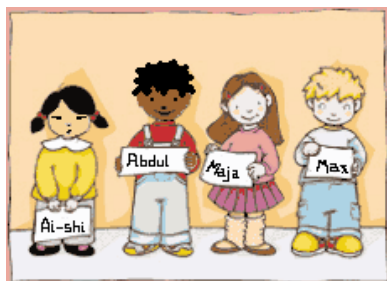


## A Guide for the Services



Scientific Research Institute and Hospital for Pediatrics “**Burlo Garofolo**” - Top-grade specialization and of national importance in healthcare for women and children.

- English -

Aggiornato a marzo 2010

### ***Prospectus:***

Burlo Garofolo is a Scientific Institute for paediatric hospitalization and healthcare, with top-grade specialization and national fame as a paediatric, maternity and women's healthcare hospital.

It provides for diagnostic, healthcare and rehabilitation services for the citizens of the district of Trieste, in the Friuli Venezia Giulia Region as well as those from other regions, including foreign citizens.

The basic principles of our Institute are:

- an equity pledge and universal access;
- respect for the freedom of choice and citizen's rights;
- in defence of human life quality at all times, by offering knowledgeable and responsible choice;
- respect for equal opportunities in the selection and experience of our personnel;
- management and clinical responsibility for the community;
- the main goal of our research activity towards improving health conditions for women and children;
- the "Helsinki Declaration" referring to ethical principles in applied medical human research;
- the "Oviedo Convention" for the protection of human rights and the dignity of the human being referring to applications in biology and medicine;
- European Union guidelines regarding good clinical practice for the execution of clinical experimentation ;
- Italian legislation relating to Ethics and Clinical Experiments Commissions;
- the "Charter of Rights" for Hospitalized Children.

### ***The Corporation's Commitments:***

This Institute is committed to guarantee for the rights of women and children and requires the Public to observe a few general rules of behaviour for the accurate implementation of all the

activities and services and a peaceful coexistence during their stay in hospital.

### ***Knowing your "rights"...***

The Hospital Corporation is committed to guarantee for the right of the children and their families, of the women and of the citizens:

- to receive quality assistance and care, according to effective and efficient criteria;
- to the continuation of service;
- to equity and impartiality with regard to differences without discrimination of sex, race, nationality, language, culture or religion;
- to respect of their human dignity during treatment; to be identified with their proper name and treated with respect;
- to privacy and reserve for all information regarding their health and the services supplied as well as to privacy during diagnosis and treatment in general;
- to safety and protection from risks deriving from malfunction of machinery or services supplied;
- to an appropriate estimation and management of pain;
- to receive clear, simple, exhaustive and comprehensible information on access to services, on their disease and the treatment, on the possibilities for further research and alternative treatment, even if only to be found in other structures;
- to express or refuse their acceptance, having been truly informed, about the treatment, on possible risks and inconveniences prior to undergoing the interventions proposed by the health personnel; as well as to express their acceptance of the research and training activity;
- to select from the various structures available for the provision of the same services;
- to legal action for claims and reports, to offer suggestions and praise and to be informed of the same after the prompt examination of the competent offices;

- to participate in the process of treatment and the improvement of the quality of healthcare activities;
- to access healthcare documentation regarding themselves, which should be clear readable and complete;
- to “normal life”: to treatment without changes, as far as possible, in their family and social lifestyle, habits and relationships.

*... reminding you of your “obligations”*

- of a responsible behaviour respecting and understanding the rights and needs the other patients;
- to respect the work and expertise of our operators and to collaborate with our Health personnel, an essential requirement for the implementation of a correct clinical and welfare program;
- to respect the environment, the facilities, and furnishings present in the health service structures;
- to respect time-tables and the health organization for the eventual course of activities;
- to respect any limitations of access;
- to respect tranquillity and avoid the breach of peace by day and by night; by limiting visits and so averting eventual overcrowding of the wards during off-hours; by turning off mobile phones and turning down the volume of TVs and CD players etc...;
- to not smoke indoors in the health service premises;
- to not leave the ward/service premises without informing the personnel.

*How to get an appointment for laboratory tests:*

You don't need to get an appointment for laboratory tests except for some genetic lab tests (*cariotipi*).

Children aged 0 to 14 are entitled to priority access: They are not obliged to get a queue-number and they have precedence to the first free counter.

**Minors under the age of 16 must always be accompanied by those exerting parental rights** or other adults (exhibiting proof of their tutorial rights).

Those aged between 16 and 18 may be allowed blood tests even if they are minors but for these cases the medical reports will be addressed and mailed to their parents.

For married women in pregnancy who have reached the age of 16, their husbands' presence is required.

*Which documents will you need for your tests?*

You will need your health insurance card and the prescription from your G.P., as the administrative procedure requires the bar-code insertion on the request.

*When can you have a test done?*

Lab tests maybe done Mondays to Fridays from 7.30 am to 10.00 am.

*How do you get your tests done?*

- Direct access to the CUP counters at the *Centro Prelievi* (Blood Test Center) on the 1<sup>st</sup> floor of the Day Surgery Building, for the registration and (if necessary) payment procedure;
- Then you may proceed to the adjacent *Centro Prelievi* where your blood sample will be drawn.

*How do you collect laboratory and radiology reports:*

*What are the necessary documents?*

To collect reports you need to present personal identification documents.

### *Who can collect?*

The person concerned or another adult, **as long as she/he holds written proof of proxy and a copy of the document of the delegating person concerned.**

For minors, the report may be collected by the person holding parental rights.

### *How do you collect reports?*

- By accessing the Information Counter you may collect reports referring to:
  - radiology examinations (Mondays to Fridays, from 12.30 to 7.00pm);
  - complete laboratory tests (Mondays to Fridays, from 12.30 to 7.00pm);
- By post, with explicit request at the time of the laboratory drawing of the sample or on acceptance of the blood test.

**According to the regulations in force (art. 4 comma 18 Legge 412/1991), failure to collect medical reports within 30 days from the test entails the full charge for the cost of the service.**

### *How to book day surgery specialist visits and services:*

#### *What are the necessary documents?*

In order to book by phone, personally, or through Internet you need to have your health insurance card and the G.P.'s prescription, as the administrative procedure requires the bar-code of the request.

#### *Who can do the booking?*

The person concerned or another person, as long as they hold the necessary documentation.

### *How do you book an appointment?*

- By accessing the Burlo CUP counters in the Central Entrance Hall, on the ground floor Monday to Friday, from 7.45 am to 7.20 pm;
- At the CUP counters on the 1<sup>st</sup> floor in the Day Surgery Building, Monday to Friday, from 11.30 am to 1.20 pm;
- At any of the CUP counters of the Public University Hospitals Corporation (AOU) and those of the Health Services Department n.1 (*Azienda per i Servizi Sanitari n.1 "Triestina"*) for Trieste (CUP for the public healthcare provider);
- At pharmacies covered by the healthcare Provider Insurance Plan;
- By contacting the Call Centre tel. 040-6702011, Monday to Friday, from 8.00am to 5.00pm;
- By contacting the CUP counter at the "Burlo" tel. 040-3785.468 Monday to Friday, from 1.00 pm to 7.15 pm;
- Through Internet at the Burlo website, [www.burlo.trieste.it](http://www.burlo.trieste.it) (online bookings); in which case you will receive your confirmation with the date and time of the appointment, within 72 hours. When booking you must have your prescription with the code-bar, as you will be asked to insert it in the booking.

The Administration will promptly inform you of any modifications regarding your appointments. **Please inform us in time if you have to cancel any appointments**, so we may allow for a rational and effective distribution of access to our surgical services.

### *How to make payments:*

#### *When are you supposed to pay?*

Payments should be made before medical visits. Only for specific cases can payments be made after the visit, according to the indications given at the time of the booking.

### *Where do you pay?*

- At the "BURLO" CUP counter in the Entrance Hall, on the ground floor of the Main Building, Mondays to Fridays, from 7.45 am to 7.20 pm;
- At any CUP counter in the District of Trieste.

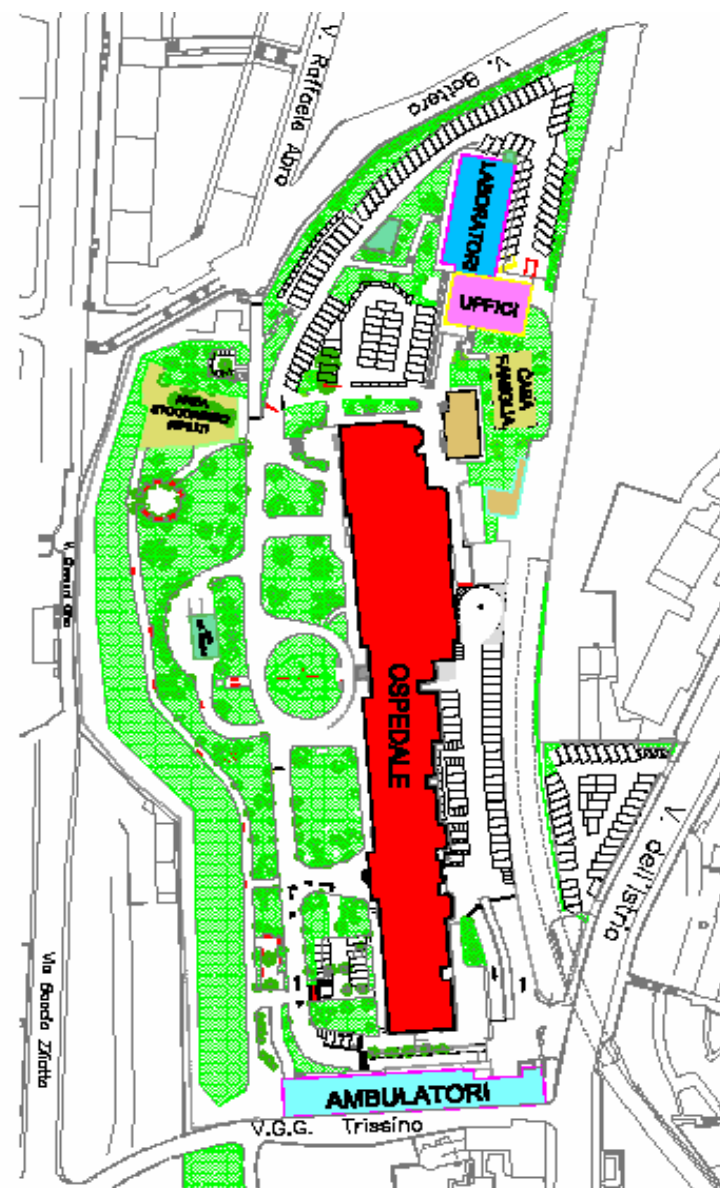
### *How can you pay?*

You may pay cash, or use your ATM-card or your VISA.

If you should need one, inside the Hospital Complex there is also an ATM-card counter (hole in the wall)

There are ATM machines, at the Main Entrance Hall, these are only for payments referring to Emergency visits at night or on public holidays.

### *The Map*



## ***List of Departments Services:***

### **Medicine and Bone Marrow transplant Department** *(Dipartimento di Medicina e dei Trapianti di Midollo osseo):*

- Clinical Paediatrics (S.C.U. Clinica Pediatrica)
  - ✓ Endocrinology, auxology e diabetics (S.S. *Endocrinologia, auxologia e diabetologia*);
  - ✓ Gastroenterology and Clinic Nutrition (S.S. *Gastroenterologia e nutrizione clinica*);
  - ✓ Allergology and treatment for asthma (S.S. *Allergologia e trattamento dell'asma*)
- Emergency Paediatrics with an emergency first aid service (S.C.O. Pediatria d'urgenza con servizio di pronto soccorso);
- Infantile Neuropsychiatry and Pediatric Neurology (S.C.O. Neuropsichiatria Infantile e neurologia pediatrica);
- Neonatology and Neonatal and Intensive Care (S.C.O. Neonatologia e Terapia intensiva neonatale);
- Rooming-in and breast-feeding promotion (S.S. Rooming-in e promozione breast-feeding);
- Cancer Haematology (S.C.O. *Oncoematologia*);
  - o Metabolic Diseases (S.S.D. *Malattie Metaboliche*);
  - o Bone-Marrow Transplants (S.S.D. *Trapianto di midollo osseo*).

### **Surgery Department** *(Dipartimento di Chirurgia):*

- Paediatric Surgery and Urology (S.C.O. *Chirurgia e Urologia pediatrica*);
- Maxillo-Facial Surgery and Dentistry (S.C.O. *Chirurgia maxillo – facciale e Odontostomatologia*);

- Ophthalmology and Visual-Motor Rehabilitation (S.C.O. *Oculistica e riabilitazione visuo-motoria*);
- Orthopedics, Pediatric Trauma and Scoliosis Treatment Centre (S.C.O. *Ortopedia, Traumatologia pediatrica e Centro per il trattamento della scoliosi*);
- Pediatric Otolaryngology and Audiology (S.C.O. *Otorinolaringoiatria e audiologia pediatrica con servizio di logopedia*);
- Anesthesia and Intensive Care (S.C.O. *Anestesia e Rianimazione*).

### **Obstetrics and Gynecology Department** *(Dipartimento di Ostetricia e Ginecologia)*

- Clinical Obstetrics e Gynaecology (S.C.U. Clinica Ostetrica e Ginecologica);
- Obstetric Pathology (S.C.O. *Patologia Ostetrica*);
  - o Ultrasound Prenatal and Gynecology Diagnosis (S.S.D. *Diagnostica Ecografica Prenatale e Ginecologica*);
  - o Medically Assisted Procreation (S.S.D. *Procreazione Medicalmente Assistita*);
  - o Diagnostic and operative hysteroscopy (S.S.D. *Isteroscopia diagnostica ed operativa*).

### **Molecular Medicine and Laboratory Department** *(Dipartimento di Medicina Molecolare e di Laboratorio)*

### **Transfusion Medicine Department in collaboration with the Regional Health Insurance Provider** *(Dipartimento Interaziendale di Medicina Trasfusionale)*

## ***Some advice/ useful information for your stay in hospital.***

### ***What documents do you need for admission?***

- your health insurance card;
- a document of identification;
- your tax-code identification card;
- all medical documentation that you may already have (medical reports, laboratory test reports, clinical files of previous hospitalization, etc.);
- medical prescriptions for on-going or recent therapy indicating medication in use.



### ***What you should bring from home?***

- some underwear, pyjamas or a nightie, a dressing-gown, a pair of slippers, personal belongings, towels and all you need for your personal hygiene (strictly necessary);
- suitable clothing for a stay in hospital (for the person who will be staying in hospital with the patient);
- only a small amount of cash for the bare minimum.



You are advised not to bring jewelry or other precious objects and we recommend you not to leave unattended any objects of value.

During their stay in the hospital our little patients may be allowed to bring their own toys and/or other personal belongings as long as they don't represent an obstacle for their treatment program or those of the other patients.

### ***Visiting hours for friends and relatives:***



Surgery Department from 2.00 pm to 7.00 pm;  
Medicine Department: from 4.00 pm to 6.00 pm;  
Obstetrics and Gynaecology Department from 2.00 pm to 4.30 pm and from 7.00 pm to 8.30 pm.

**In the obstetrics and gynaecology wards it would be preferable to stay within the limit of one visitor at a time and strictly within the visiting hours according to the timetable above.**

In the Resuscitation, Neonatal Intensive Care and Haematological Oncology Wards it will be necessary to get indications from the health personnel of the department.

### ***Presence of a Parent:***

Parents/guardians of children staying in the hospital, may stay, one at a time, with their children through the day as well as at night caring for them.

Parents of children from out of town may stay at our guest-house "Casa Mia". Requests should be made to the Nursing Coordinator who runs the guest-house accordingly regulated. Availability of the lodgings is limited and priority is given generally, to those cases expecting a long period of hospitalization.

Parents may avail themselves of meals at the hospital canteen at cost price, for access follow the indications given by the nursing staff. Breast-feeding mothers are entitled to free meals. At our hospital the "rooming-in method" applies, new mothers are offered the possibility of having their babies next to them, for as long as they wish and are promptly encouraged to participate in the care for the new born.



### *Speaking with the doctors:*

Family members will always be informed about the patient's health by the doctor in charge or they may ask to speak with the Department Director, through the staff-nurse, in compliance with the modality established by the law on Privacy.



### *Medical visits and diagnostic surveys:*

These are usually carried out in the morning and during these visits students and trainee specialist graduate doctors attending the department of this Institute may be present. The doctor will inform the patient clearly and in a comprehensible way on tests, prescribed treatment and proposed operations. Before formally expressing his consent diagnostic tests and therapeutic operations, the patient must be adequately informed according to the Law. In the case of minors under the age of 18 both his parents must give their consent.



### *Discharge:*

At the time of discharge, a "letter of discharge" is issued, the clinical report for the patient's GP. If the report isn't issued immediately, it will be mailed to his home address by the Hospital Authorities, within 15 days. Patients must provide for their own means of transport for the return home. A copy of your clinical file may be requested at the Information Service counter in the Central Entrance Hall of the Hospital.



### *Welfare Service:*

The Welfare Service operates in synergy with all the other structures present in the Hospital. Our operating methodology

is centred on the process of assistance, aimed at sustaining women, children and their parents during their stay in hospital, offering them support, for the removal of inconveniences, in collaboration with the welfare services and the social healthcare services competent in the territory.

Intervention of the Welfare Service can also be activated by the Health Personal if requested by the persons concerned.

### *Religious Service:*

This Institute promises to do its best, to satisfy your request for religious assistance, providing for contact with the different ministers of cult.

Inside the Hospital there is a Catholic Church situated on the ground-floor of the Main Building. There is a nun and a priest present daily in our Institute and you may turn to them for any spiritual or religious needs you may require.

For contacting ministers of other cults, requests may be made to the Nursing Coordinator.

### *Cultural Mediation:*

In order to encourage foreigners to access our healthcare services, we have put into effect a collaboration with an association handling activities in linguistic and cultural mediation.

The cultural mediator is a qualified person, specifically and professionally trained, in duty bound by professional secrecy. Her job is to favour communication for the doctors, health operators and all the professionals working in the Hospital.

Especially for:

- Explaining your health problem;
- Understanding your diagnosis;
- Understanding properly the treatment they have prescribed for you;
- Understanding what you have to do after your discharge.

For this purpose the service is free as long as it is the Nursing



Coordinator or the doctors who have activated it.

#### ***Voluntary Associations:***

A few Voluntary Associations operate on our hospital premises for patients with special pathology or social problems.

Details regarding the matter may be provided by the Nursing Coordinator and by the Public Relations Office (URP).

#### ***The Public Relations Office (URP):***






The office for Public Relations is responsible for the information service for the Public. In collaboration with the Voluntary Associations, this office gathers and analyses all the recommendations and complaints, to monitor the level of satisfaction of the Public.

The Public, the voluntary or credit healthcare organisations of the Region can submit their referral/complaint within 15 days from the moment of becoming acquaintance with the proceedings and behaviour with which the use of health services supplied by the Institute is refused or limited.

Referrals and/or complaints may be submitted:

- personally to the U.R.P. situated on the ground-floor of the Palazzina Ambulatori (Out Patient Clinics Building), from Monday to Friday from 10.00am to 12.00am and in the early afternoon by appointment;
- in writing using the appropriate form found in the complaints box, situated in the Central Entrance Hall of this Institute;
- by a written letter on ordinary paper mailed to the URP c/o "Burlo Garofolo" Via dell'Istria 65/1 34137 – TRIESTE via fax 040 3785487.

#### ***Useful Contacts:***

<b>Main Switchboard</b>	 040- 3785.111
<b>CUP Burlo</b>	 040-3785.468 Monday to Friday from 1.00 pm to 7.15 pm
<b>Call Center in collaboration with the Regional Health Provider</b>	 040-6702011 Monday to Friday from 8.00 am to 5.00 pm
<b>URP</b>	 040-3785.461 Monday to Friday from 10.00am till noon <b>E mail:</b> <a href="mailto:urp@burlo.trieste.it">urp@burlo.trieste.it</a>
<b>Health Emergency</b>	 118
<b>Management Website</b>	<a href="http://www.burlo.trieste.it">www.burlo.trieste.it</a>

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