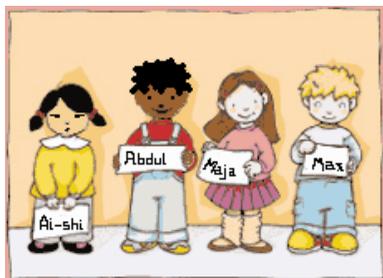


**BURLO**

## Service Guide



Istituto di Ricovero e Cura a Carattere Scientifico materno-infantile **I.R.C.C.S. “Burlo Garofolo”** (*Scientific Research Institute and Paediatric Hospital*) – Highly-specialised national centre for maternal and child healthcare

**ENGLISH**

Last update: July 2015

## **Presentation:**

Burlo Garofolo is a Scientific Research Institute and Paediatric Hospital; it is a highly-specialised national centre offering paediatric and maternal healthcare services. In full compliance with the relevant standards of excellence, Burlo Garofolo specialises in biomedical research, innovation in the fields of healthcare service providing, transfer of knowledge, hospitalization and highly specialised medical care.

It provides for diagnostic, healthcare and rehabilitation services for the residents of the province of Trieste, Friuli Venezia Giulia Region, other Italian regions, as well as for foreign nationals.

Thanks to a special convention signed with the University of Trieste, Burlo Garofolo hosts a University Clinic and Diagnostic Centre dedicated to teaching and research activities.

## **VALUES**

In providing its services I.R.C.C.S "Burlo Garofolo" is guided by the following principles:

- **Equality**
- **Impartiality**
- **Continuity**
- **Right to Choice**
- **Participation**
- **Efficiency and Effectiveness**

## **INSTITUTE'S COMMITMENTS**

The Institute is committed to safeguarding the rights of all of its clients, which in turn are asked to comply with certain general rules, with the goal of assuring quality service and pleasant stay at the hospital.

### **Knowing your “rights”**

The Institute is committed to safeguarding the following rights of any child, adult or family in need of its services, namely:

- right to a quality, effective and efficient medical assistance;
- right to continuity of services;
- right to an equal and impartial treatment, regardless of gender, racial, ethnical, linguistic, cultural or religious differences;
- right to respect of human dignity during all stages of the treatment, right to be identified by name and treated with respect;
- right to confidentiality of information regarding patient's health condition and requested services, as well as protection of privacy during diagnostic or any other medical interventions;
- right to safety and protection from the risks related to equipment malfunction and errors in service provision;
- right to adequate evaluation and management of pain;
- right to clear, exhaustive and comprehensible information regarding access to the available services, regarding illness, available treatments, as well as alternative treatments, including those offered by other structures;
- right to express or deny consent to a treatment, upon being adequately informed regarding its modalities, related risks and possible negative outcomes by healthcare professionals; right to accept or deny the use of your personal data in research and teaching activities;
- right to choice between different structures offering the same type of service;

- right to submit comments, compliments or complaints, as well as to receive information regarding the processing of your submissions by the competent office;
- right to participate in medical treatment and contribute to the quality improvement of the healthcare services;
- right to access your complete, clear and comprehensible medical records;
- right to maintaining “normality”, i.e. receiving a treatment with a minimal possible impact on your lifestyle, every-day activities, routines, family and social relations.

### **... and your “duties”**

- always act responsibly and with full respect of other clients’ rights and needs;
- cooperate with physicians and other healthcare professionals – it is vital for providing you with an adequate clinical assistance;
- be respectful in interacting with the hospital environment and in handling the Institute’s equipment, instruments and furniture;
- respect the organisational guidelines and timetables;
- respect access restrictions;
- avoid disruptive or noisy behaviour, regardless of the time of day; observe the visiting hours and avoid crowding the Hospital’s wards outside of said hours;
- keep the volume of your cell phones, audio and video equipment low;
- smoking is restricted on the Hospital grounds;
- do not leave wards or day hospital premises without previously notifying the staff.

# TELEPHONE CONTACTS

## Paediatric Unit

STRUCTURE	TELEPHONE N. Day Hospital	TELEPHONE N. Inpatient Clinic
Paediatric Clinic	040 3785 271	040 3785 353
Endocrinology, Auxology and Diabetology	040 3785 271	040 3785 353
Gastroenterology and Clinical Nutrition	040 3785 397	040 3785 353
Dermatology, Allergies and Asthma Treatment	040 3785 222	040 3785 353
Paediatric Rheumatology	040 3785 263	040 3785 353
Rare Metabolic Disorders	040 3785 283	040 3785 353
Pediatric Onco- hematology / Bone marrow Transplant	040 3785 309	040 3785 276 040 3785 561
Paediatric Neuropsychiatry	040 3785 378	040 3785 353
Paediatric Audiology ORL, Surgery, Urology, Ophthalmology and Strabology, Odontostomatology and Orthopaedics	040 3785 508	040 3785 354
Emergency Paediatrics and Trauma Room		040 3785 333
Neurological Bladder Disorders Regional Centre	040 3785 442	040 3785 354
Anaesthesia and Reanimation		040 3785 238
Cardiology	040 3785 248	

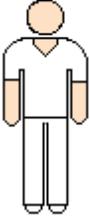
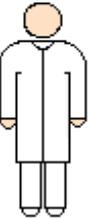
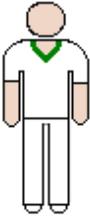
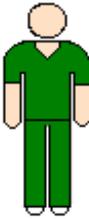
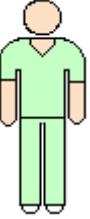
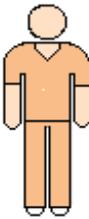
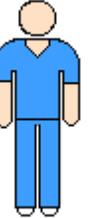
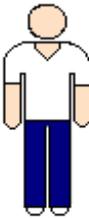
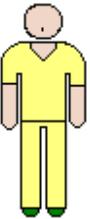
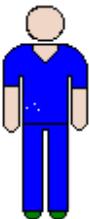
## Maternal and Neonatal Unit

STRUCTURE	TELEPHONE N. Day Hospital	TELEPHONE N. Inpatient Clinic
Obstetrics and Gynaecology	Gynaecology 040 3785 458	Gynaecology 040 3785 384
Obstetric Pathology	Obstetrics 040 3785 300	Obstetrics 040 3785 319
Neonatology and Neonatal ICU	040 3785 439	040 3785 371
Rooming-in and Nursery		040 3785 346
Pregnancy and Gynaecological Ultrasound (Outpatient Unit)	040 3785 247	
Medically Assisted Procreation (Outpatient Unit)	040 3785 566	

## Other Services

STRUCTURES	TELEPHONE N.
Paediatric Radiology	040 3785 363
Blood Transfusion Service	040 3785 274
Public Relations Office (URP)	040 3785 461
Medical Records Archive and Results Retrieval	040 3785 468
Single Booking Centre (Centro Unico di Prenotazione - CUP)	040 3785 629

# OUR UNIFORMS

	<p style="text-align: center;"><b>WHITE</b>          Attending physicians, Pharmacists, Psychologists</p> <p style="text-align: center;">Health direction staff and social assistants.          (white coat with a coloured pocket depending on the position)</p>	
	<p><b>WHITE WITH GREEN COLLAR</b>          Residents, fellows and consultants</p> <p style="text-align: right;"><b>GREEN</b>          Anaesthesiologists</p>	
	<p><b>GREEN-BLUE</b>          Nurses, paediatric nurses</p> <p style="text-align: right;"><b>SALMON</b>          Midwives</p>	
	<p><b>LIGHT BLUE</b>          Radiology, laboratory and rehabilitation technicians</p> <p style="text-align: right;"><b>WHITE AND DARK BLUE</b>          Respiratory physiotherapy and kinesiotherapy technicians</p>	
	<p><b>LIGHT YELLOW</b>          Healthcare assistants          Nursery assistants and generic nurses (darker collar)</p> <p><b>BRIGHT BLUE</b>          Healthcare assistants and technicians</p>	

## REACHING THE HOSPITAL

### **By Car**

Arriving from the A4 Venice-Trieste expressway, after Duino-Lisert toll booth, proceed on the motorway, following the sign “Ospedale Burlo Garofolo” (about 25 km).

The Hospital has 50 parking spots for the general public (5 of which are reserved for vehicles with disabled placard).

Between 2.00 p.m. and 7.00 a.m. the parking lot reserved for the staff and located near the main exit/entrance to the Hospital grounds, is open for the public.

Unfortunately the area surrounding the Hospital lacks the parking spots.

### **By Plane**

International airport Ronchi dei Legionari is directly connected to Trieste by a shuttle n. 51, which leaves every 30 minutes (travel time: 50 minutes). The shuttle’s final stop is Central Bus Station, adjacent to the Central Train Station in Piazza della Libertà.

### **By Train**

After arrival to Trieste’s Central Train Station, the Institute can be reached by both public transport and taxi.

### **By Public Transport**

There are no direct buses from the train station to the Hospital. The simplest way of reaching the Hospital is taking the bus n. 1 from the train station in direction of Piazza Goldoni, getting off at the stop right after the tunnel, and (at the same bus stop) taking the bus n. 10, which will take you directly to Burlo Garofolo. .

Bus tickets must be purchased before entering the vehicle, and are available in the numerous newsstands and tobacco shops.

### **By Taxi**

Taxi stations are located near both Train (lateral entrance) and Bus station (main entrance). Taxi service can also be requested by telephone: 040-307730 (Radio Taxi) or 040- 390039 (Alabarda Taxi).



## ACCESSING THE SERVICES

### **Making an outpatient specialist appointment**

#### **What documents should I bring?**

In order to make an appointment – in person, on-line, or by telephone – you need to have your health insurance card, and a referral (*ricetta*) from your GP, since administrative procedures require a registration of a bar code (found on the referral).

#### **Who can make an appointment?**

Either patients themselves or anyone on their behalf, provided they have the necessary documents.

#### **How do I make an appointment?**

- By coming to Burlo's CUP counters, located on the Main building's ground floor, near the Central entrance, between 7.45 and 19.20;
- By coming to CUP counters located in Outpatient Clinic (*Palazzina Ambulatori*) between 11.30 and 13.20;
- By accessing any of the CUP counters of the University Hospitals (AOU) or District CUP counters of the Local Health Authority (*Azienda per i Servizi Sanitari n. 1 di Trieste*) (CUP for Public Healthcare Providers);
- At the pharmacies that are part of the State-run healthcare;
- By contacting the Single Public Health Call Center ☎0434 223522, from Monday to Friday, between 7.30 and 18.00; and on Saturdays, between 8.00 and 12.00;
- On-line, by visiting the web site [www.burlo.trieste.it](http://www.burlo.trieste.it) (section *prenotazioni on-line*); you will receive a confirmation containing time and date of your appointment within the following 72 hours. Be sure to bring your GP's referral to the appointment.

The Hospital Administration will promptly inform you in case of any changes regarding your appointment. You are kindly asked to do the same in case you decide to cancel or move your appointment, in order to help us provide our patients with efficient services.

Women who do not have their GP's referral but are in need of an urgent obstetric or gynaecological assistance can ask for a direct access to **ob-gyn emergency room**, located on the 1st floor, stairway D, adjacent to the Birthing Room.

The services provided by the ob-gyn emergency room are subject to a fee in accordance with the established price list.

Please keep in mind that IRCCS Burlo Garofolo does not have an Emergency Room for adult patients.

**Private patients** wishing to make an appointment with one of the Burlo's specialists are advised to specify the name of the physician they wish to see and check their availability. The required fee must be paid prior to the appointment and a GP's referral is not requested in this case.

## **PRIVACY**

The Institute is committed so safeguarding the right to confidentiality of information regarding patient's health condition and requested services, as well as protection of privacy during diagnostic or any other medical interventions.

Patients' personal data is collected and used for the sole purpose of treatment, research and teaching.

Data can be processed with or without electronic equipment. All the healthcare professionals with the Institute's authorisation to access your data have a personal identification code, and are legally obliged to respect the confidentiality of our patients' data.

## ACCOMPANYING MINORS

### **First access to outpatient clinic and pre-admission specialist exams**

During the first visit to the hospital it is the norm that the minor be accompanied by one parent or a legal guardian, who needs to provide the following documents:

1. *written* self-certificate attesting their parental authority (validity of the document is one year);
2. *written* consent to receiving hospital services, collection and processing of personal data, communication of the said data to third parties (paediatrician, etc) (validity of the document is one year);
3. *written* document authorising other adults, if any, to accompany the child during future visits to the hospital (validity of the document is one year);
4. *written* document for minors older than 16 years authorising them to autonomously access hospital services defined as “Second and following visits to the hospital” (validity of the document is one year);
5. *written* informed consent to invasive procedures (valid for the case in question).

Each case is examined separately and some restrictions may be applied on the spot.

## RADIOLOGY EXAMS

### **What documents should I bring?**

In order to make an appointment – in person, on-line, or by telephone – you need to have your health insurance card, and a referral (*ricetta*) from your GP, since administrative procedures require a registration of a bar code (found on the referral).

On the day of the exam, please bring with you all the previous medical results pertaining to the exam in question.

### **Who can make an appointment?**

Either patients themselves or anyone on their behalf, provided that they have the necessary documents.

## **How do I make an appointment?**

- **For a child:**

- for an ultrasound or exams requiring preparation (\*), such as magnetic resonance or CAT scan, please contact Radiology Administrative Office at 040 3785 363, from Monday to Friday between 7.30 and 13.30 (and on Tuesday only between 9.30 and 13.30)
- radiology exams not requiring any preparation (\*) are subject to DIRECT ACCESS, from Monday to Friday between 7.30 and 13.30 (on Tuesday only between 9.30 and 13.30), by handing in your documents to Radiology Administrative Office, located on the 1st floor, stairway B.

(\* ) Preparation may include one or more of the following: fasting, enema, blood tests, or suspension of current therapy.

- **For an adult:**

In person:

- By coming to Burlo's CUP counters, located on the Main building's ground floor, near the Central entrance, between 7.45 and 19.20;
- By accessing any of the CUP counters of the University Hospitals (AOU) or District CUP counters of the Local Health Authority (CUP for Public Healthcare Providers)

By telephone:

- By contacting the Single Public Health Call Centre at 0434 223522, from Monday to Friday, between 7.30 and 18.00; and on Saturdays, between 8.00 and 12.00.

N.B. In case of pregnancy or suspected pregnancy, please notify the medical staff of your condition prior to the exam.

## LABORATORY ANALYSES

Laboratory exams do not require making an appointment, with the exception of those aimed at determining the karyotype (in which case the appointment should be made at CUP counters or on-line).

### **Who can access Burlo's laboratories?**

Children between the ages 0 and 18, pregnant women, and anyone requiring analyses offered by our laboratories only.

### **What documents do I need to bring on the day of the exam?**

You'll need to bring your health insurance card and your GP's referral, since administrative procedures require a registration of a bar code (found on the referral).

### **When can I do the laboratory exams?**

The exams are carried out from Monday to Friday between 7.30 and 10.00 a.m.

### **What's the procedure regarding exams?**

- Before your exam you should check in at the Sampling Centre's CUP counter located on the 1st floor of the Outpatient Clinic (*Palazzina ambulatori*) in order to hand in your referral and pay for the exams, if requested;
- After that you can proceed to the Sampling Centre (*Centro Prelievi*) for the exams/ submitting samples.

Priority access is granted to children aging between 0 and 14: their parents are not required to take a number and wait for their turn, but simply check in at the first available counter. **Minors must be accompanied by their parents or legal guardians.**

When checking in, you can request that the results be sent to your home address by mail.

## **PAYMENT**

### **When do I pay?**

Payment must be made prior to the exams. In exceptional cases it can be carried out after the exam, according to the indications provided by our staff at the moment of making the appointment.

### **Where do I pay?**

- At Burlo's CUP counters, located on the Main building's ground floor, near the Central entrance, between 7.45 and 19.20, including payments for private specialist exams;
- At any of the CUP counters of the University Hospitals (AOU) or District CUP counters of the Local Health Authority (CUP for Public Healthcare Providers);
- On-line by accessing [www.burlo.trieste.it](http://www.burlo.trieste.it)
- In exceptional cases payment can be carried out by wire transfer, according to the indications provided by our staff.

### **What means of payment are available?**

You can pay for the services either in cash or with your credit card.

## **RETRIEVING YOUR TEST RESULTS**

### **Where do I retrieve my laboratory or radiology results?**

#### **What documents do I need?**

In order to retrieve your results, you must exhibit an identification document.

#### **Who can retrieve the results?**

You can retrieve your results in person or provide a written authorisation for someone else to do it for you. In that case, they should also exhibit a copy of your identification document. In case of a minor, the results can be retrieved by a parent or a legal guardian.

#### **Where do I retrieve the results?**

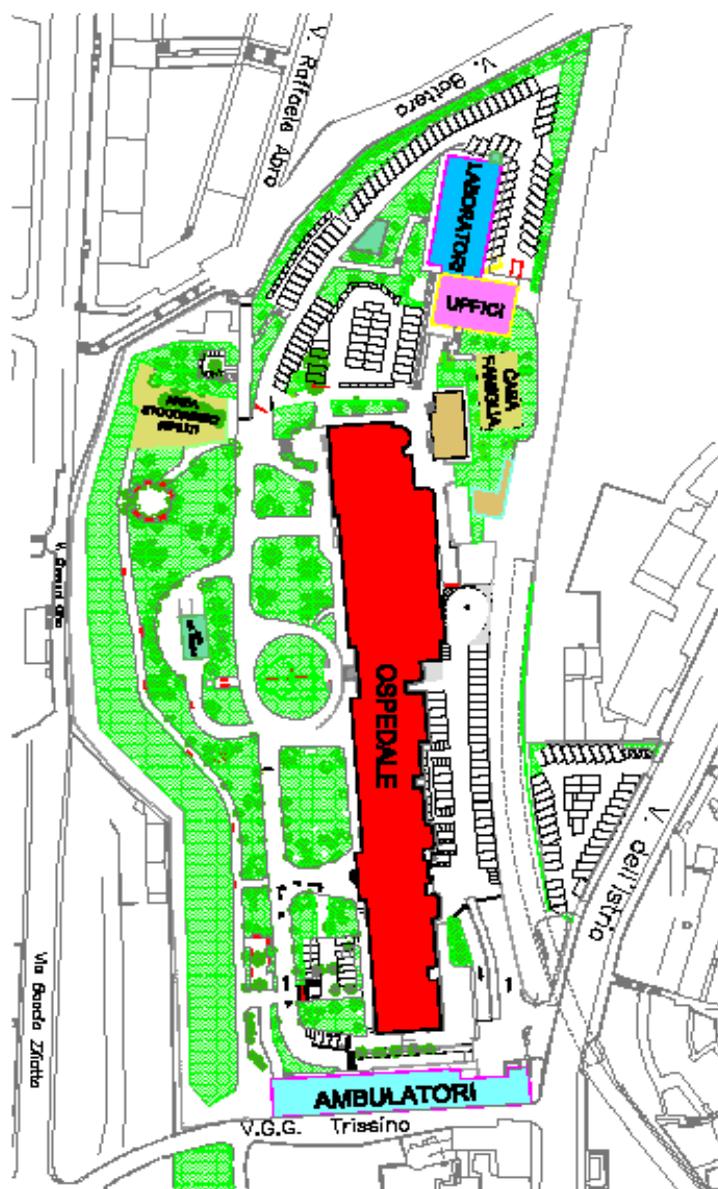
At the Information counter you can retrieve:

- radiology exams results (from Monday to Friday between 7.30 and 19.30);
- laboratory analyses results (from Monday to Friday between 14.00 and 19.00);

At the moment of making an appointment or even during the exam, you can also ask our staff to have the laboratory results sent to your home address by mail.

In accordance to the applicable law (art. 4 paragraph 18 Law n. 412/1991), failing to retrieve the results within 30 days following the date of the exam entails payment of the full cost of the exam in question.

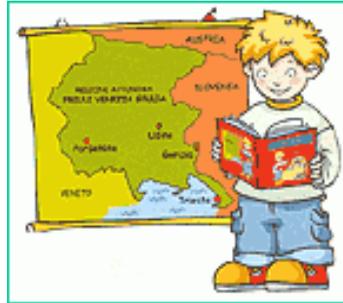
## Site Plan



## GUIDELINES FOR THE HOSPITAL STAY

### *What documents do I need in case of admission?*

- health insurance card;
- an identity document;
- tax id number (*codice fiscale*);
- previous medical records pertaining to the motive of admission (medical reports, laboratory analyses results, previous admissions records, etc);
- medical prescriptions for current or recent therapies, with a list of medicines.



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

- underwear, pyjamas or nightgown, housecoat, slippers, personal effects, towels, anything else that you need for personal hygiene (the essentials);
- change of clothes for the hospital stay (for the person accompanying the minor);
- small amount of money.



Please do not bring particularly expensive objects with you, and never leave your valuables unattended.

Our youngest patients are allowed to bring their toys and personal objects from home, provided that they don't interfere with their or other patients' therapy in any way.

### ***Visiting hours for parents and family members:***



Inpatient Paediatric Clinic: from 14.00 to 19.00

Obstetrics and Gynaecology Inpatient Clinic: from 14.00 to 16.30 and from 19.00 to 20.30.

**You are kindly advised to organise your visits to the patients staying in Obstetrics and Gynaecological Inpatient Clinics so that there is always one visitor at a time and within the designated hours.**

As regards Reanimation, Neonatal ICU and Onco-hematology, you are kindly invited to consult with the medical staff of said wards regarding visiting hours.

### ***Parents accompanying children during hospital stay:***

Parents accompanying admitted children can stay with their child day and night, one at a time, and take active part in the treatment.

Parents of the children residing outside of Trieste can choose to stay in “CASA MIA” pension. Requests for accommodation should be handed to the Ward’s coordinator, who then activates the service according to the regulations. The pension has a limited number of beds, which is why the precedence is given to the parents of the patients subject to longer and more complex treatments.

Parents are allowed to use the hospital canteen – the necessary information regarding tariffs and modalities of access is provided by the hospital staff. Breastfeeding mothers are entitled to free meals, provided that the nursed child is not older than 12 months.

This hospital applies the “*Rooming in*” practice, meaning that women who have just given birth are allowed to stay with their babies at all times and take care of them as soon as they feel ready.

### ***Refreshment facilities:***

In the main halls of our three buildings you can find coffee, beverage and snack vending machines. In case of necessity, you can also use a cash-to-coin converter located in the Main building's Central hall.

### ***Contacting the physicians:***

Family members of a patient can contact the physician to whom the patient is referred at all times and receive information regarding the patient's condition. It is also possible to contact the Ward's coordinator (head nurse) in order to schedule an appointment with the ward's head physician, in accordance to the norms regarding the protection of privacy.

### ***Medical and diagnostic exams:***

All the exams normally take place in the morning; medical students and residents currently studying at our Institute may also be present during your exams. According to the norms, prior to any diagnostic or therapeutic treatment, the patient needs to sign an informed consent. In case of minors, the informed consent must be signed by both parents.

### ***Discharge from hospital:***

Upon discharge you'll receive a "discharge letter", a medical report for your GP. The discharge letter is either given to you at the hospital at the moment of discharge, or sent to your home address, at the Hospital's expense, within 15 days from your discharge. Discharged patients are expected to arrange transport from the hospital to their residence on their own.

A copy of the medical records can be requested at the Information counter near the Central entrance of the Main building of the Institute.

## **OTHER SERVICES**

### ***Social Services:***

Social Services coordinate their work with all the wards of the Institute. Their activities are focused on providing help to all women, children and their families during the hospital stay, by offering support in their time of need through cooperation with local social and healthcare providing services.

### ***Religious services:***

The Institute is committed to meeting the religious and spiritual needs of its patients and visitors by contacting, whenever possible, local or regional representatives of other denominations not already represented in the hospital.

Request for contacting religious representatives not already present at the Institute should be handed to the Ward coordinator.

### ***Cultural mediation:***

In order to facilitate the access to its services to foreign citizens not speaking Italian, the Institute has started collaboration with an Association offering linguistic and cultural mediation services.

Cultural mediator is a professional figure who has completed a specific professional training and is bound by professional secrecy. The mediator's task is to facilitate the patient's communication with physicians, nurses and other hospital staff by doing the following:

- helping you describe your problem;
- helping you understand your medical condition;
- helping you understand the therapy;
- helping you understand what to do after the discharge.

The service is provided free of charge if activated by Ward coordinators or physicians.

### ***Access to healthcare services:***

Persons who are not registered in the National Healthcare System but are in need of medical assistance can contact the staff of the Single Booking Centre (CUP) who will provide the information necessary for the access to the services. It is advisable to contact the Single Booking Centre's staff prior to seeking medical assistance and to bring your identity documents as well as documents pertaining to your health insurance, if any.

### ***School at the hospital:***

The Institute hosts school sections, offering primary and secondary-education material, which are in contact with our young patients' schools. That way we contribute to the safeguarding of our young patients' right to education. Even though they are open for everyone, our school sections are particularly important to the patients who are frequently admitted or require longer hospital stay.

This service can be requested by directly contacting the child's school, medical staff of the ward the child is admitted in, or the child's teachers, either in person or by e-mail (e-mail addresses can be found on notice boards located in our wards).

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

Public Relations Office is in charge of informing the public on the available services, managing the cooperation with volunteer associations, collecting and processing complaints and suggestions, as well monitoring the patients' and visitors' overall satisfaction with the Hospital's services.

**Patients, visitors, representatives of volunteer organisations or members of civil rights protection organisations registered in the Region can submit a complaint within 15 days from the date of being informed of the acts which denied or limited a person's access to the medical services offered by the Institute.**

Complaints can be submitted:

- in person, by accessing the Public Relations Office (URP) located on the ground floor of the Outpatient Clinic (*Palazzina Ambulatori*), from Monday to Friday between 10.00 and 12.00, or, following a request for appointment, in the early-afternoon hours.
- in writing, by compiling a form found in "Complaint Box" (*Cassetta Reclami*) located in the Central hall of the Main Building.
- in writing, by sending a complaint to U.R.P. "Burlo Garofolo" Via dell'Istria 65/1 34137 – TRIESTE or by FAX at 040 3785487.

## ***Volunteer Associations:***

Several Volunteer Associations cooperate with the Institute and are at the disposal of patients with particular health or social problems.

Information regarding the activities of these associations can be obtained by contacting single Ward's Coordinators or Public Relations Office.



### **“5 X MILLE” CONTRIBUTION**

By choosing to devolve your “5 x mille” contribution to Burlo Garofolo, while filing your annual income statement, you can support us without sustaining any additional tax or cost. Your contribution will be used for scholarships and research contracts of our medical staff, as well as for purchase of new equipment and instruments, paramount for maintaining and improving the quality of the services we offer to our young patients and their families.

During the procedure of filling in of your income statement, you can ask your accountant or the Tax Assistance Centre (CAF) clerk in charge of your case to devolve your “5 x mille” contribution to us by simply choosing the option “Finance for healthcare research” (“*Finanziamento della ricerca sanitaria*”) in the following forms submitted to the Italian revenue service (*Agenzia delle Entrate*):

- W-2 Form (*modello integrativo CUD*)
- Employee's Tax Form (*modello 730/1-bis redditi*)
- Unified Tax Return Form (*modello Unico persone fisiche*)

by inserting **Burlo Garofolo's tax ID number 00124430323** in the blank space.

## **USEFUL CONTACTS**

<b>Switchboard</b>	<b>☎ 040 3785 111</b>
<b>Healthcare Services</b>	<b>☎ 0434 223522</b>
<b>Call Centre</b>	<b>Monday to Friday: 07.30-18.00 Saturday: 08.00 - 12.00</b>
<b>Public Relations Office</b>	<b>☎ 040 3785 461 Monday to Friday: 10.00 - 12.00 E-mail: <a href="mailto:urp@burlo.trieste.it">urp@burlo.trieste.it</a></b>
<b>Emergency</b>	<b>☎ 118</b>
<b>Institute's Home Page</b>	<b><a href="http://www.burlo.trieste.it">www.burlo.trieste.it</a></b>

### **IRCCS Burlo Garofolo**

Via dell'Istria, 65/1- 34137 Trieste

Edited by Public Relations Office

Last update: July 2015