a dedicated procedure that allows every incoming patient to be assigned a code related to the severity of the clinical condition:



**RED CODE** highly critical cases.

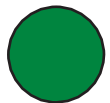
Instant access. The other patients must wait until care is provided to persons whose life is in immediate danger.



**YELLOW CODE** cases at risk.

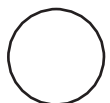
Patients with this code will soon be visited by the doctor.

They have precedence over GREEN AND WHITE codes.



**GREEN CODE** cases not at risk.

Patients do not present particularly worrying symptoms and especially do not present serious risks: they are examined and treated soon after the most urgent cases.



**WHITE CODE** does not need urgent care.

This code is assigned to those who need treatment that might be provided even elsewhere at another time. Those with this code will, anyhow, be examined and treated but only after the staff has provided care for the most serious cases. Those who are assigned a white code are informed about the possibility of contacting alternative facilities on the territory.



All citizens are guaranteed **free provision** of all Emergency Department services identified with codes **RED, YELLOW or GREEN**.

The following are exempted from prescription charges:

#### Outpatient services:

- nationals younger than 14 years;
- nationals older than 65 years;
- 100% disabled persons;
- the unemployed.

The following services are not subjected to prescription charges:

- services followed by admission;
- services performed for subjects insured by INAIL (National Insurance Agency for Work Accidents) after a work accident;
- services performed on request of public safety agencies or judiciary police.

#### White Codes

The Lombardy Regional Administration has established (Regional Council Decree no. IX/3379 of 09/05/2012 - Enclosure 1) that all accesses classified as “white code on discharge” are required to pay a fixed rate for access, currently Euro 25.00, save for cases of exemption already envisaged by the national and regional legislation in force.

All patients with any triage classification on access who independently leave the Emergency Department before their report has been closed are also classified as “white code on discharge”.

#### Criteria for the definition of white codes on discharge from the Emergency Department

All accesses recorded with a white or green triage classification on access, who do NOT belong to one of the following categories must be classified as “white code on discharge”:

- outcome with a proposal of admission to hospital;
- subjects who required an observation period longer than 6 hours, considered as actual healthcare activity;
- access subsequent to:
  - acute trauma entailing:
    - a fracture or a dislocation;
    - distortion with the need to apply a plaster cast;
    - injuries that required sutures or the application of biological glue;
  - 1st degree burns involving over 18% of the body surface area or more serious burns;
  - ingestion/inhalation/retention of a foreign body that requires extraction with an instrument;
  - acute intoxication;

- the detection of conditions of pregnancy-related risk;
- referral to the Emergency Department by the General Medicine Practitioner or by the Doctor on Duty with an explicit request for admission to hospital and, as such, that substitute an avoidable admission.

### Documents to be presented at the Emergency Department

To facilitate clinical evaluation the patient should bring along, when possible:

- healthcare documents regarding admissions to hospital;
- medical examinations or past examinations, and he/she should be able to report any therapies taken;
- the patient must also present the following documents:
  - Identity document or passport;
  - Regional Charter of Services (CRS-SISS);
  - TEAM or EX E111 Card;
  - STP (Foreigner Temporarily Present) form, if any, for non-EU nationals.

Paediatric patients may be transferred to the competent Paediatric Emergency Department.

## EMERGENCY AND URGENCY/FIRST AID DEPARTMENT

The EMERGENCY DEPARTMENT provides instant care or, anyhow, urgent care that cannot be postponed for patients who need it. If the service is neither necessary nor urgent, the patient shall pay the prescription charges for the investigations performed. Access to the Emergency Department visit is provided after the triage assessment, based on the colour code that establishes priority. This code is assigned by the triage nurse as established by the Lombardy Regional Administration (Regional Council Decree no. IX/3379 of 09/05/2012). The service is active 24 hours a day. The Emergency Department is part of the AREU (Regional Emergency-Urgency Agency) emergency-urgency network.

Besides urgent diagnostic and therapeutic interventions, the Emergency Department guarantees the first clinical, instrumental and laboratory diagnostic intervention and interventions required to stabilise vital functions. Any admission is arranged by the Emergency Department doctor or by the specialist consultant. In some select cases the patient can be sent back home and reassessed at the Emergency Department during the subsequent 72 hours for any specialised examinations that might be needed (TPR, temporary discharge).

### SPECIALISATIONS

#### Outpatient services

At the Emergency Department, a medical clinic and a surgical clinic operate 24 hours a day, and an orthopaedic and traumatology clinic is open from 08.00 am to 08.00 pm. There is also a clinic for white codes and for low priority codes on weekdays, from Monday to Friday from 09.00 am to 05.00 pm.

### Service excellence

The Emergency Department of Istituto Clinico Città Studi is part of the specialised AREU networks as:

- 3rd level centre of the STEMI (ST elevation myocardial infarction) network;
- 2nd level STROKE Unit;
- 2nd level centre of the Digestive Haemorrhage Network;
- 1st level reference centre for the complex trauma network of the hand and upper limb.

### Director

Dr. Andrea Ronsivalle

### Nursing Coordinator

Mr. Anthony Petralia

### Contact information

Emergency Department Admissions

Tel.: 02/23.93.3030 - Fax: 02/23.93.4098

[pronto.soccorso@ic-cittastudi.it](mailto:pronto.soccorso@ic-cittastudi.it)

ANAESTHESIA-RESUSCITATION AND PAIN MEDICINE is a complex Unit that counts on the services of 20 anaesthetists-resuscitators. This activity includes 3 distinct but interwoven sectors during the therapeutic-caregiving path of the patient, and is strongly related to the life of the wards and of the Emergency and Admissions Department (DEA).

**Anaesthesia:** manages a block of 8 operating rooms, 1 room for minor surgery, sedation at the Medically Assisted Procreation Centre, sedation in the Haemodynamic Department, deep sedation in the Gastroenterology Department.

**Resuscitation:** manages, on a 24 hour basis, all the urgencies of the hospital, all the critical cases referred to the Emergency and Admissions Department (DEA), the postoperative track of critical patients and of patients submitted to major surgery.

**Pain Medicine:** both outpatient and surgical activity for chronic pain.

SPECIALISATIONS	Admissions	<ul style="list-style-type: none"> <li>- Patients with severe respiratory failure</li> <li>- Patients with renal failure</li> <li>- Traumas in multiple levels</li> <li>- Postoperative care in critical patients and in major surgery</li> <li>- Admissions for minimally invasive Pain Therapy surgery</li> </ul>
	Outpatient services	<ul style="list-style-type: none"> <li>- Pre-operative visits</li> <li>- Pain Medicine Visits and infiltration treatments</li> </ul>

### Service excellence

#### Anaesthesia

Complex anaesthesia for the very old, Anaesthesia for obesity surgery, Ultrasound-guided loco-regional anaesthesia, Anaesthesia for vascular surgery and neurosurgery, Anaesthesia for Diabetic Foot surgery.

#### Resuscitation

Treatment for respiratory failure

#### Pain Therapy

Peridurosopies and lysis of adherences for chronic pain in the lumbar spine. Implantation of medullary neurostimulators, radiofrequency treatment for hernias and protruding disks, Treatment of pain generated by intervertebral disks, articular facets, joints, perinervous and perigangliar, by means of radiofrequency and pulsed radiofrequency, Selective peridural infiltrations.

#### Director

Dr. Giuseppe Sala

#### Nursing Coordinator

Operating room: Ms. Stefania Riganti, Intensive Care: Ms. Cristina Saccarola

Pain Medicine-Polyclinic: Ms. Paola Rabboni

**Contact Information** Tel. 02/23.93.3059 - Fax: 02/23.93.2269

[terapia.dolore@ic-cittastudi.it](mailto:terapia.dolore@ic-cittastudi.it), [terapia.intensiva@ic-cittastudi.it](mailto:terapia.intensiva@ic-cittastudi.it), [giuseppe.sala@ic-cittastudi.it](mailto:giuseppe.sala@ic-cittastudi.it)

## ELECTROPHYSIOLOGY AND CARDIOSTIMULATION

The ELECTROPHYSIOLOGY AND CARDIAC STIMULATION Unit is inserted in the Cardiology Department and focus on diagnosing and treating all the main cardiac arrhythmias. It counts on the services of 6 cardiologists-arrhythmologists who are highly specialised in this field and possess extensive experience.

SPECIALISATIONS	Admissions	<ul style="list-style-type: none"><li>- Intracavitary electrophysiological study</li><li>- Transcatheter ablation (hot and cold) of cardiac arrhythmias, including atrial fibrillation</li><li>- Implantation of pacemakers and defibrillators of all types, including MRI compatible devices</li><li>- Implantation of new automatic injectable loop recorders</li><li>- Percutaneous occlusion of the left auricle</li><li>- Implantation of totally intracardiac "leadless" pacemakers</li></ul>
	Outpatient services	<ul style="list-style-type: none"><li>- Arrhythmological visit</li><li>- Telemetric check of cardiac devices</li><li>- 24-Hour Holter ECG</li><li>- Tilting Test</li></ul>

### Service excellence

The Centre excels in the treatment of atrial fibrillation, particularly of supraventricular arrhythmia in a broad sense. It is a reference arrhythmological centre for patients from various Italian regions. It makes use of the latest cutting edge technologies, including MRI compatible pacemakers and defibrillators, the latest miniaturised cardiac devices and methods of 3D ablation and "cold" ablation, which patients are provided by the hospital. The Centre also performs left auricle occlusion procedures for stroke prevention, and is one of the few highly experienced Italian centres qualified to perform implantation of the revolutionary entirely intracardiac leadless pacemakers.

Finally, the centre offers telemedicine services by monitoring from home more than 800 patients who wear a cardiac device.

### Director

Dr. Giuseppe Augello

### Nursing Coordinator

Ms. Alessandra Pannullo

### Cardiology Department Director

Dr. Michele Bianchi

### Contact information

Ms. Daniela Bollina

Tel. 02/23.93.5168/3087 - Fax: 02/23.93.4449

[giuseppe.augello@ic-cittastudi.it](mailto:giuseppe.augello@ic-cittastudi.it)

## CARDIOLOGY

The CARDIOLOGY Department includes a clinical department with 39 telemetered beds, 4 Coronary Intensive Care beds, 3 Interventional Haemodynamic rooms (coronary and electrophysiological) and complex outpatient diagnostic activities.

SPECIALISATIONS	Admissions	<ul style="list-style-type: none"><li>- Management of cardiac failure</li><li>- Treatment for acute myocardial infarction and coronary heart disease</li><li>- Treatment of the main arrhythmias</li></ul>
	Outpatient services	<ul style="list-style-type: none"><li>- TT and TE echocardiograms. Physical and pharmacological stress tests.</li><li>- Specialised cardiological examinations</li></ul>

### Service excellence

Treatment of acute coronary syndromes and of cardiocirculatory failure.

### Director

Dr. Michele Bianchi

### Nursing Coordinator

Ms. Alessandra Pannullo

### Contact details

Tel. 02/23.93.5212 - 02/23.93.5168 - Fax: 02/23.93.3050

[reparto5@ic-cittastudi.it](mailto:reparto5@ic-cittastudi.it)

Tel. 02/23.93.3087 - Fax: 02/23.93.4449

[emodinamica@ic-cittastudi.it](mailto:emodinamica@ic-cittastudi.it)

## GENERAL SURGERY

The Department of GENERAL SURGERY treats patients from the Emergency and Admissions Department (DEA) / First Aid Department with urgent surgery (24-hours a day) and patients with general surgical conditions.

SPECIALISATION S	Admissions	<ul style="list-style-type: none"><li>- Surgery of the digestive system (stomach, small intestine, colon) for both benign and malignant conditions</li><li>- Hepatobiliary surgery (cholecystectomies, ERCP)</li><li>- Proctology (diseases of the pelvic floor, haemorrhoids, obstructed defecation syndromes, fissures and fistulae)</li><li>- Abdominal wall surgery (hernias and incisional hernia)</li><li>- Bariatric surgery (obesity)</li><li>- Breast surgery (benign and malignant)</li></ul>
	Outpatient services	<ul style="list-style-type: none"><li>- Minor outpatient surgery (sebaceous cysts, nevi, epitheliomas, etc.)</li><li>- General surgery, proctology and bariatric visits</li></ul>

### Service excellence

Bariatric surgery (for obesity)

Colon proctology.

### Director

Dr. Alberto Della Valle

### Nursing Coordinator

Ms. Susanna Boscarollo

### Contact details

Tel. 02/23.93.4216/3041 - Fax: 02/23.93.5210

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## PLASTIC SURGERY

The Department of PLASTIC SURGERY performs surgical treatments, both reconstructive and aesthetic. It also cooperates with other departments of the facility for the treatment of complex injuries.

SPECIALISATIONS	Admissions	<ul style="list-style-type: none"><li>- Post-bariatric body remodelling surgery</li><li>- Cutaneous oncological surgery</li><li>- Breast reconstruction surgery</li><li>- Reconstructive surgery for the outcome of traumas</li><li>- Aesthetic surgery</li></ul>
	Outpatient services	<ul style="list-style-type: none"><li>- Cutaneous oncological surgery</li></ul>

### Service excellence

The centre excels in surgical treatment for the effects of obesity, and in aesthetic surgery with special focus on aesthetic-functional surgery of the nose. Patients visit the centre from all parts of Italy.

### Director

Dr. Riccardo Testa

### Nursing Coordinator

Mr. Domenico Negri

### Contact Details

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[riccardo.testa@ic-cittastudi.it](mailto:riccardo.testa@ic-cittastudi.it)



## GENERAL MEDICINE

The Department of GENERAL MEDICINE provides diagnosis and treatment for general medicine conditions. Moreover, its caregiving framework concerns treatment for the main chronic diseases and secondary prevention. Patients can be admitted to the department almost only through the Emergency Department, and a very small percentage of patients are moved here from other departments and/or outpatient clinics of Istituto Clinico. Department doctors work in the inpatient department and in the medical area of the Emergency Department.

SPECIALISATIONS	Admissions	<p>Acute general medicine conditions:</p> <ul style="list-style-type: none"><li>- Cardiovascular (cardiac failure, ischaemic cardiopathy, cardiac arrhythmias, peripheral arteriopathies, etc.)</li><li>- Pneumological (COPD, pneumonia, pulmonary interstitial diseases, etc.)</li><li>- Neurological (cerebral ischaemia, seizures, etc. in the very old)</li><li>- Metabolic (diabetes mellitus type 1 or 2 of first diagnosis and/or without compensation, hyperosmolar metabolic coma, diabetic ketoacidosis, endocrinopathies, etc.)</li><li>- Complex multiple conditions</li><li>- Gastroenterological</li><li>- Haematological (anaemia, lymphomas, etc.)</li></ul>
	Outpatient services	<ul style="list-style-type: none"><li>-Diabetology</li><li>- Endocrinology</li><li>- Pneumology</li><li>- General Medicine</li><li>-Outpatient clinic for post-hospitalisation checks with haematological approach and monitoring of oral anticoagulant therapy with NOAC</li></ul>

### Service excellence

The Department of General Medicine, Istituto Clinico Città Studi, features specific competencies in the endocrine-metabolic and pneumological fields.

### Director

Dr. Pierluigi Pizzocri

### Nursing Coordinator

Ms. Rosa Mendola

### Contact details

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Nursing Coordinator 02/23.93.3013

Medical Office 02/23.93.4228

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## INTERDEPARTMENTAL CENTRE FOR THE DIABETIC FOOT

The INTERDEPARTMENTAL CENTRE FOR THE STUDY AND TREATMENT OF THE DIABETIC FOOT handles the prevention and treatment of Diabetic Foot lesions. The Centre has a surgical team that works 24 hours a day to manage both urgent clinical situations and to perform surgery for chronic lesions and deformity of the diabetic foot. Close cooperation with the Peripheral Interventional Haemodynamic team and with the Vascular Surgery team enables the department to offer all foot revascularisation procedures, both intraluminal and surgical, with a high rate of limb sparing in diabetic patients presenting critical ischaemia of the lower limbs. The Centre's medical team makes use of Nephrology specialists for the treatment of Nephropathic and Dialysed patients. The Vulnology section, with a Geriatrician specialised in the treatment of ulcers, diagnoses and treats ulcerative lesions of the lower feet and pressure ulcers. The outpatient clinic, which is open 5 days a week by a dedicated medical and nursing team, scrupulously manages patients in the phases after admission and patients who, instead, need outpatient treatment. The Podological and Technical-Orthopaedic consultation ensures that patients receive correct orthotic solutions during recovery of walking capacity.

SPECIALISATIONS	Admissions	<ul style="list-style-type: none"><li>- Urgent surgery for Diabetic Foot infections</li><li>- Corrective surgery for foot deformity</li><li>- Reconstructive surgery for severe bone deformity and articular instability in Charcot's neuroarthropathy. Skin grafts, skin flaps and synthetic bioinductive dermal grafts</li><li>- Surgery for chronic ulcerative lesions of the lower limbs and for pressure ulcers</li></ul>
	Outpatient services	<ul style="list-style-type: none"><li>- Medical examination on admission</li><li>- Podological examination</li><li>- Follow-up visit after admission, surgical toilette of ulcerative lesions, advanced medications, biological medications, implantation of fibre glass ulcer discharge devices, negative pressure treatment</li><li>- Technical orthopaedic visit, prescriptions and tests for orthotic solutions and prostheses</li></ul>

### Service excellence

Urgent surgical treatment of infected lesions of the diabetic foot.

Surgical revascularisation and intraluminal revascularisation of critical ischaemia in the diabetic foot.

Reconstructive surgery of Charcot's foot.

Bioinductive synthetic dermal grafts.

### Nursing Coordinator

Ms. Cristina Mignozzi

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## ORTHOPAEDICS AND TRAUMATOLOGY

The Department of ORTHOPAEDICS AND TRAUMATOLOGY manages traumatology patients from the Emergency and Admissions Department (DEA) / First Aid Department with urgent surgery (24-hour service), and patients with orthopaedic and traumatic diseases of the entire locomotor system that are treated on an elective basis.

SPECIALISATIONS	Admissions	<ul style="list-style-type: none"><li>- Hip, knee, shoulder and hand prosthesis and reconstructive surgery</li><li>- Internal reduction and osteosynthesis of fractures in the entire skeletal system</li><li>- Treatment of axial deformities of the lower limbs</li></ul>
	Outpatient services	<ul style="list-style-type: none"><li>- Arthroscopic surgery of the shoulder and knee</li><li>- Hand surgery</li><li>- Highly specialised visits for knee, hip, shoulder and hand surgery, paediatric orthopaedics and sports traumatology</li></ul>

### Service excellence

Tissue sparing prosthetic surgery for large joints.

### Director

Dr. Nicolò L.F. Castelnovo

### Nursing Coordinator

Ms. Francesca Fiato

### Contact details

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## HIP AND KNEE SURGERY

The HIP AND KNEE SURGERY Department offers outpatient and surgical care both for NHS and private patients, mainly treating malformations, and degenerative, post-traumatic conditions of the hip and knee.

SPECIALISATIONS	Admissions	<ul style="list-style-type: none"><li>- Minimally invasive prosthetic surgery and hip and knee reconstructive surgery</li><li>- Shoulder, foot, elbow, tibiotarsal and hand surgery</li></ul>
	Outpatient services	<ul style="list-style-type: none"><li>- Arthroscopic surgery of the shoulder and knee</li><li>- Highly specialised examinations</li><li>- Hand and wrist surgery (carpal tunnel syndrome, etc.)</li></ul>

### Service excellence

Tissue sparing minimally invasive prosthetic surgery for large joints (anterior access, anterolateral access, direct lateral access).

### Director

Dr. Filippo Rodolfo-Masera

### Nursing Coordinator

Ms. Francesca Fiato

Mr. Domenico Negri

### Director, Department of Orthopaedics and Traumatology

Dr. Nicolò L.F. Castelnovo

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## KNEE REPAIR AND REPLACEMENT SURGERY

The KNEE REPAIR AND REPLACEMENT SURGERY Unit diagnoses and treats malformations and traumatic and degenerative conditions of the knee. It is part of the Department of Orthopaedics and Traumatology.

SPECIALISATIONS	Admissions	- Arthroscopic and traditional surgery, repair and prosthetic surgery of knee conditions from infancy to old age
	Outpatient services	- Visits, arthrocentesis and joint infiltrations, knee casts and arthroscopic surgery

### Service excellence

Repair surgery for malformations in the lower limbs in varus, valgus, curved or torsional conditions.

Treatment of stiffness, patellar conditions and ligament injuries.

First implantation prosthetic surgery and revision surgery.

### Director

Prof. Giuseppe Laurà

### Nursing Coordinator

Ms. Francesca Fiato

### Director, Department of Orthopaedics and Traumatology

Dr. Nicolò L.F. Castelnovo

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## DEPARTMENT OF ORTHOPAEDICS AND ARTHROSCOPY

The Department of Orthopaedics and Arthroscopy manages locomotor system diseases. It guides through a constant work of cultural updates.

SPECIALISATIONS

Admissions

### Shoulder diseases.

- For athletes: minimally invasive surgery or arthroscopic surgery is performed to restore function and solve pain in conditions involving the rotator cuff, gleno-humeral ligaments in case of instability, and glenoid labrum repair surgery.
- For degenerative diseases: minimally invasive surgery or arthroscopic surgery, functional repair, pain reduction, arthrosis prevention.
- For arthrosis: gleno-humeral arthroplasty with prosthesis of the anatomical shoulder or reverse shoulder replacement.

### Hip diseases.

- For the young athlete presenting groin pain: arthroscopic surgery is performed to solve femoro-acetabular impingement, labrum injuries, and to solve the snapping hip.
- For patients with degenerative coxarthrosis, either traumatic or dysplastic: arthroplasty surgery is performed with the conventional minimally invasive technique, with postero-lateral, direct lateral and anterior access and the use of traditional implants for neck preservation, resurfacing, ceramic-on-ceramic, ceramic-on-polyethylene, polyethylene interfaces with vitamin E.
- For patients presenting worn, infected prostheses or complications: total revision surgery is performed in 1 or 2 stages in case of infections. Removal of implants, if necessary, with Gilderstone's technique.

### Knee diseases.

- For young athletes presenting knee pain or traumatic instability: arthroscopic surgery is performed with selective meniscectomy and reconstruction of the anterior, posterior, collateral cruciate ligaments, lateral plastic surgery, realignment of the kneecap, reconstruction or regeneration of cartilage with substitute cartilage, growth factors, osteotomies.
- For young active arthrosic patients: minimally invasive prosthetic surgery with sparing of the posterior and anterior cruciate ligament, partial medial, lateral and femoropatellar prostheses.
- For the elderly arthrosic patient: total conventional prosthesis and with the patient specific instrumentation system.
- For patients presenting prosthetic conditions associated with wear, instability, infections or other complications, stage 1 or 2 total revision with normal, semi-restraining or restraining prostheses. Explants and arthrodesis.

### Outpatient services

Specialist hip, knee and shoulder visits with local infiltration treatments, if required.

### Service excellence

Through the multi-year experience in the field of hip and knee prosthesis surgery, the department can operate in an overall framework. In particular, besides resorting to avant-garde techniques and innovative certified materials for first implant prosthesis, the department can perform revision surgery in case of absence of infection with good immediate functional recovery. In case of infections, 2-stage revision surgery is performed also with the support of the Institute that places at our disposal multi-disciplinary and intensive care teams.

#### Director

Dr. Carlo Enrico Fiorentini

Contact person for hip and knee prosthesis revision surgery

Dr. Augusto Dagnino

Contact person of the Department for arthroscopic and regenerative sports surgery

Dr. Simone Cappato

Director of the Department of Orthopaedics and Traumatology

Dr. Nicolò L.F. Castelnuovo

#### Contact information

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## FOOT AND ANKLE SURGERY

FOOT AND ANKLE SURGERY is designed to treat all conditions of the foot and ankle district associated with malformations, and degenerative and traumatic conditions, and the outcome of post-traumatic and neurological conditions. The department also cooperates with the Interdepartmental Centre for the Diabetic Foot.

SPECIALISATIONS	Admissions	- Surgery of the forefoot, mid-foot and hind foot, ankle surgery
	Outpatient services	- First visits, post-operative follow-up visits, medications, removal and preparation of plaster casts, infiltrations

### Service Excellence

Ankle prosthesis surgery.

### Director

Dr. Alessandro Giovanni Farnetti

### Nursing Coordinator

Mr. Domenico Negri

### Director, Department of Orthopaedics and Traumatology

Dr. Nicolò L.F. Castelnuovo

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## DEPARTMENT OF PROSTHETIC ORTHOPAEDICS AND SPORTS MEDICINE

The Department of Prosthetic Orthopaedics and Sport Medicines especially focuses on treating the following diseases:

- Prosthetic surgery and arthroscopy of the knee
- Hip prosthesis surgery
- Hand surgery
- Treatment of meniscal conditions and of knee ligaments
- Surgical treatment of cartilage diseases
- Sports diseases.

SPECIALISATIONS	Admissions	<ul style="list-style-type: none"><li>- Treatment of hip + knee arthrosic diseases (total hip prosthesis; total prostheses and single compartment prostheses of the knee)</li><li>- Arthroscopic knee surgery (treatment of meniscal injuries, cartilage, ligaments)</li><li>- Foot and hand surgery</li><li>- Sports traumatology</li></ul>
	Outpatient services	<ul style="list-style-type: none"><li>- First visits + post-operative follow-up visits</li><li>- Highly specialised visits for hip and knee surgery and sports traumatology</li></ul>

### Service excellence

Prosthetic hip and knee surgery, sports traumatology, knee arthroscopy, ligament reconstruction.

### Director

Dr. Daniele Stefano Casalini

### Nursing Coordinator

Ms. Francesca Fiato

### Director, Department of Orthopaedics and Traumatology

Dr. Nicolò L.F. Castelnuovo

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## VASCULAR SURGERY

The Department of VASCULAR SURGERY treats all arterial and vascular degenerative and traumatic conditions, aneurysms and malformations that require surgery or preservation, either elective or urgent (24-hour service). Cutting edge intravascular techniques, minimally invasive methods and traditional surgery are used with the most innovative instruments and equipment.

SPECIALISATIONS	Admissions	<ul style="list-style-type: none"><li>- Open heart and intravascular surgery of the abdominal aorta, renal and visceral arteries</li><li>- Open heart surgery and intravascular surgery of the supra-aortic trunks (carotid, vertebral, subclavian)</li><li>- Revascularisation surgery, open heart and intravascular, of the lower limbs and limb-sparing surgery</li><li>- Surgery for venous failure with traditional surgery and laser ablation</li></ul>
	Outpatient services	<ul style="list-style-type: none"><li>- Angiological visits, vascular surgical, phlebological and lymphological visits</li><li>- Arterial and venous Eco Color Doppler of all districts</li><li>- Traditional sclerotherapy with VenoLight</li><li>- Treatment of vascular tissue lesions (pressure ulcers, ischaemic lesions) with advanced medications</li></ul>

### Service excellence

Limb-sparing open heart revascularisation and extreme intravascular revascularisation.

Laser ablation treatment of varicose veins.

Treatment of congenital and acquired lymphoedema.

### Director

Dr. Giuseppe Corsi

### Nursing Coordinator

Ms. Sofia Ceruso 6th floor

Mr. Domenico Negri Multi-Specialist Surgery

### Contact information

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## NEUROSURGERY

The Department of NEUROSURGERY counts on specialists with tested experience in the field of cranial and spinal surgery. Its activity focuses both on elective surgery and on urgent services for patients from the Emergency and Admissions Department (DEA) / First Aid Department (24-hour service).

SPECIALISATIONS	Admissions	<ul style="list-style-type: none"><li>- Surgery for brain and meningeal tumours with minimally invasive techniques, making use of neuronavigation and fluorescence microscopy that allow a more radical approach</li><li>- Intraoperative neurophysiological monitoring</li><li>- Stereotaxic biopsy for intracranial disease</li><li>- Neuroendoscopy treatment of cerebral ventricle and skull base conditions</li><li>- Spinal surgery of all spinal segments with microsurgical techniques for vertebral disk, degenerative and neoplastic conditions</li><li>- Stabilisation of the spine with percutaneous and non-percutaneous techniques</li><li>- Treatment of traumatic haemorrhagic disease and of cerebral vascular disease</li><li>- Functional surgery for painful neuropathic syndromes</li></ul>
	Outpatient services	<ul style="list-style-type: none"><li>- Surgery for the peripheral nerves (carpal tunnel syndrome, cubital canal, etc.)</li></ul>

### Service excellence

Cerebral tumour surgery

Minimally invasive surgery for all spinal column diseases

Minimally invasive surgery for cranial nerve disease

Neuroendoscopy.

### Director

Dr. Mario Vitale

### Nursing Coordinator

Ms. Sofia Ceruso

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## OPHTHALMOLOGY

The Department of OPHTHALMOLOGY treats patients of all ages presenting all types of ocular diseases with a diagnostic, therapeutic and surgical approach.

SPECIALISATIONS	Admissions	- Surgery for glaucoma, tear ducts, cornea and ocular surface, retina
	Outpatient services	- Cataract surgery and adnexa - General diagnostic clinics, paediatric ophthalmology and orthoptics - Second level clinics for corneal diseases, retinal diseases and glaucoma

### Service excellence

Surgery for cataract, glaucoma, tear duct, cornea and ocular surface, and retina  
First and second level diagnostic clinics.

### Director

Dr. Ettore Destro

### Nursing Coordinator

Ms. Paola Rabboni

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## GYNAECOLOGY

The Department of GYNAECOLOGY counts on a gynaecological team that offers patients the most advanced treatments for all diseases, both benign and malignant, of the genital system. Among these techniques, particularly hysteroscopy enables to diagnose and provide targeted conservative treatment for all endometrial and uterine cavity diseases, also by resorting to endometrial, resectoscopic or thermal ablation. Hysteroscopy has allowed to eliminate scraping that, besides requiring admission to hospital and general anaesthesia, is almost never final neither diagnostically nor, even less, therapeutically. If, instead, hysterectomy is performed as a result of the patient's need or choice, resorting to vaginal access, laparoscopy or minimally invasive laparotomy allows to perform surgery avoiding traditional laparotomy. Laparotomy is avoided in all cases of adnexal diseases that are always treated with the laparoscopic technique. Even the treatment of prolapse and urinary incontinence benefits by modern techniques (the use of suburethral bands or mesh), which guarantee more lasting results and allow preservation of the womb, if desired by the patient. Gynaecological tumours are both prevented and diagnosed early with the Pap Test, colposcopy and transvaginal ultrasound, and treated surgically with the most advanced techniques.

SPECIALISATIONS	Admissions	<ul style="list-style-type: none"><li>- Abnormal uterine bleeding, intracavitarian uterine diseases, infertility, myomas, endometriosis, vaginal womb prolapse, urinary incontinence during exercise, pelvic pain</li></ul>
	Outpatient services	<ul style="list-style-type: none"><li>- Trans-abdominal and transvaginal pelvic ultrasound</li><li>- Outpatient clinic for diagnosis and therapy of abundant menstrual flow and of uterine disease</li><li>- Urogynaecological clinic for urinary incontinence problems and genital prolapse (common in menopausal women and after child birth)</li><li>- Menopause clinic</li><li>- Family planning clinic, both hormonal and non-hormonal</li><li>- Clinic for early diagnosis and prevention of gynaecological tumours</li><li>- Colposcopy and vulvoscopy clinic</li><li>- Hysteroscopy clinic</li></ul>

### Service excellence

The department is the Italian Reference Centre, acknowledged by Credit in Gynaecological Endoscopy (CEG) for minimally invasive surgery. It is also the site of the Secretariat of the Italian School of Minimally Invasive Gynaecological Surgery (SICMIG). In fact the most invasive operations are performed with minimally invasive techniques that can also be performed at the Day Hospital or even in the outpatient clinic, and which guarantee a better aesthetic result, better post-operative pain control, reduced duration of the stay in hospital and rapid post-operative recovery.

### Director

Dr. Massimo Luerti

### Nursing Coordinator

Mr. Domenico Negri

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## MEDICALLY ASSISTED PROCREATION

The MEDICALLY ASSISTED PROCREATION CENTRE was established in 2004, and has performed more than 5,000 Medically Assisted Procreation cycles.

SPECIALISATIONS	Admissions	<ul style="list-style-type: none"><li>- 2nd level Medically Assisted Procreation: IVF-ET /ICSI</li><li>- 3rd level Medically Assisted Procreation: ICSI after surgical collection of the male gametes</li><li>- Cryoconservation of male and female gametes</li></ul>
	Outpatient services	<ul style="list-style-type: none"><li>- Consultations for infertility</li><li>- Psychological assistance</li><li>- Genetic consultation</li><li>- 1st and 2nd level gynaecological and andrological ultrasound scans</li><li>- Acupuncture</li><li>- 1st level MAP (IUI)</li><li>- Consultation for self-preservation of gametes</li></ul>

### Service excellence

Focus on the needs of patients with customised treatments, use of minimally invasive therapeutic procedures, use of complementary therapies (acupuncture) and short waiting times. One couple out of three visits the Centre from other Italian regions.

### Director

Dr. Luciana de Lauretis

### Nursing Coordinator

Ms. Milena Frigatti

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## OTORHINOLARYNGOLOGY

The Department of Otorhinolaryngology (ENT) and Cervicofacial surgery studies and treats all diseases of the head and neck district, both from a medical and surgical standpoint, making use of highly innovative instruments. The diagnostic and therapeutic approaches follow criteria expressed by recent trends

SPECIALISATIONS	Admissions	<ul style="list-style-type: none"><li>- Microsurgery of the ear: treatment of chronic otitis, both simple and cholesteatomatosa, otosclerosis, stenosis of the external ear duct, chemical labyrinthectomy for Ménière's syndrome</li><li>- Surgery of the nose and of paranasal sinuses: minimally invasive surgery of inferior turbinates (radiofrequency and coblation), septoplasty and functional endoscopic surgery of the paranasal sinuses, also making use of minimally invasive devices, such as the balloon</li><li>- Open heart surgical treatment of neoplastic diseases of the oral cavity, pharynx, larynx and salivary glands</li><li>- Endoscopic surgery of the larynx that is also performed with laser diodes, besides tonsillectomy for oncological conditions</li><li>- Treatment of simple rhoncopathy and of sleep apnoea in the adult</li><li>- Outpatient surgery on a Day Hospital basis</li></ul>
	Outpatient services	<ul style="list-style-type: none"><li>- Istituto Clinico Città Studi's polyclinic provides specialist traditional and endoscopic diagnostic services for the nose and larynx, specialised hearing and vestibular system assessments, evaluations of patients with simple rhoncopathy and sleep apnoea, otomicroscopies</li></ul>

### Service excellence

Nasal sinus surgery, middle ear and deafness surgery, oncological and functional surgery for vocal cords, minimally invasive surgery.

### Director

Dr. Carlo Berardi

### Nursing Coordinator

Mr. Domenico Negri - Multi-Specialist Surgery

Ms. Paola Rabboni - ENT Clinic

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## UROLOGY

The Department of UROLOGY diagnoses and surgically treats urinary tract diseases, including kidneys, ureters, bladder, prostate and genitals.

SPECIALISATIONS	Admissions	<ul style="list-style-type: none"><li>- Prostate gland hypertrophy and neoplasm</li><li>- Bladder neoplasm</li><li>- Urinary calculosis</li></ul>
	Outpatient services	<ul style="list-style-type: none"><li>- Urological visits</li><li>- Andrological visits</li><li>- Urodynamic investigation</li><li>- Urofluxometry</li><li>- Urological ultrasound</li><li>- Flexible cystoscopy, prostate biopsy</li><li>- Bladder instillations (topical chemotherapy and immunotherapy)</li><li>- Bladder catheterism</li><li>- Circumcisions and minor surgery under local anaesthesia</li></ul>

### Service excellence

Endoscopic laser enucleation for prostate adenoma (THULEP: Thullium Laser Enucleation of Prostate), Endoscopic holmium laser ureterolithotripsy, lithotripsy and endoscopic vaporisation of surface neoplasms in the renal pelvis (RIRS Retrograde Intra Renal Surgery), minimally invasive sclero-embolisation of varicocele.

### Director

Dr. Marco Raber

### Nursing Coordinator

Ms. Susanna Boscarollo

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## REHABILITATION AND FUNCTIONAL RECOVERY

The Department of REHABILITATION AND FUNCTIONAL RECOVERY focuses on patients with orthopaedic, traumatological, neurological, cardiological, cardiac surgery, general medicine and vascular medicine conditions.

SPECIALISATIONS	Admissions	<ul style="list-style-type: none"><li>- Aftermath of hip and knee prosthesis surgery</li><li>- Aftermath of fractures, prevalently of the femur</li><li>- Aftermath of cerebral and cerebellar stroke</li><li>- Aftermath of cerebral haemorrhage and spinal surgery</li><li>- Aftermath of AMI, valve replacement surgery, CA Bypass, PTCA</li><li>- Aftermath of brain surgery</li><li>- Physiokinesitherapy for acute cases</li></ul>
	Outpatient services	<ul style="list-style-type: none"><li>- Specialised psychiatric visits</li><li>- Shock waves</li></ul>

### Service excellence

The rehabilitation track is carried out by a multi-professional team of physiatrists specialised in general medicine, cardiologists and physiotherapists who are highly skilled and motivated in their profession, with overall consideration of medical and psychiatric acceptance of patients presenting comorbidity problems, which are often complicated by traumatic events in patients with fractures, by a cerebrovascular event in neurological and neurosurgical patients. The rehabilitation treatment is also provided for acute cases, such as inpatients in other departments that need functional rehabilitation. Rehabilitation and speech therapy for swallowing disorders. Clinical and functional evaluation of dysphagia with cutting edge new generation instruments at the bedside of the patient admitted to the Rehabilitation Department and in the various departments of the Institute, adopting both conventional and innovative rehabilitation approaches by means of recently acquired dedicated electrostimulators. Day Hospital treatment of medium-serious lymphoedema, both primitive and secondary, with avant-garde volumetric and centimetric measuring and evaluation methods, with subsequent calibration of banding techniques.

### Director

Dr. Gerardo Mele

### Nursing Coordinator

Mr. Roberto Cursi

Coordinator for Physiotherapists: Milena Mileti Nardo

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## GASTROENTEROLOGY AND DIGESTIVE ENDOSCOPY

The ENDOSCOPY Unit treats both inpatients and outpatients. It guarantees the 24-hour service of medical and nursing staff dedicated to perform urgent endoscopic investigations, both for patients from the Emergency Department and for inpatients.

SPECIALISATIONS	Admissions	<ul style="list-style-type: none"><li>- Endoscopic treatment of early phase neoplasms in the digestive system (mainly stomach and intestine)</li><li>- Treatment of digestive fistulae</li><li>- Treatment (also with prosthesis) of benign and malignant stenosis of the digestive and bile system</li><li>- Treatment of Zenker's diverticulum</li><li>- Treatment of benign and malignant bile duct diseases. Conditions that confine the patient to bed. Medium to serious lymphoedema, both primitive and secondary.</li></ul>
	Outpatient services	<ul style="list-style-type: none"><li>- General gastroenterological and 2nd level visits (chronic inflammatory bowel diseases, bile and pancreatic disease)</li><li>- Oesophagogastroduodenoscopy with biopsies and/or polypectomies</li><li>- Rectosigmoidoscopy</li><li>- Colonoscopy with biopsies and/or polypectomies</li><li>- Haemostasis of bleeding lesions</li></ul>

### Service excellence

Endoscopic removal of colorectal and gastric neoplasms during the early phase of endoscopic treatment for Zenker's diverticulum. Surgical endoscopy for the bile duct disease.

### Director

Dr. Paolo Beretta

### Nursing Coordinator

Ms. Milena Frigatti

### Contact information

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[endoscopia@ic-cittastudi.it](mailto:endoscopia@ic-cittastudi.it)

[paolo.beretta@ic-cittastudi.it](mailto:paolo.beretta@ic-cittastudi.it)

## LABORATORY MEDICINE DEPARTMENT

The LABORATORY MEDICINE DEPARTMENT (SMeL) performs chemical, clinical and microbiological analyses for patients from the Emergency and Admissions Department (DEA), for inpatients and outpatients. Laboratory activities are also guaranteed for urgencies, 24 hours a day. For specialised investigations that are not performed in the hospital, there are agreements with accredited Service Laboratories that are qualified in terms of quality.

The blood drawing centre is open from Monday to Friday from 07.15 am to 10.00 am, on Saturday from 07.15 am to 09.00 am. Culture tests are not performed on Saturday.

SPECIALISATIONS	Admissions	<ul style="list-style-type: none"><li>- Clinical biochemical tests</li><li>- Haematology</li><li>- Coagulation</li><li>- Immunology</li><li>- Microbiology</li><li>- Histology</li></ul>
	Outpatient services	<ul style="list-style-type: none"><li>- Clinical biochemical tests</li><li>- Haematology</li><li>- Coagulation</li><li>- Immunology</li><li>- Microbiology, histology</li><li>- Cytology</li><li>- Cytogenetics</li></ul>

### Service excellence

The SMeL has modern technologies. It counts on specialised staff and is totally integrated into the IT network of the facility. 90% of inpatient reports are available within a few hours after blood drawing. Outpatients access the Service through the outpatient blood drawing clinic, which is open every day, including Saturday. Reports are available with a short turnover.

### Director

Dr. Annalisa Modenese

### Contact information

Tel. 02/23.93.3091 - Fax: 02/23.93.2232

[laboratorio.analisi@ic-cittastudi.it](mailto:laboratorio.analisi@ic-cittastudi.it)

[annalisa.modenese@ic-cittastudi.it](mailto:annalisa.modenese@ic-cittastudi.it)

## IMAGING DIAGNOSTICS DEPARTMENT

The IMAGING DIAGNOSTICS DEPARTMENT offers all diagnostic, radiological and ultrasound methods.

SPECIALISATIONS	Admissions	<ul style="list-style-type: none"><li>- Radiological diagnostics</li><li>- Mammography</li><li>- MOC (Bone mineral density test)</li><li>- Ultrasound diagnostics</li><li>- CT investigations</li><li>- MRI investigations</li></ul>
	Outpatient services	<ul style="list-style-type: none"><li>- Radiological diagnostics</li><li>- Mammography</li><li>- MOC (Bone mineral density test)</li><li>- Ultrasound diagnostics</li><li>- CT scans</li><li>- MRI investigations</li></ul>

### Service excellence

CARDIAC CT SCAN  
DEFECOGRAPHIES

MRI ARTHROGRAM OF THE SHOULDER  
CT SCAN OF THE COLON

### Director

Dr. Luca Belli

### Coordinator of Radiology Technicians

Mr. Giuseppe Chiariello

### Contact information

Tel. 02/23.93 3029

[radiologia@ic-cittastudi.it](mailto:radiologia@ic-cittastudi.it)

## Oral Anticoagulant Therapy Surveillance Centre

Oral anticoagulant therapy (OAT) is a treatment of the utmost importance for the prevention of thromboembolic complications in patients presenting miscellaneous cardiovascular and blood diseases.

An essential characteristic of this treatment is that the drug used cannot be administered in fixed doses but, instead, doses must be individually established for each patient, and can vary in time even in the same individual. During anticoagulant therapy, every patient must be adequately informed about the special characteristics of this treatment, and guided regarding the daily dose to be taken and the various circumstances that can interact with the therapy.

In order to correctly take the drug and reduce complications, the patient must submit to regular checks. To respond to this extremely common need among the population, Istituto Clinico Città Studi has established an OAT Surveillance Centre. The patient is subjected to collection of a venous blood specimen to perform a laboratory test (prothrombin time) that measures the level of anticoagulation achieved.

The report will be available on the same day, and the results of the blood tests will be discussed during a consultation with a doctor in order to implement the dosage changes required for the oral anticoagulant drug.

Blood specimens are collected at the Blood Drawing Centre in via Jommelli 2, **from 07.15 am to 10.00 am** on Monday, Wednesday and Friday.

On the same day the consultation with delivery of the report will take place in OAT Centre clinics situated in via Jommelli 17 **from 02.00 pm to 03.00 pm**.

At the Admissions Office in via Jommelli 2 the patient must hand in a reference letter from his/her doctor with the indication "PT/ PTT", along with a second reference letter stating "OAT Surveillance Visit". Booking not required.

Any blood collection and/or consultation cycle indicated in the reference letter will have a duration of 1 year, starting from the first access.

### Warnings for OAT patients

- Take the drug far from meals
- Do not excessively vary the intake of vegetables that have a high content of vitamin K (broad leaf: spinach, lettuce, beet, green tea, etc.)
- In case of bleeding (blood in the mouth, genitourinary tract, anus, airways) and in case of important trauma, even without apparent damage, especially if in the head and/or back, visit the closest Emergency Department.
- In case of errors in the intake of the anticoagulant drug or in case of intake of drugs that differ from the usual ones, report this during the OAT consultation.

### For information:

Blood Drawing Centre Tel. 02 2393.1  
centro.tao@ic-cittastudi.it

# Psychology and Psychotherapy Department

Dr. Edoardo Maria Realini  
Psychologist Psychotherapist

Psychology is an important tool of integration, humanisation and personalisation of care during the stay in hospital, besides being a specific intervention for psychological distress.

The Psychology and Psychotherapy Department manages both inpatients who are referred for medical or surgical treatment due to an acute or chronic disease, and people outside the Institute.

In the intrahospital framework, the Service (free of charge) envisages two main activities:

- psychodiagnostic activity (with administration of tests, if required) to integrate medical evaluations with psychological aspects to offer the referring doctor a more complete picture of the patient's health conditions, thus enabling him to define a more targeted treatment (e.g., before bariatric surgery or rehabilitation treatment for the infarcted patient);
- consulting services and psychological support, as assistance for and acceptance of emotional aspects and distress of the patient and his/her relations during the stay in hospital (e.g., patients from medically assisted procreation, multi-specialist rehabilitation and other departments who require surgery).

Regarding external patients, who can access both with a referral from a medical professional (doctor, psychologist) and spontaneously, the Service (on payment) offers the following:

- psychodiagnostic examination (includes clinical interviews, administration of tests, collection of information from external sources, if required, and draft of the final report);
- first psychological interviews (to define and better clarify the nature of the psychological discomfort and to receive any precise indication for treatment);
- psychological support sessions (to be emotionally accompanied during certain life experiences that are particularly stressful or challenging from a personal and/or relational standpoint);
- psychotherapy track, either individual or for couples, for psychoanalytical direction.

## Admission to hospital

Regarding specifications about inpatient facilities, hospitality on the ward, the stay on the ward, discharge and how to request the clinical record, refer to the Handout of Istituto Clinico “[Guide to Admission](#)”. You can ask for the document at the URP (Public Relations Office) and at information points. It is handed at the time of pre-hospitalisation.

The following information is useful concerning the stay in hospital.

### Interviews with the attending physicians

Interview hours with physicians are published in every ward. Any additional information can be requested from the nursing coordinator of the ward.

### Meals

They are served as specified below:

- breakfast, within 08.30 am;
- lunch, within 12.30 pm;
- dinner, within 06.30 pm;

### Visiting hours for inpatients

Patients can receive visits (maximum two people per inpatient) with access from via Jommelli 17:

from Monday to Friday from 06.30 pm to 07.30 pm  
on Saturday and holidays from 11.00 am to 07.30 pm.

Patients admitted to the [Intensive Care Unit](#) and to the [Coronary Care Unit](#) can receive visits from 12:30 pm to 01:30 pm and from 06.30 pm to 07.30 pm every day (only one adult visitor at a time, for not more than 10 minutes).

Patients admitted to the [Stroke Unit](#) can receive visits from 12:00 pm to 01:00 pm and from 05:30 pm to 06:30 pm every day.

Patients admitted to the [paying ward](#) can receive visits every day from 08.00 am to 10.00 pm.

# Outpatient bookings and admissions

## Bookings

Bookings for specialised outpatient visits and radiological and diagnostic services can be made personally by visiting the Admissions Office in via Jommelli 2, from Monday to Friday from 07.15 am to 06.30 pm, on Saturday from 07.15 am to 11.40 am.

The telephone booking service with operator can be accessed from 08.00 am to 06.00 pm, from Monday to Friday (Saturday from 08.00 am to 12.00 pm) on the following numbers:

02/23.93.3011 for NHS bookings

02/23.93.2041 for services on payment

Service hours can be subjected to variations during holidays.

Appointment bookings can also be submitted:

- on-line by visiting the website [www.ic-cittastudi.it](http://www.ic-cittastudi.it)
- by sending an e-mail to [prenotazioni@ic-cittastudi.it](mailto:prenotazioni@ic-cittastudi.it)

The documents listed below must be presented at the time of booking/admission for services performed by the National Health Service:

- document of identification;
- referral (medical prescription) specifying the diagnostic query;
- Health Card (CRS/SISS);
- tax code;
- and, if entitled, the document of exemption of prescription charges.

It is useful to check the time and day established, and any preparation required to perform the investigation.

If the patient is unable to attend the booked appointment, he/she must inform the Booking Centre at the earliest by calling the dedicated line that has an answerphone to cancel (tel. 02 2393 2211) or change an appointment (tel. 02 2393 3011 SSN – 2041 on payment). Please note that the cost of the service booked, if not cancelled, may anyhow be charged to you.

Please note that is absolutely necessary to show the medical referral (medical prescription) for any medical performance provided by the NHS services. Failing said documents, the service may not be provided.

## Open Clinics

Istituto Clinico Città Studi is participating in “Open Clinics Project” promoted by the Lombardy Regional Administration, as established by Regional Council Decree no. X/2989 of 23/12/2014.

The initiative is designed to expand the offer of specialist visits and of radiodiagnostic services also to opening hours and days that are most convenient for the citizen.

Booking diaries have been opened for services that will be performed on working days until 08.00 pm, and on Saturday morning.

Specifically:

- Nuclear Magnetic Resonance Imaging (from Monday to Friday until 08.00 pm and on Saturday morning);
- CT scans (Saturday morning);
- X-rays (Saturday morning);
- Ultrasound scans (Monday until 08.00 pm);
- Eco Colour Doppler sonography (Saturday morning);
- Cardiology visit + ECG (Tuesday and Thursday until 08.00 pm);
- Physiatric visit (Friday until 08.00 pm);
- ENT visit (Saturday morning);
- Analysis laboratory - blood and urine tests (Saturday morning).

Please note that booking modes remain unchanged also for these additional services, which are provided in the evening and on Saturday morning.

## Waiting times

Istituto Clinico undertakes to provide NHS accredited services within the maximum waiting times defined by the Regional Administration, and has defined its goals to improve the waiting times for outpatient services. Waiting times are monthly updated on the hospital website within the 10th of every month.

## Registration and payment of prescription charges for the service

Before using the service you have booked, you must confirm the appointment and ensure administrative admission with payment for prescription charges, if required. Admission and payment for the service can be made at the time of booking or at another moment before the appointment, only if the user has the above described documents. Payments are accepted in cash, with cheques, from ATM machines and with the main credit cards.

Admission desks are situated in via Jommelli 2 on the ground floor. We recommend arriving at least 40 minutes in advance for the booked appointment. After completing the admission procedure, the patient will be given the receipt and told where to go for the visit or investigation. We wish to specify that, in some special cases, the admission procedure cannot be completed during this phase as it has still to be established whether the patient needs any additional services, and precisely which ones.



In such cases, which mainly concern endoscopy and gynaecology (for any biopsies performed during endoscopic investigations), the patient will be requested to return to the desk to integrate admission and prescription charges.

The patient and prescribing doctors must note that every medical prescription may contain a request for not more than 8 services that belong to the same diagnostic branch. Services that are exempted from prescription charges cannot be listed on the same prescription as non-exempted services. Hence, in very rare cases, the patient might be requested to present a new prescription, if the one presented does not comply with regulations or does not list the services requested in a way that can be interpreted consistently with the nomenclature book of fees.

## Prescription charges

Patients are required to pay a participation fee, called prescription charges. The regional Nomenclature Book of Fees reports the specific prescription charges for every service.

### The following subjects are exempted from prescription charges:

All citizens under 14 years of age, regardless of the income; citizens over 65 years, as long as they belong to a fiscal family unit with gross overall income that does not exceed euro 38,500, referred to the previous year / last income tax statement presented, and citizens included in the specifications reported on the website of the Milan Local Health Authority (ASL) <http://www.asl.milano.it/ita/Default.aspx?SEZ=10&PAG=88&NOT=4503> are exempted from prescription charges.

The following services designed for early diagnosis of tumours are also excluded from prescription charges, as per art. 85 of Law 388/2000:

- mammography every 2 years for women aged 45-69 years, and all 2nd level services, if required by the mammographic examination;
- pap test every 3 years for women aged 25-65 years;
- colonoscopy every 5 years after the age of 45 and for groups at risk;
- specific investigations for neoplasms in youth, according to criteria determined by the Ministry of Health.

## Services on payment and with NHS agreements

The same NHS services can also be accessed either privately or through agreements formulated by the Istituto Clinico with Agencies, private health insurance companies and insurance companies. For the related rates, ask the staff at the Cash and Admissions Office.

Before using the booked service, it is necessary to complete administrative admission and payment by visiting the dedicated cash desks in Via Jommelli, 17, 1st floor. Opening hours: from Monday to Friday, from 07.30 am to 07.00 pm, on Saturday from 07.30 am to 12.00 pm.

Payments are accepted in cash, with cheques, cash cards and with the main credit cards. After completing the admission procedure, the patient will be given the receipt and told where to go for the visit or investigation. Waiting times for said services are, in some cases, less than the ones required for NHS services, and the patient may specify his/her trusted specialist.

## After the service

At the end of the visit or of the diagnostic investigation, the patient will be given the report or the outpatient record for the attending physician, stating the diagnosis, proposed therapy and, if required, the need for subsequent specialist visits.

Further diagnostic investigations will generally be prescribed by Istituto Clinico's specialist. For services performed on behalf of the National Health Service, bookings cannot be accepted before the patient has obtained the standard medical prescription. If the reports cannot be immediately handed, the patient will be informed, in a dedicated form, of the date starting from when it can be collected.

The report must be personally collected by the patient, if possible, bringing along the payment receipt of prescription charges or the report delivery slip. In compliance with data confidentiality regulations, reports can only be handed either to the person directly concerned or to a person delegated by the same (who must have a copy of the document of identification and of the letter of proxy of the patient). For Laboratory reports, the patient may request them to be sent home by priority mail.

## Support Services

These services are provided along with diagnostic and treatment activities for inpatients. They are designed to provide integrated care that, taking into account all the needs of the patient, helps to obtain the best result from the treatment administered and to ensure comfort. They are integrated, when necessary, with public, private or voluntary healthcare services implemented in the area.

### Social Service

To face situations of financial or social difficulty and healthcare problems during admission, the user and his relations can request the intervention of a Social Worker, whose activities include:

- maintaining direct contact with doctors and coordinators of inpatient wards who report patients who have social problems;
- performing social secretariat activities for patients and their families;
- maintaining contact with public facilities to help patients know and use the network of services available on the territory, particularly in the social and healthcare sector (Municipality and ATS Milano Città Metropolitana).

### Religious assistance

Religious assistance for Catholics is provided by priests who, respecting every idea, faith and conviction, are available for patients who request spiritual or religious help, for an interview, to listen to them and to administer the Sacraments. Their presence can be requested at any time. The facility includes a Chapel that is open to the public every day from 08:00 am to 06:00 pm. It is located in the central hall of Via Jommelli, 17.

The Administration of Istituto Clinico will request the presence of ministers of other cults, and will ensure their access upon request of the patients and their relations.

### Thanatology Service

Istituto Clinico has a mortuary, which can be directly accessed from the entrance in via Jommelli, 17. It is organised and equipped to offer relations privacy and a calm comfortable environment.

The thanatology service is managed on behalf of Istituto Clinico by Tanato-Aesthetic Healthcare Service.

This company does not perform funeral services and the relations of the deceased are free to choose the company they prefer.

Mortuary opening hours:

from 07:30 am to 11:45 am; from 01:15 pm to 04:30 pm - Sunday and holidays from 08:00 am to 12:00 pm.

## QUALITY STANDARDS, COMMITMENTS AND PROGRAMMES

ICCS has undertaken the priority commitment to develop the quality standards required by the Lombardy Regional Administration and is oriented towards ongoing improvement of hospital services in order to guarantee:

- user/client satisfaction;
- quality and efficacy of the service provided;
- prevention and risk management;
- qualified and satisfied staff.

ICCS proposes to make, among other things, several investments in structural, organisational and technological terms, and has started up several projects to improve the quality and safety of patients and workers.

For instance, in recent years, ICCS has:

- extended the facility by acquiring new buildings and by strengthening the various services, including Magnetic Resonance Imaging, Haemodynamics, etc.;
- acquired new devices and software, including a new generation fluorangiography device for the Ophthalmology Department, new laser devices for the Urology Department, a microscope for the Neurosurgery Department, etc.;
- implemented organisational development projects with new management systems and the creation of tailored educational paths for its staff.

## PROTECTION AND VERIFICATION MECHANISMS

### Public Relations Office

Public Relations Office  
Via Jommelli, 17 entrance  
Tel.: 02/23.93.6072  
Fax: 02/23.93.6067  
e-mail: [urp@ic-cittastudi.it](mailto:urp@ic-cittastudi.it)

The office is open from Monday to Friday from 09.15 am to 01.00 pm and from 02.00 pm to 05.30 pm.

### Functions and duties

The Public Relations Office of ICCS is attentive to the needs of citizens and undertakes to respond to requests and complaints in order to improve the quality of services provided.

It provides hospitality services for users:

- accepting reports, suggestions and complaints, and processing them;
- carrying out surveys on the evaluation of quality perceived (Customer Satisfaction).

### Complaints submission modes

The Public Relations Office promptly communicates the complaint received to the services concerned for them to adopt the measures required to remove the inefficiency reported.

Complaints can be submitted to the Public Relations Office by the party concerned, by relations, by voluntary workers' associations and patients' rights associations as specified below:

- Direct interview;
- Telephone interview;
- Letter, fax (02/23.93.6067) or e-mail ([urp@ic-cittastudi.it](mailto:urp@ic-cittastudi.it));
- Dedicated form.

### Times for the submission of reports

Reports must be submitted very shortly after the moment the party concerned came to know about the act or behaviour that harmed his/her rights.

## Investigation and deadlines for answers

The Public Relations Office records all complaints received, with the utmost respect for the confidentiality of users. For inefficiencies that can be easily solved, the Public Relations Office provides an answer in real time or, at most, a written answer in short times.

For more complex cases that need an investigation, these complaints usually receive an answer within 30 days after receipt of the complaint.

## Voluntary workers

- Association “Amici dell’Università Campus Bio-Medico” (Friends of the Biomedical University Campus), Rome

Voluntary workers who provide their work at the ICCS belong to the Association “Amici dell’Università Campus Bio-Medico”. Voluntary workers, through dedicated courses, have received training that allows them to competently offer a precious service to people who access Istituto Clinico Città Studi.

The team of voluntary workers performs the following activities on all working days:

- integrate the hospitality of the facility, encouraging an atmosphere of human relations and support in sharing the path;
- facilitate users with indications and accompany them and their relations to the various departments and services.

## Cultural Mediation

The Hospital undertakes to communicate and provide information by overcoming language barriers, when possible, through the intervention of its operators who possess linguistic skills or who are non-Italian natives.

Failing these, the hospital will allow access to mediators indicated by the patient or will follow consular channels to obtain the necessary assistance.

ICCS operators will do their utmost to ensure that the foreign user correctly understands:

- the medical problem;
- the urgent needs;
- the way in which clinical examinations and diagnostic procedures are performed and why they are necessary;
- the diagnosis;
- therapeutic indications to be followed on discharge.

## CONTACT US

Telephone Switchboard 02 2393 1

Public Relations Office  
02 2393 6072

NHS Outpatient Bookings  
02 2393 3011

Services on payment  
02 2393 2041

Cancellation of Outpatient  
Bookings  
02 2393 2211

NHS Admissions Office  
02 2393 4003

Paying Patients Admissions Office  
02 2393 4520 4231

Medical Administration  
02 2393 2222

General Administration  
02 2393 4052

FAX Outpatient Clinic  
02 2393 3080

FAX Medical Administration  
02 2393 4210

FAX General Administration  
02 2393 4124

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Public Relations Office  
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Communications Office  
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Outpatient Bookings  
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Admission Bookings  
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Medical Administration  
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