

HUMANITAS

CASTELLI

Patient and Family Handbook

Useful information to
help make the most of
your hospital stay



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Humanitas Castelli

More than 80 years of service to the people in Bergamo

Humanitas Castelli has been a referral center for patients and physicians alike for over 80 years, having been recognized ever since its foundation for its vocation of service to and care for the sick.

It was established in 1933 on the initiative of two physicians, namely Carlo Castelli e Battista Marconi, under the name “Casa di Cura Villa Salus”, a facility providing services in the areas of internal medicine and obstetrics-gynecology. When Carlo Castelli assumed leadership, he introduced additional medical specialties and expanded the hospital which was then renamed “Clinica Castelli”. Carlo Arturo Castelli, Carlo’s son, carried on his father’s work and diversified inpatient activities, thus laying the groundwork for an ever-evolving facility.

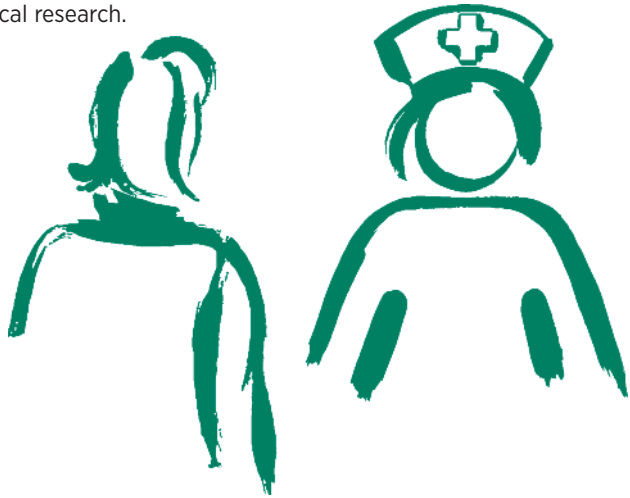
In 2018 Clinica Castelli became part of the Humanitas corporation and took the name of Humanitas Castelli.

Since November 2018, the Orthopedics and Ophthalmology Units have been accredited to conduct clinical research.

With its 106 beds, the hospital provides healthcare services on an outpatient, inpatient and same-day care basis.

Humanitas promotes health, disease prevention and early diagnosis through outpatient activities and highly advanced and innovative services.

The presence of Humanitas in Bergamo is further reaffirmed by Humanitas Gavazzeni. The Humanitas Research Hospital located in Rozzano, Milan, is a leading European multispecialty hospital, an international research center and the teaching site for Humanitas University (an international academy dedicated to medical sciences). Humanitas has hospitals in Castellanza (Varese), Milan, Turin, Catania, as well as phlebectomy centers and outpatient clinics in Almè, Arese, Busto Arsizio, Lainate, Milan, Rozzano and Varese.



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Departments

Surgical Care, Medical Care, Clinical support services and Outpatient Clinics

SURGICAL CARE DEPARTMENT

- Hand Surgery Unit
- General Surgery Unit
- Joint Replacement Surgery Unit
- Orthopedics Unit
- Ophthalmology Unit
- ENT Unit
- Proctology Unit
- Urology Unit

MEDICAL CARE DEPARTMENT

- Subacute Care Unit
- General Medicine Unit

CLINICAL SUPPORT SERVICES AND OUTPATIENT CLINICS

- Allergology
- Anesthesia
- Angiology
- Cardiology
- Check-up Program
- Dermatology
- Diabetology
- Diagnostic Imaging
- Nutrition
- Ultrasound
- Endocrinology
- Physical Therapy

- Gastroenterology and Digestive Endoscopy
- Gynecology
- DEXA scan
- Ophthalmology
- Orthopedics and Trauma
- Ear, Nose & Throat
- Radiology
- Magnetic Resonance Imaging (MRI)
- Computed Tomography (CT scan)
- Breast Cancer

HOW TO MAKE A BOOKING

Appointments for consultations and diagnostics can be booked:

By Telephone

NHS patients: on +39 035.4204.300, Monday to Friday from 9 a.m. to 5 p.m.

Private-pay patients:

on +39 035.4204.500, Monday to Friday from 9 a.m. to 5 p.m.

Patients covered by contracted private health insurance plans:

on +39 035.4204.400, Monday to Friday from 9 a.m. to 5 p.m.

Diagnostic Imaging Services:

on +39 035.4204.001, Monday to Friday from 9 a.m. to 5 p.m.

Online

Both NHS-funded and private-pay consultations and diagnostics can be booked using the “**Online booking**” service available at www.humanitascastelli.it

Payment can be made at the hospital upon registration (for both private-pay and NHS-funded services) or online (for private-pay

Documents needed

Patients seeking access to NHS-funded services need to show the following documents:

- the NHS referral request form written by their primary care physician or medical specialist, reporting the clinical question
- their regional health ID card
- a current identity document
- their tax ID code
- any documents proving their right to be exempted from copayment.

When requesting diagnostic imaging services, private-pay patients and patients covered by contracted health insurance plans need to show the referral from their primary care physician or medical specialist.



services only). Follow the link at www.humanitascastelli.it

In person

NHS patients, private-pay patients, and patients covered by contracted health insurance plans: Registration Desk at via Mazzini 6, Monday to Friday, from 9 a.m. to 4 p.m.

PHLEBOTOMY

The phlebotomy clinic for laboratory testing works as a walk-in clinic from Monday to Friday, whereas online booking at www.humanitascastelli.it is required for having phlebotomy on Saturdays. Hours of operation:

NHS patients and private-pay patients:

Registration

Registration Desk at via Mazzini 6, Monday to Saturday, from 7 a.m. to 9:30 p.m.

Phlebotomy Center

building A, via Mazzini 11, 1st floor, Monday to Saturday, from 7 a.m. to 10 a.m.

ALME'

Located at via Castelvalietti 2a in Almè, there is a **Humanitas Medical Care** Phlebotomy Center, open Monday to Saturday from 7 a.m. to 10 a.m. for phlebotomy and laboratory testing (no appointment needed).

Laboratory test results can be downloaded directly from www.humanitascastelli.it by clicking the ONLINE EXAM REPORT button (option to be requested upon registration). Test reports can otherwise be collected in person at the Phlebotomy Center from 10 a.m. to 12 p.m.

BERGAMO

Located at via Camozzi 10 in Bergamo there is a **Humanitas Medical Care** Phlebotomy Center, open Monday to Saturday from 7 a.m. to 10 a.m. for phlebotomy and laboratory testing (no appointment needed).

Laboratory test results can be downloaded directly from www.humanitascastelli.it by clicking the ONLINE EXAM REPORT button (option to be requested upon registration). Test reports can otherwise be collected in person at the Phlebotomy Center Monday to Friday from 11 a.m. till 6 p.m., and Saturdays from 11 a.m. to 1 p.m.

TREZZO SULL'ADDA

Located at piazza Omodei 1 in Trezzo sull'Adda, there is a **Humanitas Medical Care** Phlebotomy Center, open Monday to Saturday from 7 a.m. to 10 a.m. for phlebotomy and laboratory testing (no appointment needed).

Laboratory test results can be downloaded directly from www.humanitascastelli.it by clicking the ONLINE EXAM REPORT button (option to be requested upon registration). Test reports can otherwise be collected in person at the Phlebotomy Center Monday to Friday from 11 a.m. till 6 p.m., and Saturdays from 11 a.m. to 1 p.m.

LAB REPORT COLLECTION

Laboratory test results can be collected:

Online

Visiting the hospital's website at www.humanitascastelli.it under the section “Online Services” found in the homepage.

In person

Laboratory test results can be collected (on the days stated on the form provided when taking laboratory tests) at the Registration Desk located at via Mazzini 6, Monday to Friday from 2 p.m. to 6:30 p.m., Saturdays from 9 a.m. to 12:30 p.m.

When collecting laboratory test reports in person or by proxy, an identity document must be shown as proof of identity for both the delegator and the proxy holder.

COVID-19 TESTING

Nasopharyngeal swab tests for SARS-CoV-2 virus can be booked on a private-pay basis as follows:

- at the Registration Desk located at via Mazzini 6, Monday to Friday from 9 a.m. to 4 p.m.

- online at www.humanitascastelli.it

- by telephone on +39 035.4204.500, Monday to Friday from 9 a.m. to 5 p.m.

Humanitas Medical Care Bergamo, Almè and Trezzo sull'Adda: by telephone on +39 035.4204500, Monday to Friday from 9 a.m. to 5 p.m.

PATIENT REGISTRATION

On the day scheduled for an outpatient appointment, patients need to report to the registration desk located at via Mazzini 6 with:

NHS patients

- the NHS referral request form written by their primary care physician or medical specialist, reporting the clinical question and any exemptions from copayment

- their regional health ID card

- a current identity document.

Private-pay patients and patients covered by contracted health insurance plans

- a referral from their primary care physician or medical specialist for radiology services only

- a document showing their enrollment on a health insurance plan provided by insurance companies and/or funds contracted with Humanitas Castelli (if applicable)

- their primary care physician's referral is not needed for the services provided by individual physicians on a private practice basis

- their regional health ID card.
Patients should however bring any previous health records they may have available

(physician orders and referrals, previous exam reports, diagnostic imaging records, etc.).

EXAM REPORT COLLECTION

The reports of outpatient consultations are provided by physicians at the end of each medical examination.

Unless otherwise specified, all other exam reports can be collected (on the days stated on the form provided when taking the relevant exams) at the Registration Desk located at via Mazzini 6, Monday to Friday from 2 p.m. to 6:30 p.m., Saturdays from 9 a.m. to 12:30 p.m.

When collecting exam reports in person or by proxy, an identity document must be shown as proof of identity for both the delegator and the proxy holder.

CHECK-UP PROGRAM

For private-pay patients and patients covered by contracted private health insurance plans

The check-up program service is located on the 1st floor of building A, in a dedicated area for registration, appointment arrangement, and admission purposes.

Appointments can be booked:

by telephone on +39 035.283.256 Monday to Friday from 8 a.m. to 1 p.m.

sending an email to:

checkup.castelli@gavazzeni.it

PREADMISSION TESTING

As a rule, surgical patients have the exams needed for surgery performed prior to inpatient admission. The tests and exams to be taken on a preadmission testing basis are scheduled in consideration of the patient's needs and according to the principles of appropriateness established by the Region of Lombardy. Once the indication for surgical treatment has been confirmed, the secretary's office contacts patients in order to schedule all relevant preoperative investigations.

Preadmission testing for NHS patients:

Building A, 1st floor, Monday to Friday from 7 a.m. to 3 p.m.

Preadmission testing for private-pay patients and patients covered by contracted health insurance plans:

Building A, 1st floor, Monday to Friday from 8 a.m. to 1 p.m. and from 2 p.m. to 4 p.m.

Patients must have their digital COVID-19 Certificate.

INPATIENT ADMISSION

Registration and documentation

At the time of inpatient admission, patients must report to the inpatient registration desk where they are checked in to the hospital and are given an information sheet about their medical care team with the name of their attending physician.

The following documents must be brought:

- the paper-based NHS referral request form written by the patient's primary care physician
- regional health ID card
- a current identity document

Before inpatient admission, patients must take a molecular COVID-19 test 72 hours prior to admission or an antigen test 48

hours prior to admission. Only patients who test negative can be admitted.

NHS patient admission: building A, 1st floor, Monday to Friday from 7 a.m. to 3 p.m.

Private-pay patients and patients covered by contracted health insurance plans:

Humanitas has dedicated inpatient wards for private-pay patients and patients covered by contracted health insurance plans, giving them the right to:

- choose the patient's attending physician, or choose the patient's attending surgeon or surgical team in the case of surgical procedures
- a private bedroom
- have an additional bed in the room, following agreements with the Medical Director's Office
- air conditioning
- welcome kit
- a TV set
- Wi-Fi connectivity

Inpatient admission for private-pay patients and patients covered by contracted health insurance plans:

Building A, 1st floor, Monday to Friday from 7 a.m. to 3 p.m.; tel. +39 035.283.236

Hotel service difference

Only when beds are available, Humanitas Castelli may offer a fee-based service called "hotel service difference", that all NHS inpatients can have access to. The service includes a few options available to private-pay



inpatients, except for the possibility of choosing the patient's attending physician/surgical care team. Information can be obtained from the clinical secretary's offices of every inpatient ward.

Essential and urgent care is ensured for individuals who do not live in Italy

• EU nationals

need to show their European Health Insurance Card (EHIC) in order to receive medical care during their temporary stay in Italy

• non-EU nationals

need to report to the offices of the local Health Protection Agency (ATS)

• deprived patients who are not enrolled on the National Health Service

are assigned an STP (Temporarily Present Foreigners) code, following completion of the deprivation self-declaration form

• Italian nationals living abroad

must report to the competent A.I.R.E. office (Registry of Italians Residing Abroad).

What to bring for your hospital stay

Documents

All previous exam reports or medical records, and a list of all current medications must be brought in and given to the head nurse on the day of admission. All records shall be returned at discharge.

Clothing

Clothing must be as essential as possible, specifically: nightgown or pajamas, white socks, slippers, dressing gown or gym clothes; necessary toiletries (at least two sets). When possible, rigid suitcases should be avoided.

Patients are advised not to bring any valuables nor large sums of money to hospital with them. Humanitas Castelli cannot be

held responsible for any lost or stolen items left unattended.

How to prepare for surgery

Personal hygiene: take a cleansing bath or shower preferably the morning of surgery or the evening before surgery using a detergent soap. Pay particular attention to skin folds and the navel. Powders, creams and lotions should not be used after taking a bath. Pay particular attention to oral hygiene. Hair removal: when requested by the attending surgeon, remove hair at the surgical site, possibly during the few hours before surgery using electric clippers or hair removal creams. Shaving with a bladed razor is absolutely contraindicated.

Inpatient stay

Patients are received on the floor by their ward head nurse. Nursing and medical teams are available to address any hotel or clinical needs.

VISITING GUIDELINES

Patients and visitors are reminded that staff and patient safety is the hospital's top priority, hence the number of visitors to inpatient wards is subject to patients' actual needs and however reduced compared to pre-Covid-19 era.

Visitor access to inpatient wards

Families are allowed to visit patients on inpatient wards with the following rules:

- Every day from 7 p.m. to 8 p.m.
- Access is granted to individuals with a COVID-19 vaccination certificate obtained after receiving their third dose (two-dose series plus booster shot), and wearing a surgical/N95 mask
- Individuals with a COVID-19 certificate obtained after completing their two-dose series only or after recovery, will need to show the negative result of an antigenic or molecular test taken in the previous 48 hours, and will have to wear an N95 mask
- No more than 1 individual a day per inpatient is allowed to visit for no longer than 45 minutes.

Visitors are reminded that they are always required to comply with general hygiene rules and with the specific hygiene rules for Covid-19 prevention and containment.



Visiting hours

Visiting hours are from 7 p.m. to 8 p.m. Each visit can last up to 45 minutes.

Visitors are granted access to the hospital only after checking their COVID-19 certificate with the digital scanners located at the hospital's main entrance, near the information desk. The validation tic-

ket must be kept and shown to nursing staff on the floor.

Meals

Meals are delivered to patient rooms. Staff delivering bedside meals provide support for non-independent patients.

Meal delivery hours are: breakfast at 7:30-8:00 a.m.

lunch at 11:30 a.m.-12:30 p.m.

dinner at 6:30-7:30 p.m.

Patients who are vegetarian or have food habits because of religious or ethnic reasons may report their needs to the dietitian.

Inpatient support service

Inpatient care is entirely provided by Humanitas Castelli. Consequently, the activities of individuals and/or associations offering, in any capacity, private nursing care services for inpatients are not allowed except as authorized by the hospital with a view to supporting families in caring for their loved ones, and in keeping with the rules of conduct applying to visitors.

Discharge

At discharge patients receive:

- a medical report / discharge summary drawn up by the physician responsible for their care and service process and addressed to their Primary Care Physician, to document the diagnostic-therapeutic pathway implemented and the indications for continuity of care
 - any personal health records and medications they may have brought in.
- Patients are invited to request to have any personal records they may have handed in upon admission returned to them by the head nurse or by the discharging physician.

When patients wish to be discharged against medical advice, they must sign a declaration releasing the hospital from any and all liability for any ill effects which may result from leaving the hospital.

Continuity of Care – Discharge to alternate level of care

A Continuity of Care – Discharge to alternate level of care Service is available inside the hospital to support families and aid inpatients needing to be transferred to another care setting to meet their continuing care needs or to be referred to home care services. The Service, managed by qualified staff, collaborates with medical and nursing staff to facilitate referrals to the patient's community services in order to plan for the patient's discharge home with a view to integrating care and services across the continuum of care.

For information: tel. +39 035.4204.534;
Email: dimissioni.protette@gavazzeni.it

Same-Day Care and Same-Day Surgery admission

Progress in medicine has made it possible to deliver basic and complex treatments, services, and surgical procedures by cutting down the need for hospital stay to one single day (including the possibility of overnight stay, when necessary). A patient may therefore receive complex medical treatments or surgical procedures and return home by the end of the day, thus completing the recovery phase in the comfort and tranquility of one's own home.

The medical services provided on a Same-Day Care basis are codified by medical protocols establishing the criteria for patient eligibility. Staff from both the Same-Day Care Center and the Same-Day Surgery Center are available to provide all necessary information and explanation. The admission process and the documents required are the same as for inpatient admission described above for both NHS patients and for private-pay patients/ patients covered by contracted health insurance plans. Patients have free access to the activities carried out in these settings.

HOW TO REQUEST A COPY OF MEDICAL RECORDS

National Health Service

A copy of the patient's medical record can be requested against payment of a fee:

- at the Registration Desk located at via Mazzini 6, Monday to Friday from 2 p.m. to 6 p.m.; Saturdays from 9 a.m. to 12:30 p.m.
- by writing an email to cartellecliniche.castelli@gavazzeni.it

Humanitas Castelli is committed to honouring the legal and ethical rules and regulations protecting patient rights, in accordance with the principles sanctioned by the Italian Prime Minister's Directive of 27 January 1994 and by the European Charter of Patients' Rights published in 2002 by www.activecitizenship.net

PATIENT RIGHTS

1. Right of access: every individual has the right to receive the most appropriate care and services, to be provided with professionalism and consideration, without discrimination due to age, gender, race, language, religion, and political orientation.

2. Right to care and innovation: every individual has the right to receive appropriate and continuing care and treatment, in line with the most advanced scientific knowledge available and using the best technology according to the best international standards.

3. Right to respect of patient's time: every individual has the right to be informed about the timeframes for receiving care and services, and to be promptly notified of any problems or delays. The hospital has a duty to ensure consistency and continuity of care, in accordance with treatment urgency and priority.

4. Right to participation and information: every individual has the right to participate in the care process in an informed, active and safe manner. Every individual has the right to be informed about their health condition, about the risks and benefits of proposed treatments, possible alternatives, follow-up rehabilitation programs.

5. Right to participation, free choice, and informed consent:

- every individual has the right to freely choose from among different treatments and procedures on the basis of adequate information, to be communicated in a timely and comprehensible manner to enable the individual to grant informed consent

- every individual has the right to be informed accurately and to give their consent as regards participation in clinical trials

- patients have the right to refuse the proposed treatments or medical interventions in whole or in part, and to be informed about the consequences of their decisions and about treatment alternatives.

6. Right to second opinion: every patient has the right to seek a second opinion from another health care practitioner, in order to obtain additional medical advice about their clinical condition, including through the evaluation of their health records.

7. Right to data protection and confidentiality: every patient has the right to privacy while receiving medical and nursing care and services, and to the processing of their personal data according to the principles of lawfulness, fairness and transparency in keeping with current legislation (General Data Protection Regulation – Regulation (EU) 2016/679 – and Italian personal data protection code). Security measures are in place, including staff instructions on proper data processing, and staff behaviours are recommended in order to protect these rights, specifically:

- observance of professional secrecy
- respect for the patient's corporeality and sense of decency
- prohibition to disclose information about the patient's hospitalization and health status to individuals other than the ones designated by the patient

- respect for the patient's relationships with his or her visitors, with the possibility of denying visitation privileges.

For further information and requests concerning data protection, the Data Protection Officer (DPO) can be contacted at any time, writing an email to: dataprotectionofficer@humanitas.it

8. Right to avoid unnecessary suffering and pain: every individual has the right to avoid as much suffering as possible, in every phase of their illness, by means of appropriate pain assessment and management.

9. Right to practice Religion: every individual has the right to practice their religion and to request the visit of a chaplain from their own clergy.

10. Right to patient-centered care: every individual has the right to diagnostic and/or therapeutic programs tailored as much as possible to their personal needs, and to respectful and compassionate care throughout all phases of treatment and illness.

11. Right of access to clinical records: every patient has the right to receive, at discharge, a medical report or discharge summary written in an understandable language, and containing useful information for continuity of care. In addition, every patient has the right to request a copy of their clinical file or medical records.

12. Right to voice concerns: every individual has the right to voice their concerns or opinions in the manners made available by the hospital, and to file a complaint with the Public Relations Office whenever they feel their rights have been violated.

PATIENT RESPONSIBILITIES

In order to ensure the safety and comfort of patients, families and health care staff, in the spirit of a relationship of mutual trust, all guests of Humanitas Castelli are responsible for:

- maintaining responsible and respectful behaviour towards other patients, staff, the environment, and equipment, and for collaborating with ward staff
- following the therapeutic and behavioural instructions received, with a view to facilitating the good outcome of treatment and a peaceful hospital stay
- informing health care staff on a timely basis of their intent to forgo planned medical care and treatment in keeping with one's own wishes
- wearing adequate clothing both inside and outside one's own patient room, to ensure decency and proper coexistence inside the hospital
- following the hospital's handwashing policy for the prevention of hospital-acquired infections.

Quality, Safety, Transparency

Humanitas Castelli pays special attention to quality and to the safety of patients, visitors, and staff by means of adequate facilities and appropriate preventive measures. Verification of, and subsequent reporting on the compliance with set standards, is carried out by means of internal audits and inspections planned by the Medical Director's Office to evaluate compliance and implementation of the organizational Quality System.

Ease of mind

- clear and transparent fees, communicated prior to service delivery
 - possibility of reporting concerns easily (Public Relations Office).
- Comfort and responsiveness
- specific signage for client information and orientation
 - total air conditioning, in winter and summer.

Information

- staff recognition by means of personal ID badges and different uniforms based on staff roles
- inpatient identification by means of armbands with identification codes and barcodes
- accurate communication of the diagnosis and treatment process by the attending physician
- patient informed participation in the care provided, including the patient's informed consent to procedures.

Quality and Safety

Humanitas Castelli has been ISO-certified for quality since 2000 in accordance with ISO 9001 standard, and for health and safety since 2020 in accordance with ISO 45001 standard.



Hygiene

- compliance with consolidated hygiene rules and regulations, translated into procedures and followed by all health care staff
- environmental sanitation according to internationally validated protocols
- linen sanitation using suitable procedures and methods for the assurance of utmost hygiene
- food service implementing a prevention and control plan for food safety and hygiene, based on the international methodological principles of the HACCP quality system
- waste disposal in keeping with current legislation
- certified sterilization service.



Surveillance

- daytime concierge service and night-time security service
- videosurveillance system where indicated by designated signs
- CPI accreditation
- adequate supply of fire safety devices
- automatic smoke detection system throughout the hospital
- floor maps with emergency plans
- staff training
- fire marshals available on site
- public address system to provide immediate instructions during an emergency.

Electricity and related hazards

- independent backup power system (uninterruptible power supply and emergency power generators)
 - periodic electrical safety checks of biomedical equipment and electrical systems
 - utility system management and maintenance service
- Safety plan
- a detailed safety plan is in place, devised on the basis of accurate risk assessment and in compliance with the law.

Utility systems

- periodic checks of utility system safety and efficiency
- monitoring – with online self-diagnosis – of all utility systems across the facility through a complex oversight system with centralized alarm notification.

In addition, Humanitas Castelli

- Has adopted procedures for the protection of vulnerable patient populations, including children, pregnant women, the elderly, the disabled, individuals with a communicable disease, and immunodepressed patients
- collaborates with Primary Care Physicians to promote integration and continuity of care
- has entered into agreements with other hospitals to ensure that inpatients receive those services that are not delivered by Humanitas Castelli
- has activated agreements with community services and organizations for patients who need rehabilitative care or home care services at the end of hospitalization
- has an interpreting service available to facilitate communications with foreign patients who do not speak Italian



PUBLIC RELATIONS OFFICE

The Public Relations Office is located with the Medical Director's Office, in building B, 1st floor, and is open Monday to Friday from 9:30 a.m. to 12:30 p.m. It is also available by telephone on +39 035.283.224, or via email at urp.castelli@gavazzeni.it

The purpose of the Service is to ensure that clients receive health care services through respectful actions and behaviours in keeping with current legislation and with the protection of patient rights, as well as to contribute towards the continuous improvement of service delivery.

In particular, it plays its role by carrying out the following activities:

- it carries out a listening and relational function
- it contributes to communication and conveyance of information about the organization of the hospital and about service delivery
- it collects observations, reports, complaints or suggestions about service disruptions and inefficiencies, but also commendations and praises about the care received
- it conducts patient surveys to investigate and track the patients' experiences and perceptions about the quality of the services provided, including through the collection and analysis of customer satisfaction surveys.

Communications can be made to the Public Relations Office in person or by telephone, or sent by regular mail, electronic mail, registered electronic mail, by the person concerned, by a delegated individual, or by a legally authorized individual. The Public Relations Office shall look into the problem, and shall share and manage it together with the organizational functions concerned in

order to devise all possible corrective, improvement, and preventive actions to be implemented.

CUSTOMER SATISFACTION

In accordance with the guidelines issued by the Regional Government of Lombardy, Humanitas Castelli involves outpatients and inpatients in the voluntary participation in satisfaction surveys aimed at measuring client-perceived service quality.

The Public Relations Office analyzes the data collected, which are anonymized to be shared with the organizational Functions and Departments concerned, always with a view to improving the services provided by the hospital.



USEFUL SERVICES AND INFORMATION

Switchboard Operator	+39 035.283.111
Medical Director's Office	+39 035.283.224
Public Relations Office	+39 035.283.224
NHS Appointment Booking	+39 035.4204.300
Private-pay Appointment Booking	+39 035.4204.500
Diagnostic Imaging	+39 035.4204.001
Appointment Cancelling	+39 035.4204.004
Check-up Program	+39 035.283.256

CONTRACTED HEALTH INSURANCE PLANS

Humanitas Castelli has agreements in place with most insurance funds and companies covering both hospitalization and outpatient services for their insured clients. These agreements include the corporate health insurance schemes of many business companies in the province of Bergamo and in the Region of Lombardy. There are two types of agreements – direct and indirect agreements.

The full list of contracted health insurance plans is available on the hospital's website at www.humanitascastelli.it

Direct agreements

The insurance company or fund contracted with Humanitas Castelli takes on direct responsibility for full or partial payment of the services delivered to their insured clients. Hence, the insurance company or fund pays directly the fees for the clinical services provided. In the case of partial payment made by the insurance company or fund, the patient must pay the agreed-upon deductible.

Indirect agreements

While still having access to a special fee schedule, patients pay all the services delivered by Humanitas Castelli and then apply for full or partial reimbursement with their private health insurance plan or scheme.

For further information:

Private-Pay Admission Office, building D, 1st floor, Monday to Friday from 8 a.m. to 1 p.m. and from 2 p.m. to 4 p.m.; tel. +39 035.283.236

ONLINE SERVICES

www.humanitascastelli.it

The humanitascastelli.it website is built around care programs and in-depth information about specific topics or activities. The relevant physicians, conditions treated, and care and treatment services provided are described under each area. Patients living far from the hospital and using the hospital services can find information about travelling to Humanitas Castelli, and about Humanitas Castelli discounted rates provided by some hotels, B&Bs, short-term hous-

ing accommodations. A constantly updated news section informs clients about the latest hospital news.

Social Networks

Humanitas Castelli, together with Humanitas Gavazzeni, is on the main social networking sites (Facebook, LinkedIn, YouTube), with a view to being closer and closer to patients while providing them with useful information for healthy living, and in order to publicize disease prevention campaigns and initiatives.

VOLUNTEERS

The volunteers from Insieme con Humanitas (Together with Humanitas) are active within the hospital. Volunteers are individuals who provide a service free of charge close to patients and their families. They are available in all of the hospital's care settings, with different tasks according to needs: listening and companionship, information, including more specific services aimed at facilitating patient reception and orientation to the hospital or the linkage between health care staff and families.

Volunteers participate in specific training programs on relational attitudes and skills, with different specialization levels in relation to the areas where they are assigned.

HOSPITAL AMENITIES

Pastoral care

The hospital chapel is located on the ground floor of building A, where Catholic services are held. A nun is available during the day to all patients and their families for spiritual support. On



request, the hospital is available to meet the religious needs of every inpatient.

Café and vending machines

A café is located on the 2nd floor of building A. It is open Monday to Friday from 6:45 a.m. till 3 p.m. (please check for changes to opening hours due to evolving public health needs). The café is closed on Saturdays and Sundays.

When the café is closed, there are coin-operated vending machines available to purchase snacks and beverages, located in waiting rooms and wards.



The sale of alcoholic drinks is prohibited throughout the hospital.

Complimentary wireless internet service

Wireless internet access is available to patients and visitors throughout the hospital. The service is free of charge and allows guests and visitors to use their personal mobile devices (smartphones, tablets and laptops) to surf the web using a secure wireless connection, in keeping the Humanitas corporation policy. In order to have access to the "guest-castelli" wireless network, access credentials must be obtained from the reception desk.



Transportation

At reception desks there is general information available on the city transport system

and taxi cab service. A cab pickup may be arranged by reception staff.

Hotel, B&B, short-term housing accommodation

Humanitas Castelli has made agreements with the main hotels, B&Bs, and short-term housing accommodations in the local area to offer patients and families discounted rates for their stay near the hospital. Please visit www.humanitascastelli.it for an updated list of options.

Cell phones

The use of cell phones is prohibited (both in reception/calling mode and in standby mode) in the areas identified by designated signage, for patient protection and safety reasons, and to avoid interference with biomedical equipment.

Smoking

Smoking is not allowed anywhere inside the hospital, by law and above all to protect the health of patients and staff at Humanitas Castelli. Smoking is allowed only in two outdoor areas located near the motorcycle parking spaces and next to the MRI suite.



Pets

Pets (dogs, cats, rabbits, ferrets, and any other type of pets) are not allowed inside any hospital building according to the provisions of article 22 - paragraph 2 - of Regional Regulation no. 2 dated 13 April 2017.



Travelling to Humanitas Castelli

BY CAR

From the Bergamo exit on Motorway A4 – After leaving the toll booth, take the fourth exit on the roundabout leading onto via Autostrada towards Bergamo city center. After approximately 1.5 km, turn left onto via San Giorgio, and then first right onto via Baschenis.

Continue straight onto via Palma il Vecchio through the traffic lights for another 400 meters, and then again straight onto via Nullo until the traffic lights. Turn left at these traffic lights onto via Mazzini, and continue straight on for another 150 meters. Humanitas Castelli is on the right, at number 11.

Driving time: 15 minutes approximately.



BY PUBLIC TRANSPORT

The following local buses serve the hospital area:

Bus route C1A headed to Don Orione; bus route C1B headed to Clementina; bus route 9 headed to Longuelo-Ponteranica.

Bus schedules and stops: www.atb.bergamo.it

BY FOOT

From the Railway Station at piazza Guglielmo Marconi, walk down viale Papa Giovanni XXIII for approximately 400 meters past Largo Porta Nuova, and continue straight on for another 50 meters. Continue straight through piazza Vittorio Veneto, and then turn left onto via Tasca. Once you get at the roundabout called Rotonda dei Mille, continue onto via Giuseppe Garibaldi. Continue straight onto via Giuseppe Mazzini for approximately 200 meters. Humanitas Castelli is on the right, at number 11.

Walking time: 30 minutes approximately.

The Mission of Humanitas

To improve the life of our patients, through more and more effective care and treatment, and organizational innovation and sustainability.

To invest in research having a real impact on the advancement of Medicine.

To train a new generation of professionals through a model merging Clinical Practice, Research and Academic Education.

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